Gathering feedback from young people about your program or service

This 'bank' of 17 feedback questions was developed based on the mechanisms
of change in the theory of change developed for open access youth provision through the Youth
Investment Fund (2017-2020).[1]

The response scale used for all questions except for question 2 was 'A great deal', 'Somewhat' or
'Not at all'.

For question 2, the response options were 'Very likely', 'Somewhat likely' or 'Not at all likely'.

You could gather data through a paper questionnaire, an online questionnaire or
through more interactive methods such as asking young people to throw balls into buckets that
corresponded with their answers.

You may decide to only use some of the questions, but it's important to ask the same questions in
the same way at intervals so you can draw comparisons and change over time. Perhaps some are
chosen for regular 'pulse' surveys and collected more frequently, and a fuller list is used less
frequently - the important thing is to have a plan that is systematic and consistent for collecting this
feedback.

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[1] https://drive.google.com/file/d/1bMkkoxF0UkImMobiecqZX4A9elijUKJc/view

	Question
1	How included do you feel whilst at [organisation]?
2	How likely do you think it is that [organisation] will make changes as a result of your feedback?
3	How much do you enjoy your time at [organisation]?
4	How much do you feel a sense of purpose and achievement through the activities at [organisation]?
5	How much do you feel positively challenged by the activities at [organisation]?
6	How much do you feel the staff and volunteers at [organisation] trust you?
7	How much do you feel valued as an individual while at [organisation]?
8	How much do you influence how the services are run at [organisation]?
9	How much do you trust the staff and volunteers at [organisation]?
10	How much do you value [organisation]?
11	How respected do you feel whilst at [organisation]?
12	How safe do you feel whilst at [organisation]?
13	To what extent do you feel it is worth your time and effort to come to [organisation]?
14	To what extent do you receive the support you need from [organisation]?

measures

15	To what extent do you think the services you receive from [organisation] are good quality?
16	When you are at [organisation], how empowered do you feel to make a positive change in your life?
17	When you are at [organisation], how much do you feel a sense of community?

Credits: This tool was developed for and used by the Youth Investment Funded organisations in 2021.