

The Listening Fund

Systematic Feedback Questions

In order to understand more about the effectiveness of listening activities, the Centre for Youth Impact has developed a set of questions to support organisations to gather feedback from young people. The questions can be found on the next page.

The questions have been developed with young people directly involved in the Listening Fund. The process has been designed to provide you with clear and concise insights into whether the young people you work with feel **heard**, are able identify **changes** that have taken place as a result of their input, and to gather their suggestions for how your listening activities could be **improved**.

The questions complement the Listening Fund organisational self-assessment (which can also be found on the Listening Fund website¹) offering the opportunity to see whether young people's perceptions and experiences match up with those of the management team and staff.

The Process

- We recommend that organisations gather responses to the questions from 25-40% of the young people they work with: this includes all your beneficiaries, not just those directly involved in listening activities.
- We recommend that responses are gathered anonymously to reduce bias in the responses.
- The questions could be gathered via a paper survey (see page 3), or they could be inputted into an online survey platform (such as Survey Monkey).

¹ www.thelisteningfund.org/resources-for-partners/

Feedback Questions

Question	Answer Options
1. A) Do you feel like [organisation] listens to what you think? (Just tick one)	<ul style="list-style-type: none"> • Definitely: I always feel my opinion is valued • A bit: I sometimes feel my opinion is valued • I'm not sure • Not really: I often don't feel my opinion is valued • Definitely not: I never feel my opinion is valued
1. B) If you have an idea about how to improve [organisation], do you know how to tell them? (Just tick one)	<ul style="list-style-type: none"> • Yes, and there are lots of ways for me to suggest ideas • Yes, and I know one way for me to suggest ideas • No, I do not know how to suggest an idea • I do not want to suggest any ideas
2. A) Have you ever seen [organisation] change something in response to your feedback?	<ul style="list-style-type: none"> • Yes • No • I'm not sure • I've never given feedback
2. B) If you have seen a change, what was it? (This could be a change in the activities they put on or how they run them, a change in the way the organisation is managed, or anything else)	Open question
3. What do you think [organisation] could do to make them better listeners? (Tick as many as you like)	<ul style="list-style-type: none"> • Talk to me face-to-face more often • Let me give them feedback using a computer or my phone • Explain what changes they have made because of what they've heard from me and other young people • Something else (please tell us here):

Listening Fund Feedback Survey (Public Version)

1. Do you feel like this organisation listens to what you think? (Just tick one)

- Definitely: I always feel my opinion is valued
- A bit: I sometimes feel my opinion is valued
- I'm not sure
- Not really: I often don't feel my opinion is valued
- Definitely not: I never feel my opinion is valued

2. If you have an idea about how this organisation could improve what they do, do you know how to tell them? (Just tick one)

- Yes, there are lots of ways for me to suggest ideas
- Yes, I know one way to suggest an idea
- No, I do not know how to suggest an idea
- I do not want to suggest any ideas

3. Have you ever seen this organisation change something in response to your feedback? (This could be a change in the activities they put on or how they run them, a change in the way the organisation is managed, or anything else)

- Yes
- No
- I'm not sure
- I've never given feedback

4. If you have seen a change, what was it?

5. What do you think this organisation could do to make them better listeners? (Tick as many as you like)

- Talk to me face-to-face more often
- Let me give them feedback using my phone or computer
- Explain what changes they have made because of what they've heard from me and other young people
- Something else (please tell us here):