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| **PRACTICE STANDARDS FOR FRONTLINE STAFF** |
| **STANDARD** | **DESCRIPTION** | **TIMELINE** |
| **Introduction** | All frontline workers will introduce all children & young people to either Mind Of My Own One or Express (as appropriate) as a way for them to participate and have their voice heard | When first working with a child or young person |
| **One Accounts** | All frontline workers will help young people setup their own One account to use independently if they are able to | When working with a child |
| **Worker Accounts** | All frontline staff working with children & young people will have their own worker account and must use this during direct work with children & young people where appropriate | When working with a child |
| **IROs & Conference Chairs** | Our IROs and conference chairs will speak with children / young people before all reviews and conferences, reminding and encouraging them to use Mind Of My Own as a means of participation | Checked a minimum of 7 days prior to the ICPCA minimum of 20 working days prior to 2nd and subsequent RCPCsA minimum of 5 working days before the first statutory review.A minimum of 15 working days prior to 6 monthly |
| **All Social Workers and practitioners** | All social workers and practitioners must encourage young people to use Mind Of My Own to prepare for all meetings, reviews, visits, or conferences. Complete a ‘My Wellbeing’, ‘My Life’, or ‘This is me’ statement with each child on your case load | As often as possible and before all meetings / reviews / conferences etc. |
| **Training** | All staff will attend a Mind Of My Own training session and ask their Trainer or Mind of My Own Champion for support on how to use the apps when neededManagers should ensure that all new staff receive a Mind of My Own workers account when they join the team. Mind of My Own training should also be part of the new staff member’s induction process. Managers should discuss the use of the Mind of My Own app in supervision with staff.  | When joining the organisation, or when ongoing support is needed, or in line with supervision |
| **Receiving Statements** | When a child’s statement is assigned to any member of staff, they must download the PDF statement, respond to the child immediately, and save the PDF in the child’s case file in the appropriate case file management system.  | Within 1 working day |
| **Residential** | Residential staff will use Mind Of My Own to help inform their care of the child in all residential meetings. They must also continually encourage young people to use the apps to participate in their care | Ongoing |
| **Fostering** | Foster carers will be encouraged to support the children in their care to use Mind Of My Own to participate in their care processes | Ongoing |

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| **PRACTICE STANDARDS FOR SERVICE PORTAL USERS** |
| **STANDARD** | **DESCRIPTION** | **TIMELINE** |
| **Assigning Statements** | Statements will be assigned to the correct worker within 3 working hours of being sent by the young person  | Within 3 working hours |
| **Re-assigning Statements 1** | If a worker is away from work, the statement will be re-assigned to the named person providing cover or the worker’s line manager | A maximum of 24 hours |
| **Re-assigning Statements 2** | If a worker does not download the statement they have been assigned within 24 hours, the statement will be re-assigned to the person’s line manager | A maximum of 24 hours |
| **Safety Link 1** | If a statement appears in the ‘Safety Link’ list, it must be downloaded and sent to the relevant Team and Service Manager immediately | Immediately upon receipt |
| **Safety Link 2** | Managers receiving a statement where the Safety Link has been triggered will follow up with the allocated worker to decide if safeguarding procedures apply or urgent action is required | Immediately upon receipt |
| **Worker Accounts** | Service Portal users will monitor and approve Worker Account’s that have been requested, only approving those accounts that are members of staff | Daily |