



Practitioner Training

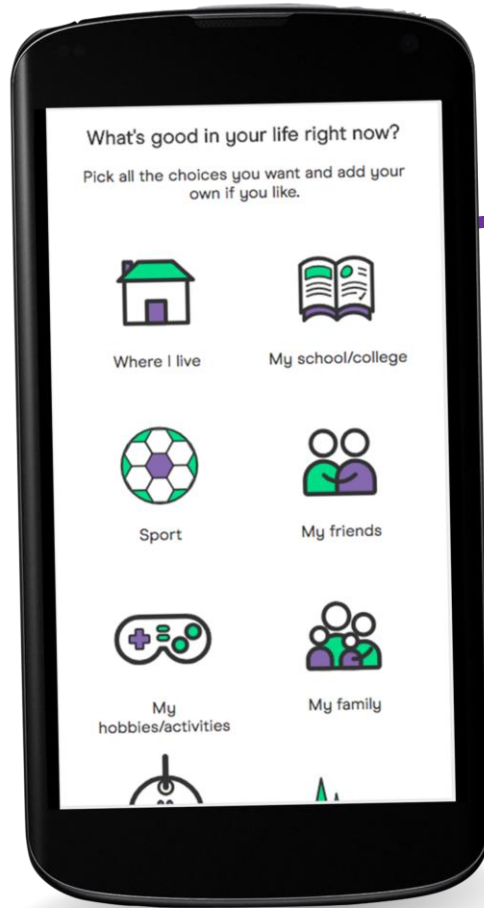
# Using the scenarios in your practice: The One App



## Meet Mia...



Mia is 14 years old and lives in at home with her Mum and two younger brothers. Mum has a drug and alcohol problem and is receiving support from the local Drug and Alcohol Team. Mia's school raised some concerns about Mum's care of Mia and as a result Mia is receiving early help support. The Early Help practitioner would like to get a sense of Mia's lived experience and so they are putting together a diary.



- How could the app help?
- Which scenario allows young people to reflect on their current life: what's going well, what could be improved and how they feel about home life?



“My Life” will provide you, as a child’s worker, with more intimate information that child might not be comfortable sharing in person.

It allows you to see into the corners of a child’s life and find out things that you might otherwise not know.

## My Life can be useful for:

- Young people keeping a diary
- Early help visits
- Assessments and investigations
- Social work visits to help capture the child’s lived experience
- Key worker sessions
- IRO pre-review meetings
- Personal adviser visits
- Court / panel proceedings
- Just catching up with a young person



Mia found the One App very helpful in thinking about her life and she now wants her Early Help worker to know more about her. She looks at the One app for a scenario that will best help her do this.

- Which scenario helps young people to create a one-page profile of themselves?



**“This is Me” helps young people to explore their identity (gender, race, ethnicity, interests, friends, family etc) and create a one-page profile.**

**The questions are tailored to the young person’s age and the scenario can be used as children change and move through different stages in their lives.**

**This Is Me can be useful for:**

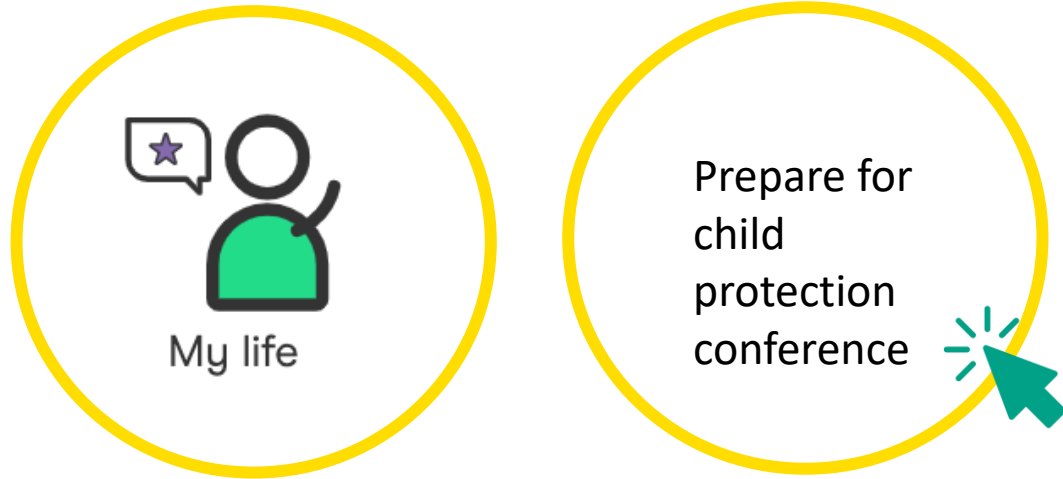
- All teams**
- A first meeting with a child or young person**
- At key transition points**
- If a young person is in gender transition**



Problems escalate at home for Mia. One night her Mum has a group of friends to the house. They are using drugs and one of Mia's little brothers, Mattie, picks up the drugs and eats them. Mum doesn't notice but Mia sees this and starts screaming for help.

Following the incident, there is an S47 investigation and an initial child protection conference is called. Mia's new social worker and Child Protection Chair want to get Mia's views.

- How could the app help?
- Which scenario allows young people to understand and feel prepared for a child protection conference?



**Children are very good at knowing the risks they live with and “Prepare for a CP Conference” is a great way to make sure the child is front and centre of the CP process.**

### **Prepare for a child protection conference can:**

- **Help inform S47 assessments, reports and recommendations**
- **Help to gain insight about much the child understands the child protection process**
- **Give the child a voice in the conference, particularly when they aren't attending**
- **Help a conference chair to obtain the child's views and ensure they are considered**





In her statement “Prepare for a Child Protection Conference” Mia asked to attend the meeting. She also asked for a family member to support and advocate on her behalf. This was the first time that the conference Chair had included a young person in a CP conference and she wanted to find out how it went.

- How could the app help?
- Which scenario allows young people to feedback how the meeting went?

## How did the meeting go can be used:

- **After any meeting**
- **By IROs / Chairs to find out how young people feel about their meetings**
- **When a meeting hasn't worked well to learn how things could be done differently.**
- **By managers to find out how young people feel about their meetings**



“How did the meeting go” is a reflective scenario to allow the young person to think about the meeting and provide thoughts and feedback. It also allows them to share any information that they forgot to say in the meeting.



Mia is given a new social worker after the conference, and she is visiting her for the first time.

Mia wants to tell her new social worker about herself, what she wants to discuss and what he can do to help her.

- How could the app help?
- Which scenario helps young people to gather their thoughts and tell their workers what they want to discuss before they meet?



“My worker is visiting” gives young people the opportunity to prepare for a visit from a worker.

As their worker, you will benefit from having a clear understanding of what the child wants to talk about, allowing you to focus on what is important to the child.

## My worker is visiting can help with:

- Assessments
- Early help visits
- Social worker visits
- Key worker sessions
- PA visits
- Direct work sessions



Mia's social worker has suggested that the family have a family group conference to see how family and friends can support Mia, her brothers and Mum. Her social worker would like to hear more from Mia about what she wants from the meeting and how she can be involved.

- How could the app help?
- Which scenario allows young people to have a say in the meetings that affect them?

## “Get Ready for a meeting” can be used:

Before any meeting for a child, such as:

- Early Help meetings e.g. TAC and TAF
- FGCs
- IRO / Chair pre-meetings
- Child in Care Review Meetings
- PEP meetings
- Pathway planning meetings
- Children’s Home Residents meetings
- Placement Breakdown / Disruption Meetings
- Court / Panel proceedings



“Get ready for a meeting” helps the young person to structure their thoughts ahead of any meeting, whether or not they attend, and ensure their views are properly represented. It can help you to make your meetings more child-centred and really help you to understand what is important to the child.



Mia's social worker hears from Mia's school that she is finding life hard and has talked about ending her life. Her social worker would like to find out more about how she is feeling, but she knows Mia finds it hard to talk about these things in person.

- How could the app help?
- Which scenario helps young people to talk about their wellbeing and how they are feeling about things?



“My wellbeing” helps you to gain a full picture of a young person’s life.

Their responses to a range of risk and resilience indicators will give you a unique insight into their overall wellbeing and safety. It can also help the young person to consider their own coping strategies.

### “My Wellbeing” can be used:

- By all teams
- To inform an assessment
- As part of Education, Health and Care Plans
- S47 investigations
- Court / panel proceedings
- To inform Health Plans for Children in Care





Mia has a special day out with her Mum and brothers at LegoLand. She has lots of fun with her Mum, who has been drug free for several weeks now. Mia wants to share this news with her social worker.

- How could the app help?
- Which scenario allows young people to share their good news?

## “Share My Good news” can be used:

- By everyone working with children and young people
- To help build trusting relationships
- As part of life story work or memory boxes
- At key transition points such as leaving or starting a new school or college
- If a young person is in a gender transition



“Share My good News” was added to the app at the request of young people. They wanted a specific place to talk about the positive things in their lives. It also means they can see happy memories when they see their case records to get a genuine view of what their life was like.



Things are going well for Mia and her social worker wants to explore other support in her life that might be longer lasting. She wants to know how Mia feels about her school: what she enjoys, who she's close to etc.

- How could the app help?
- Which scenario allows young people to tell us about their school life?



“My Education” allows you to capture young people’s views in education. It covers topics such as how they feel about their education, their strengths, limitations, hobbies and aspirations.

### “My Education” can be used:

- By everyone working with children and young people who are in education
- At the start and end of term to see plan and look back
- As part of Personal Education Planning
- As part of Education, Health and Care Plans
- When exploring early help support or step down to early help



Mia's mum has had a number of different partners who Mia has been asked to view as father figures, but none have stayed in her life. She finds it hard now to develop trusting relationships with men.

Mia's social worker has left and she has been allocated a new male social worker. She has met with him a few times and is finding it difficult to trust him and talk openly.

- How could the app help?
- Which scenario allows young people to try and sort a problem?

## “Sort a Problem” can be used:

- By all teams
- As part of a young person’s diary
- To raise concerns
- To make a formal complaint
- To make a disclosure
- In Children’s Home residents’ meetings.

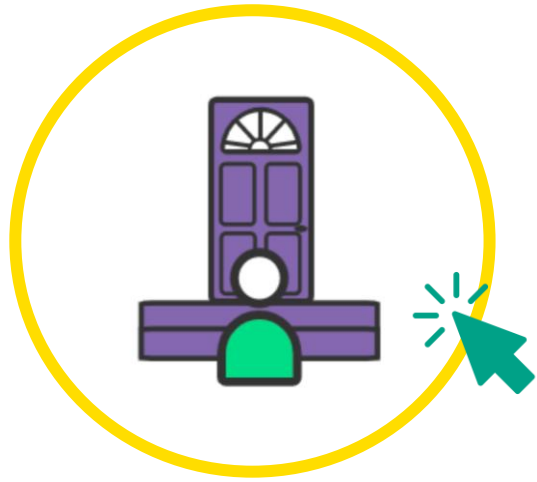


“Sort a Problem” helps young people to share their concerns. It helps them to solve a problem at the earliest possible stage and to think about a solution to their problem. If they want to make a formal complaint, it helps them to do that too.



Mia's mum has started drinking heavily and using drugs again. She has started to go missing for long periods. Several return home interviews have been completed but professionals are struggling to find out from Mia where she is going, who she's with etc

- How could the app help?
- Which scenario allows young people to tell us about what it's like when they go missing?



“Return from missing” enhances RHI information and helps you to find out from young people what they were doing when they went missing. The scenario is friendly and accessible because we know that formal interviews can be off putting.

### “Return from missing” can be used:

- By all teams
- By young people while they are missing
- To enhance the information we gain from RHIs and Safe and well visits.





Problems at home have escalated for Mia and her younger brothers. Mia's aunt has offered to care for the boys but felt unable to offer a home to Mia. As a result, Mia was received into care and placed with foster carers.

After being with them for almost a year, her carers had a review and their supervising social worker wanted to find out from Mia what it was like living with them.

- How could the app help?
- Which scenario gives young the opportunity to tell us about life with their foster carers?



The “Foster Care Review” scenario enables you to really hear from children about their lived experience with foster carers. It helps to focus carers’ reviews on the central element of being a foster carer: providing a stable, loving environment.

### “Foster Care Review” can be used for:

- Annual foster care reviews
- Child in Care reviews
- A complaint or compliment about a foster carer
- Exit interviews for children leaving placements
- As part of Education, Health and care plans.



Despite regular contact with her family, attempts for Mia to return home broke down. Mia continued to have regular contact with her family and she had a great relationship with her foster carers.

She thrived in the placement and remained long term. When Mia was 15 and  $\frac{3}{4}$  her social worker began to talk to her about the future and what she wanted. She was introduced to a new personal adviser in the care leaving team.

- How could the app help?
- Which scenario gives young the opportunity to tell us about what they want from the future and inform their pathway plans?

## “Planning for adulthood” can be used for:

- Pathway Planning
- Transition planning
- To help set targets and make a plan that is owned by the young person.



The “Planning for adulthood” scenario helps young people to plan for their future and think about what they want when they leave care. It really supports child-centred practice in pathway planning.