

Frequently asked questions



You said...	We did...
We don't have enough mobile phone data to use Mind of My Own.	We have spoken with I.T and everyone should have enough data. If you have problems with data please email corporatemobiles@durham.gov.uk directly and they will be able to assist with this.
How will we support young people in secure services when we are unable to take mobile phones or laptops in with us.	Further discussions are taking place with Mind of My Own operational leads and secure services to ensure that Mind of My Own can be used effectively within this setting.
We have struggled to engage older children/young people with accessing Mind of My Own.	Within the Mind of My Own One App there are specific scenarios for older young people which we would encourage you to show them. For example, the 'planning for adulthood' scenario.
Some of you have expressed difficulties showing Mind of My Own to young people.	We are offering Mind of My Own demonstrations to children and young people. This would be an interactive session with one of the Mind of My Own trainers to demonstrate the applications.

Frequently asked questions continued...

You said...	We did...
<p>Some children and young people don't have enough phone storage to download the One App</p>	<p>The Mind of My Own One App can be used via a webpage and does not need to be downloaded as an app if the young person does not have enough storage.</p> <p>(Please remember Express isn't an app and needs to be accessed via a web browser).</p>
<p>Some young people are worried that Mind of My Own 'tracks' them.</p>	<p>Mind of My Own never uses location settings. The only information that Mind of My Own asks for is the email address and D.O.B of the young person. This is only used for setting up the account and for us to identify who their worker is. When a young person signs up to Mind of My Own there is a privacy notice that explains in words and pictures how their information is kept secure.</p>
<p>Some children and young people have already established their best way to communicate with their worker.</p>	<p>It's important to introduce Mind of My Own to all children and young people and ensure they are fully aware of all of the different times that it could be used. This will mean that if children and young people don't want to use Mind of My Own right now, they may access it in the future.</p> <p>Please remember to record if Mind of My Own has been refused.</p>

You said...	We did...
<p>Some children and young people have already established their best way to communicate with their worker.</p>	<p>It's important to introduce Mind of My Own to all children and young people and ensure they are fully aware of all of the different times that it could be used. This will mean that if children and young people don't want to use Mind of My Own right now, they may access it in the future.</p> <p>Please remember to record if Mind of My Own has been refused.</p>
<p>There is not enough time to use Mind of My Own with a child or Young Person</p>	<p>The apps have been created to save time when recording the views and wishes of children and young people. This is because their views don't then need to be written out as they will be accessible via a pdf that can be saved straight to the child's record.</p> <p>The child/young person can decide how long they want to spend on a scenario/topic.</p>
<p>What happens when a child/family is no longer open to Children's Social Care. Can they still use Mind of My Own?</p>	<p>Yes. If a child submitted a One App statement when the family is no longer involved with Children's Social Care or Early Help, this would be sent to First Contact to determine what needs to happen.</p> <p>Given express statements go straight to your email inbox, it is important that you have discussions with children, young people and families when closing a case to ensure that they are aware of other professionals they can link in with if they were worried about something given that you will be no longer actively involved. If you were to receive an express statement when the case is closed you should direct this to First Contact.</p>

You said.....	We did.....
<p>There isn't an option to send the statement to a fostering officer.</p>	<p>Within the One App there is an additional box at the bottom of the list whereby the child can select to send the statement to 'someone else.' However, they would require the correct email address for that worker. We would recommend that where possible the young person selects from the options available. The child could also request that their Social Worker shares the statement with other workers if they want this to happen.</p>
<p>How can Mind of My Own be used with children who are non verbal.</p>	<p>The express application is particularly good for children with disabilities as it produces a six page profile all about them.</p> <p>Where a Social Worker has known a child for a significant period of time and has been able to develop a positive relationship with them and an understanding of their responses to certain situations the worker may be able to identify when a child responds/engages to a question, to the colour, sounds or movement or the activity taking place. A child who is non-verbal and has restricted movement can still be shown the applications (particularly Express) to determine if it would be suitable to them.</p>
<p>What is the expectation in terms of uploading statements to liquid logic.</p>	<p>All statements once received via email can be opened as a PDF and sent directly to the liquid logic document store via email you should include the child/young person's PID number. A brief case note should be added to the child's record to advise that a statement has been received. There are Mind of My Own options within the case note drop down box to select (MOMO received, responded to, offered and refused).</p>
<p>How does Mind of My Own link to Signs of Safety</p>	<p>Within the applications children and young people are able to identify worries, the good things happening in their life, things they proud of, the people they have in their life to support them and what they would like to happen next.</p>