



Young People's
Health Partnership

Children and young people's Takeover Day toolkit

A guide to working in partnership with
young people to improve health services

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1. Welcome to Takeover Day

Takeover Day is the national event where public, private and voluntary sector organisations give young people the opportunity to be involved in decision making about issues that affect their lives.

Since the original event in 2006, Takeover Day has grown to become a national movement, and is coordinated by the Office of the Children's Commissioner for England. Organisations in all sectors can hold Takeover Day events. This Toolkit is aimed at supporting Takeover Day in the health and wellbeing sector.

We think this is important because we know that young people's voices are often not heard in these settings, and we feel that young people have the right to be involved in decisions that affect them.

The day is a chance for organisations to engage directly with the young people who access their services. This means young people can be involved with decision making and influence policy and practice, to develop better services.

The Young People's Health Partnership (YPHP) was formed in 2013, to give young people a voice to influence local and national policy. In 2013 and 2014 we organised a national event for NHS England, where young people met with the Executive Board to discuss ideas for improving their experience of health services, using interactive and engaging activities.

For more information about how the YPHP is supporting Takeover Day please visit our pages on the AYPH website:

<http://www.youngpeopleshealth.org.uk/yphp>

We want young people to be challenged and inspired by the opportunity to be involved in influencing serious, meaningful decisions that have a lasting impact.

If you are planning a Takeover Day event, and will be using the ideas in this toolkit, please contact us at **participation@brook.org.uk**



1.1 About the toolkit

This toolkit has been created to support organisations that commission and deliver health services for children and young people to organise successful Takeover Day activities.

This toolkit has been prepared by The Young People's Health Partnership, a strategic partnership between the Department of Health, NHS England, Public Health England, Addaction, Ambition, The Association for Young People's Health, Brook, CLIC Sargent, Street Games, and Youth Access, working to improve young people's health and wellbeing.



Using the toolkit

This toolkit is full of ideas to support your event. We've highlighted some of our ideas, case studies and resources so you can find them easily:

 = ideas for activities for your day

 = an example of a template or resource you can find in our Toolkit Resources

 = a case study that we think is an example of good practice.

1.2 What young people think about Takeover Day

Lisa is 18 years old, and is a Young Volunteer with Brook. She attended the NHS England Takeover Day in 2013:

"I think organisations should organise a Takeover Day event as it brings professionals and young people together. It educates us as young people and professionals on the different issues organisations face from day to day. It also allows organisations to come together, and understand the success and obstacles organisations have overcome.

"On Takeover Day, professionals and young people can share views with each other, to come up with solutions to problems or issues that affect young people."

What young people want from Takeover Day:

- **Build networks**
- **Gain skills**
- **Be educated on job opportunities**
- **Work alongside adults**
- **Recognition**
- **Make a change**
- **Be involved**
- **Talk to professionals about what they do and how they, as young people, could get involved**
- **Be kept informed after the event, with regular updates**
- **To feel safe and cared about.**

What young people do not want from Takeover Day:

- **People who can make a change already having their minds made up about what they intend to do to “improve” things**
- **Feeling like their ideas aren’t being taken on board**
- **Not being taken seriously (despite giving up their free time to take part)**
- **Not feeling safe. Event organisers need to make sure participants know where they are going on the day, and that they can get home safely**
- **No follow up after the day.**

1.3 What can you do for Takeover Day...?

- **Organise a Takeover Day event where children and young people have the opportunity to be involved in decision making at your organisation**
- **Use the ideas in the *Making it happen* and *Making it work* sections of this toolkit to plan a Takeover Day event (especially section 2.2, *Designing activities*, and section 5.3, *Be creative*)**
- **Look at section 5, *Making it matter*, to make sure your activities have a lasting impact for young people**
- **Use the practical advice and resources in the toolkit to plan a successful day**
- **Create opportunities for individual young people to shadow staff in your team or organisation**
- **Celebrate and share any examples of good practice in young people's participation in your organisation with others.**
- **Build relationships with local schools, colleges and voluntary and community sector organisations to recruit young people for your event.**

The national Takeover Day event acts as a focus for young people's rights and involvement in decision making.

We feel that involving young people is an ongoing process, and that organisations shouldn't feel limited to working with young people in this way for only one day each year, or that events can't be held at other times of the year.

To maximise the impact of your day think about linking up with other events for your organisation and your partners.

2. Making it happen

Takeover Day is about bringing young people and adult decision makers together to share ideas and work in partnership. To get the most out of the day it's important to have a clear plan that can be understood by both the young people and adults who are taking part.

Takeover Day is a great opportunity to involve professionals from across your organisation or team to work in partnership with young people, and having a variety of people involved can make the day more interesting for young people

2.1 Planning

The first step towards planning Takeover Day is identifying a key person within your organisation or team who will take responsibility for overseeing and co-ordinating your activities. **(There is a template agenda for the day in the resources section of this toolkit. ✓)**

This person can act as your Takeover Day Champion and be involved in planning and running the day. This will include staff who are leading and supporting activities, as well as people who are responsible for health and safety, communications and safeguarding who can help with planning.



Involve children and young people in your planning process as early as possible. Asking them what they want to happen on the day will lead to a more successful event.

Takeover Day can also provide an opportunity to build links with other organisations that work with young people. Voluntary and community organisations in your area might be working with young people who can be engaged to participate in your event.

Develop a clear idea about what you want to achieve as a result of Takeover Day, and be ambitious and realistic about your capacity to involve young people. Think about whether you have capacity to host an individual young person or work with a larger group. This will have an impact on the activities you plan for the day.

Think about ways in which professionals who do not have regular face-to-face contact with young people can contribute; there could be a benefit from getting a young person's perspective on the job that they do. (Remember to think about support that people might need if they're not confident working directly with young people.)

2.2 Designing activities

To make Takeover Day effective, organisations need to plan activities that bring young people into direct contact with professionals who make decisions that affect their lives.

For this to work young people need to understand how and why decisions are made in your organisation, and have all the information they need to make a meaningful contribution on the day.

Young people all have different skills and abilities, and different perspectives on issues that affect them. Takeover Day should be an inclusive event; think about activities that can engage as many young people as possible, giving them the chance to use skills and talents that they already have.

There are many ways young people can get involved in Takeover Day. The list below gives some examples of ideas that have worked for a range of organisations in previous years:

- **Job shadowing or work experience – gives individual young people the chance to see how day-to-day tasks contribute to an organisation’s goals, and the responsibilities of individual roles**
- **Question Time: give young people the opportunity to ask questions to a panel of local or national decision-makers**
- **Sharing a challenge – ask young people to come up with possible solutions for a problem or issue that your organisation has to deal with**
- **Takeover! Let young people (either working individually or as a group) take control of your organisation and make key decisions for the day**
- **Business planning – support young people to engage with your strategic objectives for the future.**

There are lots of ways young people can contribute. Think about whether you could organise a range of activities for young people to give them a more varied experience on the day.



2.3 Getting young people involved

Young people should be involved in planning and preparing for Takeover Day as early as possible. Think about how you can involve young people in planning activities for the day.

Engaging young people who are going to take part takes time. You might need to set aside time to build relationships with young people before the day and work to establish shared expectations and objectives.

Takeover Day is also an opportunity to engage young people who may not normally be involved in influencing decision making, such as young people from BME communities, LGBT young people, young people with learning difficulties and/or disabilities, young people in care or young carers. Start by contacting local projects or services that are already in contact with these young people to see if they can support you to build relationships with young people.

Think about young people who might have disabilities or additional needs when you are planning for Takeover Day. Make sure your activities are inclusive and accessible.

Schools, colleges and youth projects are all places where you can invite young people to take part in your activities. If you are going to be working with these organisations to recruit young people, consider contacting them early on in your planning for Takeover Day.

Depending on how many young people you are going to be working with, and how you plan to organise your day, you might need to develop a selection process. This needs to be done fairly so that young people who are interested all have an equal opportunity to get involved. **(There is a template for an application form in the resources section of this toolkit. ✓)**

Activity idea

Dragons' Den



Pitch ideas to a panel of young people acting as “Dragons.”

How?

Ask staff from across your team or organisation to prepare proposals for projects that can be “pitched” to a panel of young people. Each pitcher will get five minutes to explain their idea. Then give the Dragons time to ask questions. After every pitch has been made young people can work together to decide which proposal they think is the best.

2.4 Communicating with young people

It is important to develop a clear strategy for talking to young people about Takeover Day. Young people who are interested in taking part will need clear information about what's happening on the day.

Make sure all the materials you produce are easy to read and get your points across clearly in a way that young people understand.

A poster or leaflet might be a good way of informing young people that Takeover Day is happening, but most young people will need more information before the day before deciding to get involved.

Be prepared to meet with young people before the event. Share your ideas for the day and listen to their feedback, get ideas about how you can make the practical arrangements work for them, and think about how you can match your agenda to their interests.

Social media could be a good way to directly engage with young people and build interest about your Takeover Day activities.

Think about how you will communicate with young people about positive changes that have been made as a result of your Takeover Day too. This includes giving feedback to young people who take part, and the wider community.

2.5 Publicity

Takeover Day is an opportunity to create a good news story about young people and your organisation. Think about publicity in the build up to raise awareness, and after the event to celebrate what has happened.

Think about preparing a press release to send to local media organisations. You could do this in advance of the event to publicise what you're doing, or afterwards as a way of celebrating what has been achieved. You could even invite the media to visit your Takeover Day to get quotes from young people and take pictures. **(There is a template for a press release in the resources section of this toolkit. ✓)**

Try to involve young people in publicising Takeover Day. Perhaps they could write a story for your website or for internal communications.

Remember to spread the word about Takeover Day in any internal communications you produce and on social media.



Rachel spent Takeover Day 2014 at Public Health England, and wrote this blog about her experiences:
<https://publichealthmatters.blog.gov.uk/2015/01/26/a-young-persons-perspective-on-public-health/>

2.6 Keeping young people safe

Young people's safety and welfare should be the top priority when planning for Takeover Day and on the day itself. All professionals who are taking part in Takeover Day have a responsibility to safeguard young people.

Young people under the age of 18 will need written parental consent to participate. Young people who are attending school or college will also need permission from their school or college to attend. **(There is a template for a letter to share with schools or colleges in the resources section. ✓)**

Make sure all staff taking part are familiar with your organisation's procedures for child protection, and understand what to do if a young person makes a disclosure. Staff who don't usually have direct contact with young people and who aren't familiar with your procedures will need to be briefed about your policies before the day.

If your organisation doesn't have a child protection policy, consider adopting the policy of a school or youth service you work with.

Information about child protection should be made available to staff taking part early on, so they can familiarise themselves with the procedures.

All organisations should complete a thorough risk assessment covering all aspects of their Takeover Day activities. If individual young people who are taking part have additional needs you may need to complete an assessment to identify what support they will need.

It is important that risk assessments and procedures for safeguarding are completed and signed off before the day, in case organisations you're working with on the day request this information.

Activity idea

Social media takeover



How?

Let young people take control of your social media output for the day. Let young people develop their own hashtag. Young people could share links to reports or other content that your organisation has produced or engage your followers in a debate about important issues.

3. Making it work

3.1 Planning for the day

Make sure that you have a clear plan for your day prepared well in advance.

A detailed plan for what will happen on the day needs to be available for all participants. Make sure that this information is easy to follow and available in advance of the day. **(There is a template for an agenda in the resources section of this toolkit. ✓)**

Professionals who are leading activities or supporting young people will need to know what is expected of them on the day and have a clear understanding of the timings for activities. Make sure that any resources and equipment needed are available and in the right place at the right time.

If you have the capacity, think about having somebody available to troubleshoot on the day and deal with any problems that might arise.



3.2 Keeping in touch

Make sure you have contact details for all young people who are taking part in your Takeover Day activities.

- **Think about keeping in touch with people during the run up to Takeover Day, so you can share information with them about the event**
- **You might need to contact young people on the day if they are running late or get lost**
- **You can contact young people to follow up after Takeover Day.**

It is also important that you have contact details for parents or carers in case there is an emergency.

Young people attending Takeover Day will need a named contact who will be responsible for supporting them throughout the day. All of the young people attending Takeover Day should have a way to contact this person if they have any problems on the day.

3.3 Housekeeping

When you are planning Takeover Day think about how young people will be travelling to and from the venue for the day. If transport is being provided, they will need details about where or when they will be picked up. If young people are travelling independently, they will need clear directions and details for someone they can contact if they get lost or are delayed.

Have someone available to meet and greet young people; they may be arriving at the venue for the first time and may be unsure how to get to where they need to be.

On arrival give young people a welcome pack containing all the practical information they need for the day. **(There is a welcome pack checklist in the resources section of this toolkit. ✓)**

Aim to give young people a tour of the venue – or area – they'll be working in, remembering to point out fire exits, toilets and refreshment areas.

Think about providing a meeting point or base for young people for the day. Set aside space where young people can come back to if they get lost, and where there will be somebody to talk to if they are having a problem on the day.

3.4 Young people with additional needs

It is important that Takeover Day activities are accessible and inclusive for all young people. Some young people might need support to make this possible. Make sure that your venue is accessible for young people who have physical or mobility impairments.

Think about how you are going to get the information you need to make your day accessible in advance. **There is a template for an 'About me' form in the resources section of this toolkit ✓**

This is a good way of collecting information to help you plan your day. This might include preparing resources in alternative and accessible formats.

Some young people might want a worker who they already know to support them on the day. If this is appropriate make sure that the worker has all the information they need about the day.

3.5 Breaks and refreshments

Make sure young people get plenty of breaks throughout the day. Some young people might want to take time out during activities, too.

Consider setting aside a space where young people can chill out during their breaks. Have healthy refreshments available. (It is also important to think about the dietary requirements of the young people taking part.)

If young people need to move between locations for different activities on the day make allowances for this in your agenda. You should also make sure young people know where they need to be, and timings for activities.

Activity idea



Service user journey

How?

Support a group of young people to map out their experience of a particular service as a timeline. Mark the key points on the journey on the timeline, along with positive and negative experiences.

The group can then look at the journey and identify ways it can be improved. For example, young people might identify the need for more opportunities to self-refer to a service, or that waiting times are too long. At the end of the session the group can produce a new map, showing what they believe would be an improved service user experience.

4. Making it fun

Takeover Day should be enjoyable for everyone involved. Hopefully, your event will involve young people engaging with complex issues and serious decision making. Some young people might find this challenging at first, so it's worth planning activities to warm up participants and keep their energy levels up throughout the day.



This is especially important if you're working with young people who haven't worked together before, who are working in an unfamiliar environment.

4.1 Icebreakers and energisers

It's really important to create a positive atmosphere at the start of your Takeover Day activities.

The activities below are great ways to get people ready for working together and to introduce groups of people who haven't met before. They are also good for focusing people and keeping energy levels up throughout the day.

Icebreaker / energiser idea



Ball and name

TIMING: 10 minutes

What you need: Balls (you could also use beanbags or rolled up socks, which may not travel as far as balls when not caught)

How to play

- Stand in a circle
- Take one of the balls and start by saying your own name before throwing the ball to a young person who catches the ball and says their own name before throwing the ball on, and so on
- After the ball has been thrown to everyone in the group once, ask them if they can remember who they threw it to, and get them to do the same thing again in exactly the same order
- Now get them to throw the ball in the same order but instead of saying their own name, this time they should say the name of the person they are throwing the ball to before they throw.

Icebreaker / energiser idea



“I never have...”

TIMING: 10 minutes

What you need: A circle of chairs (one less than the number of people playing)

How to play

- Sit in a circle of chairs with one person standing in the middle
- The person in the middle calls out something they've never done, for example, “I have never been to Spain”
- Everyone else in the group who “never has” then has to swap seats and the person in the middle tries to take one of the empty seats. Nobody can move to the seat immediately left or right of their seat, they must cross over
- When the person in the middle gets a seat, the person left standing becomes the person in the middle.

Icebreaker / energiser idea



Things in common

TIMING: about 10 minutes
(depending on how many people are playing)

How to play

- Split the group into pairs. Each pair has two minutes to find one thing they have in common. Explain that it can't be an obvious fact, such as "we're both here today."
- After each pair has found something in common, ask them to share with the wider group. Then put the existing pairs into groups of four. The groups have to find a new thing in common (explain that they can't reuse a fact from the previous group).
- Keep doubling the size of groups until the whole group are working together to find one thing they all have in common.

4.2 Evaluation and feedback

Getting feedback from young people who take part is a really important element of Takeover Day. A thorough evaluation gives you a chance to wrap up the day and identify what needs to happen next. It can also help you start preparing for the next Takeover Day.

Feedback forms and online surveys are useful for this (**see the templates and links in the resources section** ✓), but interactive evaluations make the process fun.

Evaluation / feedback idea



Sweet feedback

What you will need: some sweets – enough for everyone in the group to take a few. (Remember to take dietary requirements into account.)

How to do it:

- **Start by offering sweets to everyone in the group. Explain that people can take as many sweets as they want, but that everybody needs to take at least one sweet. (Make sure people don't eat their sweets straight away.)**
- **After everyone has taken sweets explain that people need to give feedback, and that the number of sweets they have taken determines how many pieces of feedback they have to share.**
- **You can decide if you want people to only share positive points, things they have learnt, things they would change or all feedback.**

Evaluation / feedback idea



Stickperson feedback

What you will need: flipchart paper, pens, and sticky notes

How to do it:

- Draw a large stickperson on a sheet of flipchart paper. On the stickperson draw a heart. Then draw a lightbulb above the stickperson's head, a bin by their feet, and a bag near one of their hands.
- Give everyone sticky notes. Explain to the group that you want them to give feedback about the day. Comments about things they loved should be stuck around the heart, ideas they liked by the lightbulb, things they didn't enjoy around the bin, and things they will take away from the event near the bag.
- You could colour code the sticky notes in case people can't get their comments on the right place on the drawing.
- After everyone has added comments read them out to the group.

Activity idea



Prioritising activities

How?

Give young people the opportunity to set priorities for your work. You could start by letting them brainstorm their own ideas, or present them with priorities you've identified.

Young people can then work together to rank priorities. Have the individual ideas or issues printed on cards and let young people rank them in order of how important they feel they are.

This could be done using a diamond ranking or a pyramid. Or you could give young people a grid marked with 'stop' 'start' 'do more' 'do less' and let them place issues and ideas on the grid.

5. Making it matter

Takeover Day is an opportunity for organisations to engage young people in a day of focussed activity. To make sure your Takeover Day has an impact that can be seen and felt by young people, it's important to think about the wider context of children and young people's rights and how you can follow up activities that take place on the day.



5.1 Takeover Day in context

Young people are more likely to participate actively if they see that your organisation genuinely values their contribution, instead of feeling that the event is a 'one off'.

It's important to think about the wider national and international policy context when thinking about Takeover Day. This includes;

- **The United Nations Convention on the Rights of the Child (UNCRC) (UN, 1989) which was ratified by the UK government in 1991**
- **Recommendations published by Public Health England and The Association for Young People's Health "Improving young people's health and wellbeing: A framework for public health" (2015)**
- **The Department of Health's 'You're Welcome' quality criteria for young people friendly health services (DoH, 2011)**
- **The work of the Children and Young People's Health Outcomes Forum (CYPHOF)**
- **Patient and public involvement in decision making in the NHS, such as NHS Citizen, the NHS Youth Forum, Patient Participation Groups and HealthWatch.**

All these policies and initiatives are important for framing Takeover Day as part of a wider movement to put young people at the heart of decision making that affects them.

Activity idea

Campaigns



How?

Work with young people to agree on a health issue that is relevant to the local community and use it as the focus for a health promotion campaign. Support the group to develop key messages about the issues.

The young people can then work to develop a campaign strategy and materials. Encourage young people to think about innovative ways to reach a wide audience – like using social media.

5.2 Managing young people's expectations

Organisations should be ambitious in their planning for Takeover Day, and young people are likely to be enthusiastic about taking part in decision making about important issues. To make the day successful, organisations need to make sure that they manage young people's expectations carefully.

This means:

- **Being clear with young people about who has the final say about decision making**
- **Being prepared to listen to young people's ideas and feedback**
- **Ensuring young people have all the information they need to make informed decisions**
- **Supporting young people to develop ideas and solutions that are practical and achievable**
- **Communicating with young people in an open and honest way**
- **Making sure group decisions are made in as fair a way as possible, and that individual's ideas and opinions are respected.**

It's important to engage decision makers in your organisation with Takeover Day so that they understand what's happening, and recognise your organisation's commitment to respond to young people's ideas.

5.3 Be creative

The more creative your organisation is in planning for Takeover Day, the more likely young people are to engage and make the day successful. Ambitious ideas can have a significant impact, and focus people's attention. Think about ways young people can show off their skills and talents while making a contribution to your organisation.

Involve young people in planning the day as early as possible so you can match your activities with their skills and interests. Think about working with local voluntary and community sector partners to engage with a range of young people.

The list below shows some of the ways that young people can be involved in Takeover Day. Consider combining some of these to make a full day of activities.

- **Involve young people in a Dragons' Den style event where professionals pitch ideas to a panel of young people**
- **Let young people take over your organisation's social media for a day as a way of engaging other young people in different ways**
- **Set young people a challenge – think of a problem that needs solving and let them brainstorm potential solutions**
- **Give young people responsibility for creating a marketing campaign to raise awareness of an issue**
- **Have young people take over from key decision makers in your organisation – and let them do their job for a day**
- **Give young people the chance to get involved in business planning – let them shape your priorities and objectives, and think about creating a chance for young people to allocate resources, too**
- **Let young people chair an important meeting and set the agenda**
- **Let young people deliver training to professionals about a subject that's important to them.**



5.4 More than just one day

Make sure you have a plan for following up your Takeover Day with young people involved. Depending on what you have planned, there might still be loose ends that need tying up once the day is over. It might be necessary to give young people feedback on ideas they've put forward, after decision makers have had time to consider them. Alternatively, young people might need to respond to action that has been taken place because of their input on the day.

A one-off event with no follow up could be seen as tokenistic by young people. They may not feel their contribution is valued if they can't see any lasting impact. Create an action plan for the 'next steps' after Takeover Day.

This could include thinking about regular opportunities for young people to have a say on policy and practice, setting up a young person-led steering group, giving individuals extended periods of work shadowing, or having mini Takeover Days to continue the work started by young people on the day.

Think about working with partner organisations to put together long term opportunities for young people.

Social media could be used to create 'virtual' groups where young people can continue their involvement after Takeover Day. (This would require fewer resources than face-to-face meetings.)

Keeping in touch with participants will also give you the chance to get more feedback after the event, and to measure whether involvement has had a longer term impact on the young people who attended. This could help you evidence the benefits of young people's participation.



The Association for Young People's Health has recently concluded a three year pilot project supporting young people to become GP Champions to improve primary health care services for young people. Working in partnership with young people this project has generated lots of ideas for improving services.

More information about the project and a toolkit can be found here: www.ayph.org.uk/5/our-work/71/gp-champions-project/

Takeover Day 2015 is a fantastic opportunity to start a long term project to meaningfully engage young people in your organisation.

Activity idea



Budgeting activity

Use a budgeting activity to get young people to prioritise how they would allocate real resources to services.

How?

Give young people a theoretical budget to spend on designing services (e.g. £1 million). Prepare a jigsaw of different sized pieces of card with different aspects of a real service or different services written on them, along with how much these would cost to deliver.

Try and have the different pieces of card sized proportionally for how much they cost. (A full time clinic in a fixed location could be twice or three times the size of several outreach sessions – depending on their cost relating to each other.)

Things that cost the same amount should be on pieces of card that are the same size to provide opportunities for discussion and prioritising.

When you are preparing the cards make sure that the jigsaw will only fit together properly if the service that the young people design “costs” the right amount – so they won’t be able to make the jigsaw if they design a service that costs too much.

6. NHS England Takeover Day 2014



On Thursday 20th November 2014 the Young People's Health Partnership co-facilitated NHS England's national Takeover Day event in Leeds. The event was attended by over 100 young people and the NHS England Executive Board. This is a good example of using Takeover Day as an opportunity for a high-impact event, where all the key decision makers from an organisation can work directly with young people.

6.1 Planning

Young people were involved in co-designing and co-facilitating the event. A group of seven young people met in advance of the Takeover Day to plan an agenda. This session shaped the agenda for the day.

The starting point suggested by NHS England was "how can health professionals better communicate with young people"; the group used this starting point to brainstorm a range of issues and ideas that they felt were relevant to the main topic.

Young people then had the opportunity to prioritise ideas that they felt should be discussed on the day. There was also an opportunity to identify areas where issues overlapped and consolidate them.

Individual ideas were then grouped into themes, and young people were given the opportunity to develop ideas for a session that they would be comfortable leading on the day based around these themes.

Young people also agreed that the headline theme for the day should be "active young people". This reflected young people's comments that the Takeover Day should be about creating opportunities for young people to identify ways they can become actively involved in making change happen.



The themes that the group decided to use for individual workshop sessions on the day were:

- **Diversity,**
- **Health education,**
- **Communication between professionals and young people,**
- **Young people's rights,**
- **Access to services,**
- **Engagement and involvement in health services,**
- **Building better relationships between young people and professionals.**

Each young person who attended the planning meeting took responsibility for planning a session for the event. Young people also agreed an overall agenda for the day.

6.2 On the day

The Takeover Day was held at the Northern Ballet in Leeds on Thursday 20th November 2014. Attendance at the event exceeded expectations; in the run up to the event it was expected that 60 young people would attend, on the day 103 young people from a range of groups and organisations attended the event.

Some changes had to be made to the planned agenda on the day of the event. Unfortunately, some of the young people who were involved in planning were unable to attend; this meant that the programme of workshops had to be amended.

Young people were given the choice of joining one of six workshops. Five of these were led by young people, and one was led by Kath Evans from NHS England. The facilitators for each workshop had the opportunity to "pitch" their topic to the whole group to invite young people to take part.

Four of the workshops were prepared and led by young people who had been involved in planning the event. These were:

- **Health education,**
- **Engaging young people with health services,**
- **Improving digital and online communication about health**
- **"Postcards from the future NHS", making services more accessible.**

There was also an opportunity for young people to put forward their own ideas for a workshop they would like to lead on the day. An idea for a workshop about "joined-up healthcare" was put forward by young people involved with CLIC Sargent. The sixth workshop explored young people's good and bad experiences of health care.

All six workshops were delivered simultaneously in the morning session. After lunch the young people were joined by the NHS England Executive Board. Individual board members were paired with workshops that had relevance to their areas of responsibility.

The workshop groups spent time talking with individual board members about the ideas that had been generated in the morning sessions. This was also an opportunity for board members to contribute to the ideas that the groups of young people had been developing.

Each individual group then fed back their ideas to the larger group. Whilst this was happening the board members were invited to make pledges about how they would work to put young people's ideas into practice throughout the coming year.

Summary session

After the NHS England Executive Board left, the afternoon session focussed on developing ways for young people who attended the event to take the ideas discussed further.

Each young person was invited to make their own pledges outlining action that they will take spread the ideas that were generated on the day.

There was also a discussion about how the group of young people who had worked together on the day could work together to support health and care services to put their ideas into action. Young people were very passionate about wanting long term opportunities to support positive changes and to get involved in decision making locally.

7. Case studies

Young Addaction Liverpool: Takeover Day Question Time Turnaround



In 2014 Young Addaction Liverpool facilitated a Takeover Question Time Turnaround; 40 young people aged between 13 and 20 from schools, colleges, youth offending services and young people's mental health services attended the event. They were supported by young people from Liverpool Young People's Children in Care and Leaving Care Council to organise the event and two young people from the college council introduced the day.

The event was planned as a reverse Question Time format, where commissioners and heads of service asked three or four questions to a panel of young people. The panel were able to discuss the questions and give their views which were then used to inform future service planning. Commissioners attended from Liverpool City Public Health, along with the Youth Mental Health Project Lead from Mersey Care NHS Trust, and the Deputy Head of Service from the Youth Offending Service (YOS).

A young person currently on an order with the YOS took to the microphone to describe his experiences of being at the YOS, which helped other young people to understand the issues being discussed. All of the key decision makers who attended gave presentations about their work and asked questions about plans for developing local services for young people. The young people worked in small groups to come up with responses. The commissioners and heads of service stayed for the whole day to listen to young people's feedback and take away ideas for future action.

The event also coincided with a week-long feature on Radio City about young people and drugs; reporters attended and interviewed the Addaction service manager and some of the young people which were broadcast throughout the day.

As a follow up on the Monday after, Radio City came to Young Addaction to interview the Service Manager, a Project Worker, and a young service user to highlight the positive aspects of seeking help with young people's services. The interview was broadcast in full on the breakfast show the morning after.

Department of Health Takeover Day 2014



As part of Children's Commissioner's Takeover Day, nine young people aged 13-21 years "took over" the Children's Health and Wellbeing Partnership's meeting on 19 November 2014.

The Partnership brings together key decision makers in children and young people's health and fourteen organisations involved in improving children and young people's health attended takeover day including the Department of Health, Public Health England, NHS England and Health Education England.

Young people working with the Association for Young People's Health, Young People's Health Partnership, National Children's Bureau and Together for Short Lives led discussions about how health services could better meet the needs of young people. The discussions focused on the themes of mental health; primary care; school nurses; and integrated care; and gave young people the opportunity to raise their concerns and ideas with the Partnership. Partnership members were encouraged to consider how their organisations could respond to the identified challenges making pledges about how they would take this work forward.

The report from the day was agreed with all participants and shared with the Minister for Health (Dr Daniel Poulter). The Children's and Young People's Mental Health and Wellbeing Taskforce took into account the points made about mental health in its report and the Partnership is taking into account the points made about integrated care in its ongoing work on integration.

Feedback about the usefulness of the meeting from participants has been positive. The organisations supporting the young people have said that it felt like a genuine listening exercise and some Partnership members said that they have gained a fresh approach to their work, and that they will consider making changes to policy or practice accordingly. The Partnership is taking on board recommendations by the Children's Commissioner about how it can further develop its engagement with children and young people.

8. Links

This toolkit has been produced for the Young People's Health Partnership, a strategic partnership between leading young people's health and wellbeing organisations and the Department of Health.

Find out more about the partnership here:

<http://www.youngpeopleshealth.org.uk/yphp>

General information about Takeover Day:

The Office of the Children's Commissioner for England:

http://www.childrenscommissioner.gov.uk/takeover_day

News article about the 2013 NHS England Takeover Day event:

<http://www.england.nhs.uk/2013/12/10/olivia-butterworth-3/>

Information and resources to support young people's participation:

Participation Works: <http://www.participationworks.org.uk/>

Hear By Right: <http://www.nya.org.uk/our-services/hear-right/>

Organisations that support young people's participation:

British Youth Council: <http://www.byc.org.uk/>

NHS England Youth Forum:

<http://www.england.nhs.uk/ourwork/patients/public-voice/yth-for/>

<https://www.facebook.com/NHSEnglandYF>

Twitter: @NHSYouthForum

Regional Youth Work Units:

<http://networkofregionalyouthworkunitsengland.wordpress.com/page/2/>

The Association for Young People's Health (AYPH):

<http://www.youngpeopleshealth.org.uk/>

The Young People's Health Partnership (YPHP) is a seven-strong consortium of organisations working with the Department of Health, Public Health England and NHS England as strategic partners to raise the profile of the health agenda across the voluntary sector.

We work to:

- Influence and shape the health system to understand young people's needs for age-appropriate services
- Equip the voluntary youth sector to work in partnership with the health system
- Support young people to exercise empowered and active voices in the healthcare system



**Young People's
Health Partnership**

The partnership includes Addaction, Ambition, Association for Young People's Health, Brook, CLIC Sargent, StreetGames and Youth Access.