



PRACTICE STANDARDS FOR FRONTLINE STAFF IN BRADFORD YOUTH JUSTICE SERVICE

STANDARD	DESCRIPTION	TIMELINE
Introduction	All YJS case managers will introduce all children & young adults to Mind Of My Own Xchange as a way for them to participate and have their voice heard	When first working with a child or young adult
Training	All staff will attend a Mind Of My Own training session. For additional training staff will contact their hub Practice Development Lead and will 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
Xchange Accounts	All YJS case managers will help a child or young adult to setup their own Xchange account to use independently if they are able to	When working with a child or young adult
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 or young adult
All Assessments	All YJS case managers must encourage children and young adults to use Mind Of My Own Xchange during initial, review and closure assessment stages, to provide information about themselves and have their voice heard. The My World statements may be completed independently by the child or young adult, or supported by their parent/carer or YJS case manager.	When completing an Initial, Review or Closure assessment for a child or young adult
All Panel & Review Meetings	All Youth Justice Service case managers must encourage children and young adults to use Mind Of My Own Xchange to prepare for all panel and review meetings, by completing a 'This is Me', 'My World' and 'Youth Justice and Me', statement with each child or young adult on your case load. Additional statements can be completed at any stage of the child's involvement with Youth Justice Service, however these three should be prioritised at each stage of the intervention to measure the distance travelled by the child or young adult, and to record their voice prior to review meetings.	As often as possible and before all meetings, reviews.
Receiving Statements	When a child or young adult's statement is assigned to any member of staff, they must download the PDF statement, respond to the child or young adult immediately, and save the PDF in the Child View case file and case note receipt of the statement and what action was taken.	Respond to the statement ASAP

PRACTICE STANDARDS FOR SERVICE PORTAL USERS

STANDARD	DESCRIPTION	TIMELINE
Assigning Statements	Statements will be assigned to the correct worker within 24 working hours 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 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 hours
Safety Link 1	<p>If a statement appears in the 'Safety Link' list, it must be downloaded and sent to case manager immediately.</p> <p>Admin will check the Youth Justice Service Mind of My Own email inbox at fixed times during the day, to ensure any 'Safety Link' statements are actioned in a timely manner.</p>	Immediate
Safety Link 2	<p>Team 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.</p> <p>In the manager's absence, i.e. due to leave, the statement will be sent to the Duty Manager for action.</p>	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	<p>In very rare cases, it is possible to receive a statement from an unidentified young person.</p> <p>Do not assign the statement.</p> <p>There are two reasons why you may receive a statement from an unidentified child:</p> <ol style="list-style-type: none"> 1. The young person is using the services of another organisation and has signed up to the wrong one by mistake - this means that when they send their statements it goes to the wrong Service portal) 2. The young person is making a self-referral: they are not known to the organisation yet, but they need help. <p>As soon as possible, Youth Justice Service Duty officer will cross reference the given name on the statement with Child View and LCS</p>	Immediate

records, before notifying the Duty Manager, who is identifiable via the Youth Justice Service Duty Rota.

If the Duty Manager is certain that the young person is not supported by the Youth Justice Service, do not assign the statement.

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For Duty Manager:

If you are confident that the child or young adult is not known to or working with the Youth Justice Service, the Duty Officer should: Contact the young person directly asking them if they are ok, they are not recognised with their organisation, which children's service or organisation they are using if any.

The Duty Manager should email your Mind of My Own account manager letting them know the situation (cc in information security lead – roz@mindofmyown.org.uk)

If there is no response from the child, the Duty Officer can request to have statements assigned to them so they can see if the child has provided any information within the statement to help identify them. Please double check the date of birth noted on the child's statement. It is possible that a child has signed up to an account using their nickname and their correct date of birth.

The Duty Officer will send a 2nd e-mail to follow up. The should ask if the child is ok, reassure them that their information is safe and could they please get in touch within two days so they can be supported. Further advise, to ensure their data is safe and not shared, they will request to have the details deleted by Mind Of My Own if they do not receive a response in three working days.

If there continues to be no response from the child, the Duty Officer to inform the child that a request has been made to delete their information.

The Duty Officer will update the Duty Manager throughout the process. The Duty Manager will then e-mail the account manager and information security administrator at Mind Of My Own, providing the statement ID number only.

IMPORTANT: PLEASE DO NOT EVER SEND THE STATEMENT OR YOUNG PERSON'S DETAILS TO A MIND OF MY OWN EMPLOYEE