



Hammersmith and Fulham Council Take Over Day 2015

Evaluation Report

1. What is Take Over Day:

'Take Over Day' is a national event that was launched in 2007 by the Children's Commissioner for England.¹ Every 'Take Over Day', businesses and organisations across the country coordinate a wide range of activities to enable children and young people to work alongside adults, try out different jobs, take on challenges, and be involved in decision making².

For further information on the national event see:

<https://www.childrenscommissioner.gov.uk/learn-more/takeover-challenge>

On Friday 20th November 2015, we hosted our 5th and biggest ever Take Over Day at Hammersmith and Fulham Council. The event has grown annually, building on feedback from young people and supporting professionals. 121 young people were involved from schools and youth services throughout the borough, with 35 different opportunities available to young people in almost every council department and for the first time with partners and local business including Amey, Fulham Palace and Wyndam Hotel Group.

Shadowing and work experience roles included the Director of Family Services, Neighbourhood Wardens, Parks Police, Library and Children Centre Workers, Social Workers, Housing Officers, Personal Assistants and Apprenticeship Development Officers. Challenges included planning and hosting the Take Over Day celebration event, writing a press release on the event, mystery shopping for age restricted goods with the Trading Standards, Team, giving advice on a range of council services including how community centres can be used more effectively for young residents, how services for vulnerable families explain what they do and how council run events can be better promoted to young people.

¹ The Children's Commissioner, Anne Longfield OBE, has a legal duty to promote and protect the rights and participation of children in England.

² Take Over Day promotes Article 12 of the UNCRC (the United Nations Convention on the Rights of the Child), which says that all children should have a say in matters that affect them.

For the first time, we also hosted the 'Council Apprentice' Challenge, where young people took part in a speed meet with Councillors, Directors and Council Officers and 'hunted' for information on council buildings and services. The young people competed in two teams, supported by Councillor Aherne and Councillor Culhane and their performance was judged by the Leader who gave them feedback.

2. Why did we host Take Over Day at Hammersmith and Fulham Council?

- To demonstrate our commitment to young people and how we listen to them,
- To gain knowledge of how young people experience our services,
- To highlight the wide variety of services that we deliver at the council,
- To extend the scope of young people's involvement to services where they wouldn't typically have a say or be involved but that still impact upon them as residents,
- To bring fresh ideas and creativity and use the ideas and feedback from the young people to inform the delivery of council services.

3. What did we hope young people would get out of it?

- A sense of achievement,
- Skills, knowledge and inspiration,
- A better understanding of the processes and decisions that affect them as residents,
- A chance to experience leadership and to shape and make decisions in Council Services,
- A certificate of achievement (signed by the Leader, the Chief Executive and the Mayor) and unique opportunity to add to their CV and reference portfolio,
- Introduction to a range of additional involvement opportunities (including the Youth Council and Young Mayor Project).

4. The application process

- The Youth Voice Coordinator promoted Take Over Day across the Council and worked with Council Departments and local businesses to identify areas of young people's involvement.
- A role list was compiled featuring 35 different shadowing, work experience and challenges across a range of council departments.
- Take Over Day was promoted in schools, colleges, youth projects and services throughout the borough including Family Services and application and guidance packs were sent out in October 2015.
- 121 applications were received, with young people preferencing the roles they would like to undertake. All young people who applied were

allocated a space and almost all were offered one of their preferred roles.

- Letters were sent to schools and parents/guardians to confirm young people's involvement. Guidance packs including a map, schedule of the day and brief details of the role were also sent to young people and parents.
- Staff briefings were offered to all supporting professionals to give guidance on the day, including the schedule, safeguarding and health and safety and general considerations including de-jargonising information that will be given to the young people, having back up activities in case those planned don't work out and being honest with the young people about what can realistically change as a result of their involvement.
- 20th November 2015- Take Over Day.

5. Take Over Day Programme:

Time	Activity
9.30am	Participants arrived at Hammersmith Town Hall Council Chamber and registered for Take Over Day.
9.30am – 10am	Participants were given an induction which included the schedule, health and safety, professional etiquette etc.
10.00am	Supervising professionals came to meet the young people at the Council Chamber to escort them to their base for the day. Supervisor provided young people with an overview of the day and their role.
10:15-3:30pm	Young people 'took over'- job shadow, work experience or complete the challenge.
3:30pm	Young people finished in post and were escorted to the Council Chamber
3:45-4:30pm	Celebration Event (planned and facilitated by the Young people 'taking over' the Event Planner role) and included a presentation from the Youth Council.

6. Outcomes of Take Over Day

- 121 young people participated in Take Over Day.
- Most participants had not previously been involved in youth involvement projects, but were introduced to a range of additional opportunities including the Youth Council. 8 of the young people have subsequently expressed an interest in getting involved in the Youth Council and more have asked about continued work experience opportunities at the council.

Although the full impact of Take Over Day is yet to be realised, so far the supporting professionals have reported the following outcomes:

- Social workers from Family Support and Child Protection are going to implement the ideas of the young people they worked with to improve their mechanisms for getting feedback from their service users.
- Trading Standards are using the feedback they received from the young people to inform the way in which they promote their services to young people and how they access information via social media.
- Economic Development are investigating the possibility of an App (a suggestion made by the young to promote apprenticeships).
- Feedback received by the Policy Team will inform forthcoming policies and procedures including a policy on child hood obesity.
- Four young people took part in a challenge with practitioners from the Family Assist Service. The practitioners have informed us that their session with the young people has proven invaluable in helping to develop the service. In particular the feedback from the young people will directly inform the way that consent is explained to service users.
- Young people shadowing the Parks Police Officers, were introduced to and had first-hand experience of the role of a Parks Police Officer. The young people accompanied the Officers on patrol and were introduced to First Aid, including CPR, which they have been encouraged to share with other young people.
- The LSCB are editing footage of young people interviewing professionals on how they will respond to the issue of bullying in schools and will post this on their website. They will also be using the comments they received from the young people to improve their website and make it more engaging.
- Housing's Resident Involvement Team led a question and answer session with 2 young people and 7 residents to gauge the thoughts of the residents and prompt suggestions and ideas from young people on how to increase the use of community hall on the Queen Caroline Estate. Based on feedback from the discussion with residents and their knowledge and experience, young people compiled a brief action plan, setting out issues and solutions going forward, they also designed

publicity to advertise the community plans. The residents have promised to take the young people suggestions forward when making decisions re the centre.

- Feedback from young people working with the Youth Commissioners will be used to inform future decisions on activities and services that are available to young people in the borough (delivered through the Partnership for Youth).
- An article was written on the day, by young people working with council journalists which was posted on the LBHF website and in the newsletter.
www.lbhf.gov.uk/Directory/News/Local_young_people_take_over_the_council.asp
- This year's event also coincided with International Children's Day and the event was attended by Children England Strategic Manager, Ade Sofola and highlighted in the celebration event.. As part of the day, young people asked the departments they were working with, the following questions:

Q1 How do you do impact assessments of your services on children and young people given the provisions of the UNCRC?

Q2 How do you include the views and voices of children and young people in the design of your service provision?

We only received a few responses to this activity from departments, but this is something that the Youth Council will build on in the New Year and continue to raise awareness of children's rights throughout the council.

7. Feedback from participants

During the celebration event, young people were given evaluation forms to complete and evaluations were emailed to the professionals the week following Take Over Day.

7.1 Young People's Feedback:

Feedback from the young people who took part was extremely positive, comments included:

Why did you get involved?

- *"Because I heard it would go on my CV and look good in the future"*
- *"For the experience and to try something new. Also to teach me useful skills for the future and independence"*
- *"I thought it would be a good experience which could teach me useful skills for the future".*

- *“Boost my confidence, meet new people and understand what types of career path are open to me”.*
- *“I wanted to gain experience in work, team work and meeting new people to help me in life and in the workplace”.*

What did you think of the experience?

“It was enlightening- I had a great time”.

Jonhley Videna- 17 Planning and Enforcement Officer

“It was very interesting and provided me with an insight into the different jobs available and what is needed for them”.

Natasha Hibberd, 15, Asset Manager

“I think it was a very good experience and I got to find out more in depth about an office working environment”.

Marta Davila, 14, Personal Assistant- Adult Social Care

“It was very different but fun”.

Nicolas Squartecchia, 15, Technical Support Officer

“Great”

Salsabeel Montague, 14, Children’s Centre Worker

“Really opened my eyes. I learnt about Children’s Rights and how much people on low budgets would struggle to feed their family”.

Shania Thomas- 15- Children’s Policy Officer

“Personally I found it amazing especially due to the fact that we were allowed a lot of independence and our ideas were listened to, it was a great eye-opener and allowed me to build my confidence through speaking”.

Shan Hama- 14- Children’s Policy Officer

“It gave me exactly what I wanted and needed which was insight into the process and laws that come along with being a social worker”.

Tasmin Hall Clotney- 16- Social Worker

“I got involved to experience a professional job and have a good experience in work. It was excellent, really excellent had a great time”

Nadea Musharraf, 13, H&F Reporter and Photographer

“I think it was really fun experience” **Yasmin Saeed, 13, Parks Police Officer**

“Very beneficial” **Amina Benadjal, 17, Apprenticeship Officer**

"I really liked that we wrote the article ourselves as a group and had a lot of confidence because of the interviews". **Wiktoria Dabek, 14, H&F Reporter and Photographer**

"I liked the experience to understand the job of the Trading Officers". **Marwa Mohammed, 13, Trading Standards Officer**

"I loved it, I am even considering the job as a career. I loved working with the people I worked with and sharing my ideas" **Vanesa Bordignon, 17 Service Adviser, Family Assist**

"It was awesome and fun" **Haneen Al-Ameri, 13, Library Worker**

"I really enjoyed it" **Markie McNally-boyde, 14, Library Worker**

"It was great, it gave me ideas about my future and what I can do when I am an adult plus how I contribute to the community". **Daniel Pienda, 14, Apprenticeship Officer**

"It was very beneficial and gave me a huge interest in apprenticeships". **Reuben Almeda, 18, Apprenticeship Officer**

"I loved it was very interesting". **Esra Arah, 17, Hotel Receptionist**

"I thought it was really interesting to gain an insight into working in an office environment. It was a great experience to talk to personal assistants and see what their role involves". **Lauren Pereira Greene, 14, Personal Assistant-Adult Social Care**

"It was really useful to look at the marketing side of business". **Maevelline Umayam, 16, Learning and Skills Development Officer**

"A great experience for the future." **Omar Miah, 13, Learning and Skills Development Officer**

"I thought that experience was really eye-opening and I learnt a lot from it. It was really enjoyable to be able to make new friends and experience the job of a social worker". **Iza Horbaczewsha, 14, Service Adviser Family Support and Child Protection**

"Amazing" **Bobbi Bergen, 14, Council Apprentice Challenge**

"The treasure hunt activity gave us a chance to meet lots of people and learn stuff in a fun way". **Maria Rozyzcka, 14, Council Apprentice Challenge**

"I thought the experience was really good. It helped me to socialise with people I've never met, work as a team and do a presentation for professionals". **Eliza Diggle-Mc Dermott, 16, Policy and Strategy Officer**

"It was mind opening, it showed me a different side to a real working environment". **Justine Gavales, 16, Policy Strategy Officer**

Improvements suggested by the young people for the next Take Over Day, include:

"Perhaps more presentation challenges would have allowed me to benefit more from the day and also interview experiences would have been great".

"Have a wider choice of roles"

"To make it last for more than one day and involve music and medical experience".

"I wish it wasn't just once a year- thank-you for the opportunity".

"Add more different jobs for other people".

"More variety of work experience and job shadowing in different job areas"

"Send out the confirmation letters earlier (maybe a week)".

"Let previous students from Take Over Day lead the sessions.

"Maybe more options, more mentoring?"

*"More categories for job shadowing and work experience- different fields".
"Include a job at the courts".*

"I got my certificate late and there was a mistake on it".

"For the roles to be explained a bit clearer- it was hard to know what they all mean".

"Shorter presentation in the morning."

7.2 Feedback from supporting professionals

Feedback from the supporting professionals was also really positive; with all of those who took part saying they would take part again next year. Comments included:

"This is the second year in a row that I have spent the day with the young people and found it enjoyable and rewarding. It gave our service an opportunity to demonstrate the varied areas of work that we are involved in and targeted the day towards young people and how the work we do has an impact for them as young consumers and for their families".

Marcella Donegal Trading Standards Officer

“The young people gave feedback on our current prospectus and website and suggested how we might make improvements. They also worked on promoting our December taster sessions which are designed to bring new learners to the service in time to enrol for January. The experience was extremely valuable. They came up with some interesting ideas, that I will look at and try to incorporate in future publicity”

Elaine Lewis Adult Learning and Skills Service, Marketing

“The young people were really engaged and interested, especially in relation to the visit to Westfield and the extension and regeneration of the local area . They had good ideas on how to promote Work Zone and gave good feedback on our current offer/s and Apprenticeships”

Clare Edgson, Apprenticeship Development Coordinator

“The young people we had were delightful to spend the day with. They were insightful and engaging and seemed to really enjoy the time they spent with us. They both commented that their previous view of social workers was from Tracey Beaker, and they now feel they have a much better understanding of the job. One commented she would like to pursue this as a career in the future”. **Rebecca Harvey FSCP, Social worker**

“Always a worthwhile experience. Good to interact with younger members of the community for them to feed back to us new ideas to enhance our service for the future. It’s a good way for younger people to experience first-hand how people work, what a working day is like for the Team and to get to know some of the services in more depth”. **Ann Cooper- Library Services**

“I think that the council has a responsibility to help young people get the experience they need to make themselves employable. they were both pleased that I gave them actual real work to do”.

Nicola Houston- PA to Director of Finance

Suggested improvements from supporting professionals:

- *“It would be useful if we knew further in advance about whether or not we are going to get take- up for the work experience we have organised. If we had more advance confirmation of take-up, teams would be willing to spend more time on developing programmes”.*
- *“It was great to see so many YP take part this year and I liked the input from the youth parliament but there should have been more feedback*

from the different groups on what they did that day but understand it's not always possible with because of the large number taking part".

- *"The day being a little longer for the students with an earlier start time and later finish time. A lot of time is taken up with the collection/return policy. Think maybe more of an element of 'trust' should be considered around this.*
- *"It would be a good idea to involve more special needs children as well (with additional support from a carer) as it would boost their self-confidence and it would be good experience for them".*
- *"I think giving us as the supporting professionals, could give some clearer steer about what skills / knowledge we wanted before the challenge may have helped so I will consider how better to do that next year. I think we also need to plan more ice-breaker activities to warm the young people up a bit before we start the challenge".*
- *"It was a super day but we need to get more innovative in terms organisation e.g. using technology more. For example on arrival it was a little bit chaotic as young people arrived it would have been good to use either an online system or computer so that we would make the registration process more smoother".*
- *"It would have been helpful to know the ages of the young people and also their schools – a teacher from one of the young people's school's came in and we had to divert the shadowing as the teacher recognised the pupil".*

8. Additional information on Take Over Day 2015 can be found on the LBHF website (under Y for youth involvement) and photos of the event can be accessed at http://www.lbhf.gov.uk/Directory/News/Local_young_people_take_over_the_council.asp#3

9. Take Over Day 2016

It is hoped that H&F Council will be able to host a further Take Over Day in November 2016. If it is possible then advertisement for the day will begin in summer 2016 on the Council Internet Please do get in touch if you have any further suggestions or would like to be involved.

Brenda Whinnett

Youth Voice Coordinator

December 2015