User Feedback on Best Practices

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Abstract

This deliverable presents the results of Task 3.1 within Work Package 3 of the ENACT project, which aims to strengthen the production of easy-to-understand (E2U) news across radio, the web and television through user engagement and co-design. Between December 2025 and May 2026, the project partners conducted local consultation sessions with end-users and their representatives and collected stakeholder feedback during an Open Conference in Palermo. A total of 125 participants across five countries contributed to the process, including people with intellectual and cognitive disabilities, older adults, non-native speakers and end-user representatives. The report outlines the shared methodological framework adopted by the project partners, the structure of the consultation activities and the main findings emerging from focus groups, voting exercises and open discussions. Results highlight common priorities across user groups: the need for clear and natural speech, consistent pacing, meaningful pauses, accessible visual support and non-stigmatising terminology. Stakeholders emphasised the importance of recognisable E2U formats, inclusive participation and editorial coherence. These insights provide a solid evidence base for refining E2U news production practices and will inform the co-design of shared European recommendations and the development of the ENACT online hub.

Keywords: Easy To Understand; News; User Feedback; Desired Features; News For Web, Tv, Radio.