

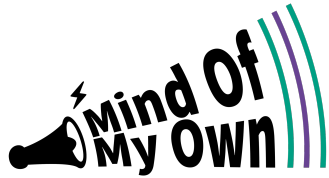


A guide to help maximise the use of the Mind Of My Own One App within your Local Authority.

One App Scenario Description	Which teams should use the scenario?	Suggested times, events, occasions and settings to use the scenario	User Story - Real stories where the scenario has been used to support young people
 <p><b>My Life</b> An opportunity for young people to reflect on their current life situation. What is going well, what could be improved, how they feel about where they live and more. My Life will provide you, as a child's worker, with more intimate information that they might not feel comfortable saying in person. It allows you to see into the corners of the child's life you may not see otherwise.</p>	All teams	<ul style="list-style-type: none"> <li>• Individual use 24/7</li> <li>• Early help visits</li> <li>• Assessments and investigations</li> <li>• Social work visits - these must include the child's lived experience</li> <li>• Key worker sessions, etc.</li> <li>• IRO/Chair pre-review meetings</li> <li>• Personal advisor visits</li> <li>• Court / panel proceedings</li> </ul>	<p>Kyle lives in a residential home far from the LA's area. He has autistic spectrum condition and finds social interaction almost impossible. It creates huge anxiety for him and people working with him really don't understand what is going on with him. His worker signed him up to the One app and was astounded to find out what Kyle really thought of where he lives. Kyle told his worker via the app that he was sad, that he wanted to be nearer his mum and brothers and that he cried every night to go home. His social worker was able to work on these issues now that Kyle's world had been opened up to him.</p>
 <p><b>Prepare for a child protection conference</b> Helps young people to understand and feel prepared for their child protection conference as well as sharing their lived experience. Children are very good at knowing the risks they live with and this is a great way to make sure the child is front and centre of the child protection process at all times.</p>	Child protection	<ul style="list-style-type: none"> <li>• Child protection conference</li> <li>• Child protection case conference (Scotland)</li> </ul>	<p>This scenario changed practice at one local authority. A question asks, "How much do you understand about why the child protection conference is happening?" 37% of the young people completing this statement said that they didn't know why. The service began circulating child-friendly information ahead of these meetings and the chair now takes time to make sure they explain in greater depth to the child.</p>



My worker is visiting

**My worker is visiting**

Gives young people an opportunity to prepare for regular visits in a more structured way. As their worker, you will benefit from this by having a clear understanding of what the child wants to talk about during your meeting, allowing you to maximise the time you have with the child by focusing on what matters to them. By using the apps together you will find it will enhance your conversation and provide structure to your direct work.

- Child in care
- Key worker meetings
- Family group conferences
- Family network meetings
- Core group meetings

- Assessments
- Early Help visits
- Social work visits
- Direct work sessions
- Individual use 24/7
- Personal Advisor visits for care leavers

As part of an assessment, Paul, a social worker, met with Lauren and Sally and introduced them to the One app through his worker account on his laptop. They individually completed the ‘My worker is visiting’ One app statements. Within the next few days both Lauren and Sally had used the One app individually and sent more of these statements to Paul. In her statement, Lauren said that she didn’t feel listened to in school. Paul met with Lauren and told the school about her feeling unheard and her school implemented support for her. Sally used the One app to give her views when she was unhappy and there was a problem. “As a worker, receiving the statements gave me an insight into the family dynamics and sibling relationships. It helped me understand what was going on in their mind and how they were feeling.”



Get ready for a meeting

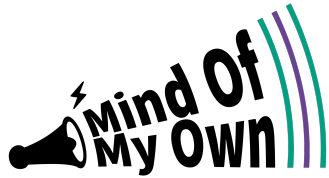
**Get ready for a meeting**


This helps the young person to structure their thoughts ahead of any meeting they’re going to have to make sure that whether or not they attend their views are properly represented. It could also influence the way you run your meetings, to make them more child-friendly and ensure they are not intimidating for the non professionals.

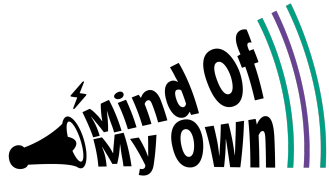
- Early help
- Child in need
- Child in care



- Before key meetings
- Child in care review meetings
- IRO/Chair pre-review meetings
- Court / panel proceedings

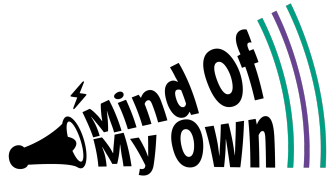
A worker used Mind of My Own with a 10 year old girl ‘P’, who had disclosed some information about sexual abuse. An ABE interview (Achieving Best Practice interview for criminal proceedings) was attempted with P. This was planned to happen in the police suite but P refused to do it. P then used the ‘Prepare for a meeting’ scenario through her social worker’s account. She was able to express where she would like the meeting to be (at school), who to be there, who she wanted to sit near (the school’s therapy dog). As a result the ABE interview went ahead,





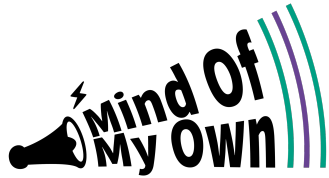
			<p>was held at school where she felt most comfortable and with the dog, and an investigation then went ahead. After the meeting P used 'How did the meeting go?' to say that she felt her views were heard, nothing could be improved and that "I did my ABE interview and after I felt good. I think that having the dog in with me helped. I wasn't scared."</p> <p>P also used the 'My worker is visiting' scenario to share what was good in life right now and how she felt. P has a child protection plan and is planning a handover with a new social worker, using the Mind of My Own statements from the One app and Express.</p> <p>P's worker thinks that if the child feels more in control of an ABE interview then the Police will get more information from the child. - YOS Social Worker, Gloucestershire</p>
 <p><b>Share my good news</b> Can be used as part of life story work with a child to capture events in their own words. Young people asked us to put this in the app. They wanted a specific place to talk about things that are going well. It is great for when they come to access their case files and they have some happy memories written in their own words. This allows them to have a strong voice in their case records. When they are older and want to</p>	<p>All teams</p>	<ul style="list-style-type: none"> <li>• Anytime</li> <li>• After any planned events</li> <li>• Individual use 24/7</li> </ul>	<p>During Christmas, a young person received a new phone for her birthday. She was really eager to download Mind of My Own, so she downloaded that straight away and sent a lovely descriptive 'Share my good news' statement, to her residential manager about waking up on Christmas day. It included a staff member who was pretending to be Father Christmas, how she could hear the bell ringing and how she was running round the house telling the other young people that Father Christmas has come. She went on to say that, "This is the best day of my life and it's only half past ten!" Her decision to use Mind Of My Own to share her experience</p>




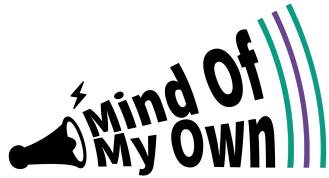
<p>access their records it can really help them to understand their life and support their sense of identity. This is incredibly well used by young people.</p>			<p>shows how she wants to use the One app as a way of expressing how she feels and it is a lovely record to keep for when she comes back. – Moorside residential home</p>
 <p><b>Sort a problem</b> This scenario helps young people to solve an issue at the earliest stage possible and if they wish to file a complaint there are steps in which they can follow to help them do so. Sometimes the change is small and easy for the service or worker to action, but the effect for the young person can be huge.</p>	<p>All teams</p>	<ul style="list-style-type: none"> <li>• Individual use 24/7</li> <li>• Formal complaint</li> <li>• Raising concerns</li> <li>• In children’s homes to inform residents’ meetings</li> </ul>	<p>An 11 year old young girl was assigned a new worker. She met her new worker once and he noticed she was a little distant with him. He showed her the One app and helped her sign up to her own account. Later that day the girl sent a ‘Sort a problem’ statement saying that even though her new social worker seems nice, she really wasn’t comfortable with a man being her social worker and wanted a woman. Her request was actioned almost immediately and her case was re-assigned. The young girl was incredibly grateful and is clearly much more comfortable talking to her new female social worker.</p>
 <p><b>My education</b> Allows you to capture young peoples views in education planning and it covers topics such as how they feel about their education, their hobbies and their aspirations. Hearing what the young person feels about where their strengths and limitations, goals and aspirations are, adds a new perspective to what the professionals have to say and is a great discussion point for school and teachers.</p>	<p>All teams</p>	<ul style="list-style-type: none"> <li>• Start and end of term</li> <li>• Personal education planning</li> <li>• Education health and care plans</li> </ul>	<p>A teacher told us, “Mind Of My Own is easily accessible and the kids really enjoy using it. They liked the fact that it’s an online tool and looks fun. When using the One app with one young person, he was able to share he needs a certain level of extra support at school. This information was shared with his teacher who wasn’t aware of his needs and is now putting plans in place to support him more in the classroom.”</p>






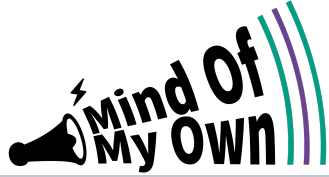
 <p><b>My wellbeing</b> Allows you to gain a full picture of what a young person's life looks like from their viewpoint. Their responses to the range of important risk and resilience indicators will give you unique insight into their overall wellbeing, helping you build on their strength to bounce back, as well as mitigate against potential risks for that young person.</p>	<p>All teams</p>	<ul style="list-style-type: none"> <li>• Individual use 24/7</li> <li>• As part of health and care plans</li> <li>• Early help visits</li> <li>• Child protection investigations</li> <li>• Court/ panel proceedings</li> </ul>	<p>A social worker told us about a young boy who was having suicidal ideation. There were already concerns about his mental health previously. He explained to his social worker that he wasn't sure how to discuss it. So SW got his tablet and they went through a 'My wellbeing' statement. This helped him to clearly articulate how he was feeling. He said he was frustrated at the lockdown situation - not being at school, or able to see his friends or teachers. He was able to unpack his feelings and this opened up a discussion with the SW. The SW mentioned this was a great tool for the boy to consider his feelings and how to communicate them. He's now able to offload all his thoughts and send them to his SW. When he reports feeling in a bad place, the SW is able to print out past statements when the boy was feeling similar, and give him the confidence that he has got through these bad times before, so can get through them again!</p>
 <p><b>Return from Missing</b> Is a quick way of conducting a return home interview and you are likely to discover more by using this scenario on One app than by traditional paper forms. You are able to capture young peoples views as soon as they return even if a worker is not able to get out to them. You will be able to gather young people's views before the interview as well as any additional information, giving you an insight into what they</p>	<ul style="list-style-type: none"> <li>• Early help</li> <li>• Child in need</li> <li>• Child protection</li> <li>• Child in care</li> </ul>	<ul style="list-style-type: none"> <li>• Individual use while missing</li> <li>• Before or during return home interviews to complement statutory process</li> </ul>	<p>Clare was 17. She ran away from home a lot. One day the manager at the children's home walked her through an Express statement. They talked through what Clare liked, didn't like, how she liked to be spoken to. It asked basic, but crucial questions to get to know Clare better and also provided plenty of conversation starters. One of her answers to what she likes eating for dinner was 'Kerry's chicken crème fraiche'. Kerry was one the support workers at the home. The following week Clare ran away again. Kerry sent Clare a text message with a picture of her chicken crème fraiche, saying 'please</p>



<p>may be running from and where they are running to.</p>			<p>come home, it's your favourite meal'. This helped bring Clare home. Coming from a previous family life where food was at a shortage, the home knew that this meal was not only something Clare will remember for the rest of her life, but it was also lovely feedback for Kerry to hear about her cooking</p>
 <p><b>Foster Care Review</b> This is an opportunity to properly get the child's voice and lived experience into the review process for foster carers - something we have traditionally struggled to do and something that is vitally important for the child. This part of the app really allows you to move on from check boxes to understand how the child really feels about living with their foster carers.</p>	<ul style="list-style-type: none"> <li>• Child in care</li> <li>• Fostering service</li> </ul>	<ul style="list-style-type: none"> <li>• Annual foster care review</li> <li>• Child in care review</li> <li>• Complaint or compliment about a foster carer</li> <li>• Exit interviews for children leaving placements</li> <li>• As part of health and care plans</li> </ul>	<p>Seven months after a young person had been in her placement, she made her true feelings known though the One app. She used simple, but incisive, words/ language to express her views about her carers and how they made her feel, as noted below:</p> <p>'How I get on with my foster carers':</p> <ul style="list-style-type: none"> <li>• Not well</li> <li>• I don't feel listened to</li> <li>• I don't talk to them if I am worried</li> </ul> <p>'How I feel living at my foster carers'</p> <ul style="list-style-type: none"> <li>• Doesn't suit me</li> <li>• Unwelcome</li> </ul> <p>'Something else I'd like to say'</p> <ul style="list-style-type: none"> <li>• I don't like living here</li> </ul> <p>On receiving the Mind Of My Own statement, it was shared with the social worker's manager and a colleague who was also supporting the young person. After holding a professionals' meeting, carrying out more direct work with the young person and other developments, the young person was moved to another carer. Now she is much happier, more animated and feels loved.</p>



 <p>How did the meeting go?</p> <p><b>How did the meeting go?</b> A reflective scenario to allow the young person to think about the meeting that took place and provide any feedback or any thoughts on what could make the meeting better for them next time. It gives a chance to the young person to share any information they forgot to say in the meeting and helps you to think about ways you might adjust future meetings to meet the needs of the child.</p>	<p>All teams</p>	<ul style="list-style-type: none"> <li>• After any meeting</li> <li>• By IROs / Chairs to find out how young people feel about their meetings and what could be done differently</li> <li>• When a meeting hasn't worked well to learn how things could be done differently next time</li> </ul>	<p>Following a child protection joint interview with the police the social worker worked with a young person to debrief by using the One app. She used the 'How did the meeting go?' scenario and said that she felt her views were heard, nothing could be improved and "I did my interview and after I felt good. I wasn't scared and you listened to me."</p>
 <p>Planning for adulthood</p> <p><b>Planning for adulthood</b> An in depth scenario to help young people to plan what they are going to do when they leave care. A really great way to get a young person's views at the heart of their plan, helping the young person to identify their own needs and goals. Pathway plans should be living, breathing plans that grow and change as the young person moves towards adulthood. This part of the app really supports child-centred practice in planning for adulthood.</p>	<p>Leaving care</p>	<ul style="list-style-type: none"> <li>• Transition planning</li> <li>• To help set targets and make a plan that is owned by the young person</li> <li>• Pathway plan / leaving care review</li> </ul>	<p>A worker used the One app with a 15-year-old girl, who has ADHD and Asperger's. She was quite a challenging young person, often very closed and didn't like to engage. When going through the scenario 'Planning for adulthood', the social worker found out that the young person's ambition was to be a nurse. Although she wasn't doing particularly well in school, her worker was able to focus on how to support her to make changes in her life and develop the skills she needs to achieve her desired career goal.</p>
 <p>This is me...</p> <p><b>This is me</b> This is for young people to explore their identity, build on life story and create one-page profiles. The questions are tailored to the</p>	<p>All teams</p>	<ul style="list-style-type: none"> <li>• First meeting with a child/young person</li> <li>• At key transition points, eg starting or leaving school or college</li> </ul>	<p>A worker used Mind Of My Own during the first visit with a 12 year old after she had completed her first statement using the worker account. She downloaded One app and wanted to try it straight away and she chose This is Me. She said she thought it was good and aside from asking</p>

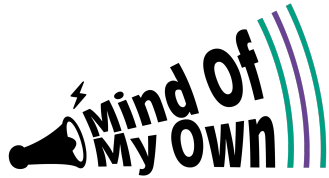


young person's age, so that certain questions only appear for older young people. Many aspects make up a person's identity: gender, race, ethnicity, hobbies, interests, friends, family and so much more. When people grow and change and move through different stages in life, so too does their sense of self.

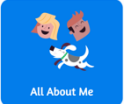
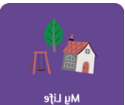
- If a young person is in a gender transition
- Early help interviews

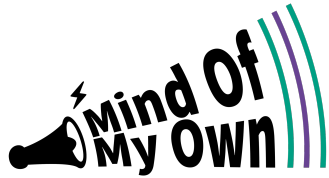
what ethnicity meant, she sailed through it. "This is Me has given me a greater understanding of her life and her words will guide me in the areas she needs support with and influence my direct work with her parents to bring about change for her."






## A guide to help maximise the use of the Express App within your Local Authority.

EXPRESS - Scenario Description	Which teams should use the scenario?	Suggested time, event, occasions and settings to use the scenario	User Story - Real stories where the scenario has been used to support young people
 <p><b>All about me</b> Gives a perfect overview of the likes and dislikes of an individual young person. All About Me starts with easy to answer questions, which can act as an ice breaker for even the most hard to reach children. This is a great start to developing a one page profile so the child does not keep having to tell their story over and over again. You will discover new information about a young child or young person with additional needs. Perhaps they have never been asked or felt able to verbalise what makes them angry, or who they love.</p>	All	<ul style="list-style-type: none"> <li>• Before health checks</li> <li>• Initial assessments to build rapport and gather crucial information</li> <li>• Statutory visits</li> <li>• Foster care reviews</li> <li>• Looked after reviews</li> <li>• Education, health and care plans</li> <li>• Transition planning</li> <li>• CIN reviews</li> <li>• Short break services</li> <li>• Communication passports</li> </ul>	A young girl who used Express with her residential worker took great pleasure in filling out a statement, which was lovely to see. ‘All about me’ starts off with basic questions that workers sometimes stop asking, such as ‘What you like to eat’ and this young person gave so much detail it was lovely for the worker to see. She gave loads of details about what she liked and what she didn’t and then what makes her happy and what makes her sad and how workers should communicate with her. She took a long time to complete this profile of her but what was also really interesting is that where Express asks ‘What you would like for tea’, she talked about a worker, Michael, who cooks Sunday breakfast and how that was her favourite food. What was evident is that the young girl was so appreciative of the care her home was providing and that these are the things she will remember.
 <p><b>My life</b> Helps a child explore different aspects of their life and the relationships they have as well as exploring potential safeguarding concerns. A child friendly way of you being able to explore potentially difficult topics including where they feel safe or not and whether they have a trusted</p>	<ul style="list-style-type: none"> <li>• Teams for all younger children or those with additional needs</li> <li>• Children looked after depending on their stage</li> </ul>	<ul style="list-style-type: none"> <li>• Before health checks</li> <li>• Initial assessments to build rapport and gather crucial information</li> <li>• Statutory visits</li> <li>• Foster care reviews</li> <li>• Looked after reviews</li> </ul>	An early help social worker says, “Express App is the whole assessment. It covers everything in the assessment framework. ...education, health, feeling safe and workers will know their young people very well.”



<p>adult. This allows you to form a much better view of the risk and resilience factors in a child's life.</p>		<ul style="list-style-type: none"> <li>• Education, Health and Care plans</li> <li>• Transition planning</li> <li>• CIN reviews</li> <li>• Short break services</li> <li>• Communication passports</li> <li>• One page profiles, helpful for transitioning to a new service/carer</li> </ul>	
 <p><b>My health</b> Understanding how the child feels about their health and visits to health care professionals. Helps you to explore any worries the child has about their health and understand their behaviours better.</p>	<ul style="list-style-type: none"> <li>• SEN</li> <li>• Young children with long term health conditions and or disability</li> <li>• Children looked after depending on their stage</li> <li>• Short break services</li> </ul>	<ul style="list-style-type: none"> <li>• Before health checks</li> <li>• Initial assessments to build rapport and gather crucial information</li> <li>• Statutory visits</li> <li>• Foster care reviews</li> <li>• Looked after reviews</li> <li>• Education, health and care plans</li> <li>• Transition planning</li> <li>• CIN reviews</li> <li>• Communication passports</li> <li>• One page profiles, helpful for transitioning to a new service/carer</li> </ul>	<p>Express was used with a young person aged 13 who was assigned a new worker. Through the use of the app, the worker gained an understanding of her frustrations regarding her health and how that was affecting her education. Using Mind Of My Own really encouraged the her to open up about her disorder and how it affects her emotions and her resistance to go to school. This is something the worker may not have found out so early without the use of Mind Of My Own. Her support worker was able to put a plan together to support her with her anxiety and anger, as well as accepting her illness and feeling a valued member of her school despite her disability.</p>



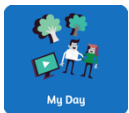
### My education

A great opportunity to learn more about the child's learning preferences and support they need in certain subject areas. The information you will receive from this topic can only be provided by the child, giving you unique insights. Enabling you to get a clear picture of how they feel at school and truly get the child's voice into education planning.

- SEN
- Pupils at KS1 and 2
- Looked after depending on their stage

- Education, health and care plans
- Communication passports
- Reviewing education plans to see if they are working for the child
- Initial assessments to build rapport and gather crucial information
- Statutory visits
- Foster care reviews
- Looked after reviews
- Transition planning
- CIN reviews
- Short break services
- One page profiles

A social worker tells us, "As part of assessments a lot of information is already known about a family following a child protection enquiry and a joint investigation with police. However, it has been incredibly useful to have a young person's own views on other aspects of their life to be recorded within the assessment. Working through Express helps to know that one particular young person adores school and that it is a really safe space for him, which can then be built on within further safety planning."



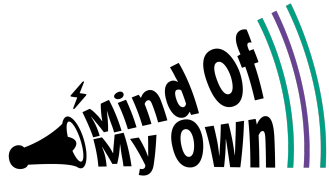
### My day


A short topic best used to support children who are struggling with either their school or placement, or when you just want to find out how the child's day has gone. It allows you to know what has gone well and not so well and helps children open up about their experiences. They are encouraged to be more reflective, which can help them make small changes.

- SEN
- Pupils with challenging behaviour
- Children looked after depending on their stage

- Monitoring challenging behaviour
- Self monitoring
- Tracking emotional wellbeing
- Communication passports
- Home to school communication

The Express 'My Day' topic was used with a young girl aged eight who has a bowel disorder. Due to her medical condition, she has to visit the toilet several times a day. When asked through Express, "What didn't go so well today?", she highlighted that when she asked to use the toilet at school her teacher made her feel rushed which upset her. She felt under pressure and ended up having an accident in class which really embarrassed her and made her feel very upset. Her mum was shocked by this information as she had no idea that this had occurred.



			<p>Her mum will be speaking with the teachers at her daughter’s school to ensure she is given the support she needs and doesn’t feel reluctant to ask to use the bathroom. Her support worker offered to join her in a voluntary educational psychology review to discuss her learning abilities and education support going forward.</p>
 <p><b>Me in my own words</b> This feature allows young children and those with additional support needs to be able to create one-page profiles and support life story work. By the time a child is 3 or 4 years old they are aware of cultural and racial groups they are a part of and by the time they are 5 or 6 they begin to become aware of their gender identity.</p>	<p>All teams</p>	<ul style="list-style-type: none"> <li>• One page profiles for placement matching</li> <li>• Statutory visits</li> <li>• Foster care reviews</li> <li>• Looked after reviews</li> <li>• Education, health and care plans</li> <li>• Transition planning</li> <li>• CIN reviews</li> <li>• Short break services</li> <li>• Communication passports</li> </ul>	<p>A social worker tells us he helped a child transitioning to a new shortbreaks provider. Fin, aged 8, with some additional needs was nervous about his first meeting with the new people, the worker sat down with him and went through Me in my own words together. The workers at the new placement were able to accommodate his requests that they were sent through the statement Fin filled out beforehand. Fin settled in much more quickly than the workers had thought.</p>