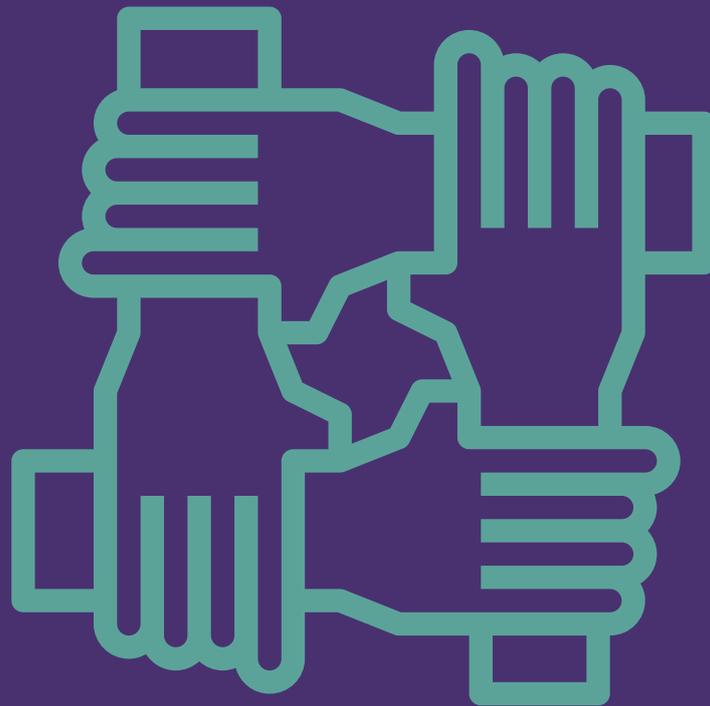


# Solidarity Health Check

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A framework to check the standard of your current listening practice with young people



# How to health check an organisation's ability to 'listen with solidarity'

The 'Solidarity Health Check' was produced by Colin Falconer in June 2020 following his research into The Listening Fund partners' response to the Covid-19 pandemic. The principle of 'solidarity' offers a powerful signpost to effective listening practices that were used to engage and support young people during the Covid-19 pandemic. The ten questions focus on what interviews with partners revealed to be the most impactful and influential areas of listening. You can read the full report [on our website](#).

The tool is not meant to provide an exhaustive set of questions. It is framework designed to offer a starting place for organisations to health check current listening practice and identify opportunities to explore the principle of solidarity reflected across its ten assessment areas. While not all areas listed may be possible for an organisation to act on, the first six have been identified in the research as common priorities for focus.

The ten areas will also prove useful for funders to consider the likely strength of listening characteristics in organisations seeking investment from them.

## Using the tool effectively

Organisations may wish to rate themselves in each area against a scale of four listening levels:



### **Beginner level**

Where areas identify most gaps that require significant development



### **Emerging level**

Where areas identify some practice that requires further development



### **Proficient level**

Where areas identify secure practice with the potential for enhancements



### **Advanced level**

Where areas identify strong practice that is or should be celebrated

Where areas are rated between 'Beginning' to 'Proficient', organisations should be able to identify actions to improve future practice. It is also worth celebrating any areas where practice is more advanced. Boxes are provided under each question to allow space to note these actions and celebrations. It is recommended that you complete the questions with colleagues so you can discuss the areas raised in greater detail.

1) Is a person-centred, asset-based ethos ('working with, not doing to people') consistently embedded in the culture and practice of the organisation?

- (1) (2) (3) (4) +

2) Does organisational practice demonstrate that staff are mindful to be always listening with young people and able to constantly close any 'feedback loops' with them?

- (1) (2) (3) (4) +

3) Can frequency of contact with young people be quickly and reliably increased to engage and support their wellbeing during a crisis?

- (1) (2) (3) (4) +

4) Can the organisation offer multiple communication channels to connect with and mobilise young people to respond to their individual preferences and needs- from digital platforms to phone calls or letter writing correspondence?

- (1) (2) (3) (4) +

5) Has the organisation developed an internal process to collate, codify and share appropriate insights on what is being heard from young people on a regular basis?

- (1) (2) (3) (4) +

6) Is enough support in place to invest in the resilience and wellbeing of practitioners to sustain personalised listening practices with young people during periods of increased pressure?

- (1) (2) (3) (4) +

7) Are there accessible approaches in place to connect young people together for peerto-peer support, shared inspiration and social activities?

- (1) (2) (3) (4) +

8) Is there an influencing forum, group or other process for young people to offer advice on leadership decisions, practice or specialised delivery needs?

- (1) (2) (3) (4) +

9) Can the organisation invest more power in young people by enabling them to take ownership over external communications activity and/or targeted funding decisions, and/or by recruiting young people and those with lived experience into staff roles?

- (1) (2) (3) (4) +

10) Is the organisation connected with sufficient local and national organisations to partner with and influence campaign activity on areas important to young people?

- (1) (2) (3) (4) +