

## Parent & Carers user guide



**This is a guide for parents / carers  
to support children and young people with registering for their  
own Mind Of My Own account**



**ONE APP**



**EXPRESS**

[support@mindofmyown.org.uk](mailto:support@mindofmyown.org.uk)

[www.mindofmyown.org.uk](http://www.mindofmyown.org.uk)

[@MindOfMyOwnApp](https://www.instagram.com/MindOfMyOwnApp)



# MindOfMyOwn



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# Introduction

Children and Young People can use Mind Of My Own to communicate directly with the professionals

It empowers and enables children and young people to keep track of their wellbeing, structure their views, thoughts and feelings in relation to events and situations they encounter when receiving support from services.

## Events and situations may include:

- Reviews and meetings
- Planning (education, pathway etc.)
- Preparing for conferences
- Sorting a Problem
- Sharing Good News
- Requesting a change
- Tracking wellbeing

## What's available?

There are two parts to Mind Of My Own open to children and young people:



**One app account** - (Aged 6+) Young people have their own account that can be downloaded as an app or accessed online via web browsers



**Express account** - (Aged 2+) For younger children and those with additional learning needs. Accessed online only via web browsers

## Key Words

**Statements** are created once the questions within a scenario have been answered. The statement will be converted to a PDF and sent to the worker.

**Scenarios** are the topics a child or young person can choose to work through to produce a statement.

**Worker types** (One app only) are a list of workers within the service that the child or young person can communicate with.

**Meeting types** (One app only) will be found within the 'Get ready for a meeting' scenario. These will be a list of the meetings the child or young person may attend and would like to prepare for.



## Getting Started - One

Children and Young People can register for their own account, which they can use 24/7 to record their thoughts and feelings.

When supporting your child or young person to sign up to an account, please ensure that they enter their correct name and date of birth. Statements are matched against the our case management system and allocated to the appropriate worker identified on the system.

Young people **must** have an email address to sign up for an account. This can be their school email, or you can support them to register for one if appropriate.



The One app can be downloaded from Google play or the App store




Or accessed via the web: [one.mindofmyown.org.uk](https://one.mindofmyown.org.uk)



# 1 Young person heads to the webpage or the app, clicks “sign up for account” and fills in their details.

English | [Cymraeg](#)

Accessibility



Already have an account?

Login

Create an account in 3 easy steps

Sign Up

### Sign up

Full Name

Email

Password

Confirm password

04 May 2010 D.O.B

Language

English

Cymraeg

Why we ask for this information

Choose how to read the information about your privacy:

Quick read  Words with pictures

It is your right to have information about you kept private

- Mind Of My Own will never tell anyone your email address
- We need your birthday so we can make sure your statement gets to the right worker
- Your worker puts your statement on your case notes and then gets in touch with you
- Your information is private and is kept safe

For more information, please see our [privacy policy](#). If you decline these conditions, we can't offer you an account but we're very interested to know why so we can improve our service in the future. Please email us.

I understand this privacy statement and give my consent.

Accept

# 2 Next they must choose where they live. If you live out of area, they will need to choose the service's location.

Accessibility

Thank you for starting a One app Account!

## Where do you live?

We will need this information to find out the services near you. We use Google software to do this, but Google does not see your personal information.

London, UK

# 3 This is where the young person can select the relevant service(s) they use.

## What services do you use?

Select all of the services that you use (this could be more than one).

- Local Authority
- Hypothetical college
- Demo Fostering agency
- Example Residential
- Specialist service organisation



# How to use One

The One app allows children and young people to choose, complete and send any of the following scenarios to the person of their choice.

- My worker is visiting
- My life
- Get ready for a meeting
- Share my good news
- Prepare for a Child Protection Conference
- Sort a problem
- Planning for adulthood
- Get ready for a foster care review
- How did the meeting go?
- My education
- My wellbeing
- Return from missing

THE KNOWHOW My rights

Trouble right now?  
Call Childline: 0800 1111

Once a young person's decided which scenario they would like to complete, they'll be given a series of questions to answer where they can select as many emojis as they like, add other feelings and expand their answers.

How you feel right now  
Pick all the feelings you're having right now and add your own.

any other feelings? +

When they have finished the scenario, they can preview their statement before sending it to the worker of their choice. If they're happy with their statement, they can move on to select who they want to send it to from the list of worker types.

Preview your statement  
My worker is visiting

Test Profile

How I feel right now  
• OK  
• Calm  
• Excited

What's good in my life right now  
• My school/ college - Because my teachers are nice.

What's not good in my life at the moment  
• My friends - they are not very nice to me and I don't have many friends.

How I feel about where I live  
• It suits me - I like it

What I'd like to be different  
I want to be treated differently by my friends

Send

Choose who to send to

- My Social Worker (Local Authority)
- My IRO (Local Authority)
- My Conference Chair Person (Local Authority)
- My Personal Advisor (Local Authority)
- Complaints Officer (Local Authority)
- Leaving Care Worker (Local Authority)
- Supervising Social Worker (Local Authority)
- Myself
- Someone else



## Getting Started - Express

**Children and Young People can have access to their own Express account once their worker helps them set it up. This can be used by young people 24/7.**

**Express can only be accessed via the web: [express.mindofmyown.org.uk](https://express.mindofmyown.org.uk)**

**Young people must have an email address in order for the worker to sign them up to an Express account. If your child or young person does not have their own email, they can use their schools one or you can register them for one if appropriate.**

The child or young person's worker will start by creating the young person's account using their Name, date of birth and email address.

The young person will receive an email to set up their password. The password will need to be 12 characters long.

A screenshot of a web form titled 'Change password'. Below the title is a note: 'Your password must be at least 12 characters long. A good password is four unconnected words that you can remember and no one could guess.' There are two input fields: 'New password' and 'Confirm new password', both containing masked text (dots) and a small circular icon on the right. At the bottom right of the form is a red 'Save' button.

The account will be fully set up once a password has been set. The child or young person can now use their Express account on their own or with your support if needed. Simply follow through the steps.



# How to use Express

**1** Express allows children and young people to choose any of the following topics to complete and send directly to the worker that created their account.

Start by choosing a topic

 All About Me	 My Education	 My Health
 My Life	 My Day	 Me In My Own Words

All about me



For breakfast I like eating...

 Cereal	 Porridge	 Sausages	 Fruit	 Bread
 Yoghurt	 Eggs	 Muffins	 Pancakes	

Something else

**2** Young people are not limited to their answers. A young person can select and de-select as many boxes as they please and have the option to add “something else” if they like. When they’ve completed their statement, they can then save their work.

**3** Before previewing the statement, there is an opportunity for you or the young person to add notes / take a photo which will be attached to their statement and received by their worker. If the young person is happy with the preview, you can then help them to submit the statement.

You have finished the My day topic. Do you want to add anything?  
Add any notes you'd like to include

Retake photo  
Preview  
Send answers to my worker