



PRACTICE STANDARDS FOR FRONTLINE STAFF

STANDARD	DESCRIPTION	TIMELINE
Introduction	All frontline workers will introduce all children & young people to either Mind Of My Own One or Express (as appropriate) as a way for them to participate and have their voice heard	When first working with a child or young person
One Accounts	All frontline workers will help young people setup their own One account to use independently if they are able to	When working with a child
Worker Accounts	All frontline staff working with children & young people will have their own worker account and must use this during direct work with children & young people where appropriate	When working with a child
IROs & Conference Chairs	Our IROs and conference chairs will speak with children / young people before all reviews, reminding and encouraging them to use Mind Of My Own as a means of participation	A minimum of 1 week before all reviews
All Social Workers	All social workers must encourage young people to use Mind Of My Own to prepare for all meetings, reviews and visits. Complete a 'My Wellbeing', 'My Life', or 'This is me' statement with each child on your case load	As often as possible and before all meetings, reviews.
Training	All staff will attend a Mind Of My Own training session and use the Evolve training portal to Identify training sessions for support on how to use the apps when needed.	When joining the organisation, or when ongoing support is needed
Receiving Statements	When a child's statement is assigned to any member of staff, they must download the PDF statement, respond to the child immediately, and save the PDF in the child's case file in LCS and case note receipt of the statement and what action was taken.	Respond to the statement ASAP
Residential	Residential staff will use Mind Of My Own to help inform their care of the child in all residential meetings. They must also continually encourage young people to use the apps to participate in their care plan.	As and when needed
Fostering	Foster carers will be encouraged to support the children in their care to use Mind Of My Own to participate in their care processes Supervising Social Workers will encourage children in care in their foster placements to use Mind of My Own to participate in their foster carer reviews	As and when needed and annually for foster carer reviews

PRACTICE STANDARDS FOR SERVICE PORTAL USERS

STANDARD	DESCRIPTION	TIMELINE
Assigning Statements	Statements will be assigned to the correct worker the same day of being sent by the young person	A maximum of 24 working hours
Re-assigning Statements 1	If a worker is away from work, the statement will be re-assigned to the named person providing cover or the worker's line manager	A maximum of 24 working hours
Re-assigning Statements 2	If a worker does not download the statement they have been assigned within 24 hours, the statement will be re-assigned to the person's line manager	A maximum of 24 working hours
Safety Link 1	If a statement appears in the 'Safety Link' list, it must be downloaded and sent to social worker or team manager immediately	Immediate
Safety Link 2	Managers receiving a statement where the Safety Link has been triggered will follow up with the allocated worker to decide if safeguarding procedures apply or urgent action is required	Immediate
Worker Accounts	Service Portal users will monitor and approve Worker Account's that have been requested, only approving those accounts that are members of staff	Daily
Statements received from unidentified young people	Do not assign the statement Inform your senior manager/operational lead (Service Manager In Safeguarding & Reviewing) as soon as possible	Immediate