## 1. Intro

The [Listening Loop tool](#) has been developed as part of the SSCP 'Making a Difference in Salford: What's life like for you?' participation project.

The purpose is to understand, increase and support participation from children, young people and their families and show the impact of listening across Salford.

## 2. What is it?

The Listening Loop is an easy template to document the great work that goes on within services when they listen to the people they work with, think about what they said, respond by making changes and then let people know how their views have made a difference. Lots of listening goes on and doesn't get recorded or shared at the moment and The Listening Loop is designed to show and share this listening and the learning that goes with it. It is adapted from the National Children's Bureau 'Ready to Listen' guidance: https://www.ncb.org.uk/sites/default/files/field/attachment/Ready%20to%20listen%202016.pdf

## 3. Who is it for?

The Listening Loop is really simple to complete and works as a tool for individual workers, for a team, a whole service or a system. Your examples will be different but the Listening Loop works at each different level.

## The Listening Loop

## 4. When to use?

Any time that you want to show how you have listened and responded to people who use your service:

To demonstrate engagement and participation activity

To show how feedback makes a difference

## 5. When to use? Cont.

As a tool for co-production - shared understanding of the change process

In annual reports – to demonstrate participation and change

To share the listening with other services – to learn together

As a reflective tool in supervision

## 6. How to use?

✓Share what you did and what difference this made using the wheel template boxes.
✓Feedback to everyone who participated.
✓Use the comments box to share what was said – **these quotes should be anonymous and not give identifying information or details.**
✓In a sentence summarise a change that has been made in response to what people said.

## 7. What next?

You may want to use several Loops to show how the cycle led to more activity and other changes.

Email a copy to the SSCP sscp@salford.gov.uk

Share with service users, team, managers & leaders. Display & use within reports and communications as assurance of the difference that listening makes. Examples will be brought together for wider learning by SSCP

Salford
**Safeguarding Children Partnership**

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