

Practice Standards for Mind Of My Own (MOMO) January 2021

1. Who will access MOMO

1.1 All practitioners within Children's Social Care will know about and engage with training and guidance to use and promote Mind of My Own apps with each young person they work with.

1.2 All children/young people we work with will be made aware of the Mind of My Own app by their lead practitioner and helped to download the One app to use independently if they are able to. This will happen when we first work with a child or young person.

1.3 Where children and young people cannot use the app independently, practitioners will use their own accounts to set up a profile for the child/young person to have regular access during visits.

1.4 Children and young people will be shown how to resolve an issue via the scenario 'sort a problem' if they are unhappy or dissatisfied with a service.

1.5 Where children or young people are 'looked after' foster carers/kinship carers or practitioners within residential services will receive support and advice on how they can assist the children or young people to have access.

2. What will we do with the information

2.1 The Service portal is monitored by an administrator throughout the working day. Statements are assigned to the workers for whom they are intended every weekday morning and every weekday afternoon or the next working day if sent outside of working hours or at the weekend.

2.2 If there are any statements that are named 'sort a problem' these will be sent to our Complaints Officer, who will look at the information and decide if it is something they can help with or if they need to send this to someone else like the child/young person's Social Worker or the Team Manager.

2.3 If the child or young person sends a statement and the practitioner is not in work, the administrator will assign the statement to the practitioner's manager and will also alert the Team Coordinator.

2.4 Where children or young people are no longer open to our services, the statement will be allocated to First Contact. If the content of the statement requires any action, they will respond to this as they do with any other contact.

2.5 Practitioners are required to respond to the statement once received within 2 working days. These responses along with the statements must be recorded on the child/young person's file.

2.6 If a statement appears in the 'Safety Link' list then it means a child/young person is feeling unsafe, unhappy, or scared. These statements must be downloaded and sent to the allocated practitioner and their team manager as soon as possible, this should be within 4 working hours. Statements that appear in the 'safety link' before 8.30am, after 5pm (4.30pm on Fridays) or at the weekend will be responded to on the following first working day.

3. How we will use the Apps

3.1 Children /young people who are open to Children's Services (CSC and EH) will be supported to access the apps, based on their age and level of understanding, communication.

3.2 In addition to children and young people being able to send statements, the apps should be used help capture their wishes, views, lived experiences and aspirations during:

- Visits to children and young people
- Child and Family Assessments
- Child and Family Plans
- Team Around the Family Meetings (TAFS)
- Review meetings within the Children with Disabilities team.
- Core Group Meetings
- Care team Meetings
- Family Group Conferences
- Family network meetings
- S47 Investigations
- Child Protection Conferences and Reviews
- Children/Young people looked after reviews
- Personal Education Planning
- Health planning
- Placement choices
- Life story work
- Personal Advisor (PA) visits
- Pathway Planning for Care Leavers
- Foster care reviews
- Key worker sessions in residential and secure
- Residents meetings

4. What is the role of the Independent Reviewing Officer (IRO)?

Child protection

4.1 The social worker will introduce the Mind of My Own apps to child and young people to help them understand and contribute to the initial child protection conference and all subsequent review conferences.

4.2 The IRO will check the App and information available from the child /young person 2 working days prior to the ICPC and 10 working days prior to all subsequent reviews.

4.3 Where children and young people attend the ICPC or RCPC the IRO will spend time with them using the apps to explore their views

Children Looked After

4.4 All children and young people will receive information about Mind of My Own at the point they become looked after along with the introduction letter and pen picture from their IRO.

4.5 The IRO will check the App before the visit and use this information to speak with the child/young person alone, or where required, with support from a person who knows the child/young person best, for example a teacher or who the child/young person would like to be there. This should take place 7 days prior to the first review and 10 days prior to every subsequent review as part of the IRO Placement Visit.

4.6 The Quality Review Team will send the relevant documentation informing the child/young person about the Apps 20 working days in advance of any review meeting.