

Welcome to the Listening Fund - organisational listening self-assessment. It is designed to both aid your own reflection on different aspects of your organisation's listening practice and act as a baseline so that the evaluation team can track change in listening practice across the Listening Fund over the next two years.

The self-assessment takes a broad definition of organisational listening and explores different elements of how you listen to and with young people. It includes questions on your listening practice, culture, skills, resources, communication and how you act on what you hear.

Your help with the evaluation is greatly appreciated but participation in the self-assessment is entirely voluntary. If you complete it we will send you a copy of your results alongside the results for the Listening Fund cohort overall, which will help you to identify your strengths and weaknesses.

We strongly recommend that you complete the self-assessment with at least one other person in your organisation. This will likely include someone with a strategic overview of the organisation and someone who plays an active role in your organisation's listening practice. The questionnaire should take around 30 minutes to complete. We recognise that listening practice may vary considerably across your organisation (and there is a question that asks about this) but please respond based on your perception of your organisation overall. Please also respond based on your perception of how things are not how you would like them to be or what you are planning to do as part of the Listening Fund.

Please complete the self-assessment by the deadline on the 13th May.

If you have any queries or would like any further information please contact matthew.hill@youthimpact.uk.

In order to compare your answers now with later responses we ask for your organisation's name but only the evaluation team (the Centre for Youth Impact) will see named responses. We are not using the self-assessment results to evaluate individual organisations but rather to track change over time across the cohort overall. Your individual responses will be treated confidentially and will not be shared with the Listening Fund funders or anyone else. The results will not be used for any other purpose than evaluating the Listening Fund overall.

* 1. What is your organisation's name?

2. What forms of listening does your organisation undertake with young people? Please tick all that apply.

- Surveys – with closed questions
- Surveys – with open questions
- Focus groups
- Interviews
- Case studies of individual young people (that involve listening)
- Youth forums
- Comment and suggestion boxes
- 'Open door' between staff/ volunteers and young people
- Ongoing listening within practice (e.g. informally asking for feedback within a session with young people)
- External evaluation (that involves listening)

Other (please specify)

3. On average, how regularly does your organisation undertake any form of listening with young people?
Please tick one.

- Weekly
- Monthly
- Quarterly
- 6-monthly
- Annually
- Less often

4. Do young people engage anonymously in any of your organisation's listening?

- Yes
- No

5. Does your organisation undertake any outreach activities in order to engage those groups who you have found it difficult to engage in listening?

- Yes
- No
- Please specify...

6. Does your organisation have an organisational listening policy?

- Yes
- No

7. What analysis does your organisation undertake on your forms of listening? Please tick all that apply.

- Compare responses between young people
- Compare responses between services within our organisation
- Compare responses over time
- Compare to external sources of data (e.g. schools data or government data sets)
- Check for any bias in who is responding to your listening
- Check for other biases

Other (please specify)

8. Approximately, what proportion of the young people you work with engage in at least one form of your listening?

- 0-25%
- 26-50%
- 51%-75%
- 76%-100%
- Don't know

9. To what extent does your organisation listen to a representative sample of the young people that it works with? (By representative we mean that the types of young people that engage in listening activity are the same types of young people who you engage more broadly in your organisation's work)

- 5 - a great extent
- 4
- 3
- 2
- 1 - not at all

10. To what extent does the leadership in your organisation do the following? Please select one for each row.

	5 - a great extent	4	3	2	1 - not at all
Talk about the importance of listening	<input type="radio"/>				
Build listening in to organisational or project-level budgets	<input type="radio"/>				
Refer to listening in organisational strategy	<input type="radio"/>				
Refer to listening in organisational operational business plans	<input type="radio"/>				
Create structured time for listening	<input type="radio"/>				

11. To what extent do staff/ volunteers who work directly with young people in your organisation do the following? Please select one for each row.

	5 - a great extent	4	3	2	1 - not at all
Talk about the importance of listening	<input type="radio"/>				
Actively create opportunities for listening to young people	<input type="radio"/>				
Actively pass the insights gained from listening on to your organisation's leadership	<input type="radio"/>				

12. To what extent are the young people you work with willing to engage in your organisation's listening?

- 5 - a great extent
- 4
- 3
- 2
- 1 - not at all

13. Overall, how skilled is your organisation around the following areas of listening? Please select one for each row.

	5 – Very high skilled	4 – High skilled	3 – Neither high nor low skilled	2 – Low skilled	1 – Very low skilled
Surveys	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Focus groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interviews	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Case studies of individual young people (that involve listening)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Youth forums	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Analysing quantitative data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Analysing qualitative data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14. Is listening explicitly included in the role description of any staff/ volunteers in your organisation?

Yes

No

Please specify which staff/ volunteers...

15. Is there a specific budget line within the organisation for listening? Please do not include money received as part of The Listening Fund

Yes

No

16. Does your organisation use any types of technology to support its listening?

Yes

No

Please specify which types of technology...

17. Overall to what extent does your organisation act on what you have heard in your listening?

5 - a great extent

4

3

2

1 - not at all

18. To what extent does your organisation evaluate its listening practice?

5 - a great extent

4

3

2

1 - not at all

19. To what extent does your organisation involve young people in evaluating your listening practice?

5 - a great extent

4

3

2

1 - not at all

20. To what extent do you undertake the following elements of communication around your listening?

Please select one for each row

	5 - a great extent	4	3	2	1 - not at all
Communicate what you have heard to people who have engaged in your listening processes	<input type="radio"/>				
Communicate what you have heard to people who have not engaged in your listening processes	<input type="radio"/>				
Communicate your actions to people who have engaged in your listening processes	<input type="radio"/>				
Communicate your actions to people who have not engaged in your listening processes	<input type="radio"/>				
Include an explanation of why you have not acted on some of what you have heard	<input type="radio"/>				

21. To what extent do you use listening for the following?

	5 - a great extent	4	3	2	1 - not at all
To give young people an opportunity to express themselves	<input type="radio"/>				
To evaluate your services	<input type="radio"/>				
To influence how you develop your services	<input type="radio"/>				
To influence the fundamental strategic direction of your organisation	<input type="radio"/>				
Because it is young people's democratic right to shape the services they receive	<input type="radio"/>				

22. To what extent do you engage young people within your listening in the following ways? Please select one for each row

	5 - a great extent	4	3	2	1 - not at all
Discuss responses of your listening with young people	<input type="radio"/>				
Analyse the responses of your listening with young people	<input type="radio"/>				
Create actionable recommendations with young people	<input type="radio"/>				

23. To what extent does listening practice vary across your organisation

- 5 - a great deal
- 4
- 3
- 2
- 1 - not at all

24. Overall, where on Hart's ladder of participation would you rate your organisation overall? Please select one

- 1. Young people are manipulated
- 2. Young people are decoration
- 3. Young people tokenized
- 4. Young people assigned and informed
- 5. Young people consulted and informed
- 6. Adult-initiated, shared decisions with young people
- 7. Young people lead and initiate action
- 8. Young people and adults share decision-making

25. Is there anything else you would like to say about any aspect of your organisation's listening?

26. Finally, please use the space below to share any reflections on the Listening Fund – organisational listening self-assessment itself.