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**Mind Of My Own in Gloucestershire– Service expectations:**

The expectation is that everyone working with or supporting children and young people who are using our services has the responsibility to engage in Mind Of My Own apps with each child or young person they work with. It is not someone else's job to capture and respond to the voices of children and young people but the job of every one. There is an expectation that the statements sent through Mind Of My Own will be read within 24 hours of being received.

Below is some guidance on how Mind Of My Own apps should be used in all the relevant parts of the service:

**Distinct Teams (ie all Social Workers)**

Please use Mind Of My Own apps to engage directly with young people, consult better and ensure that their views are more included in assessments, plans, meetings and care. There is an expectation that the views of children and young people are sought and form a key part of meetings about important parts of the lives of our children and young people. Colleagues should support children and young people to use Mind Of My Own apps to inform Reviews, Child Protection Conferences, Child in Need Meetings, Family Group Conference, PEPs, EHCPs, etc.

**IRO Team**

Colleagues should ensure that as part of the child’s plan, young people are introduced and encouraged to sign up to the One app, and any views shared via the app are discussed during meetings. Within reviews, IROs should make reference to Mind Of My Own to ensure that the young person’s Social Worker is supporting them to use the app to share their views or have access to the One app or Express via their Social Worker’s account.

Where possible, in one-to-one sessions with young people prior to review meeting, IROs should introduce Mind Of My Own apps to young people as a way of them sharing their views and communicating with their workers.

**Managers**

Your leadership will help to improve the quality of social work engagement and decision making. Discussions around Mind Of My Own apps should be put on the agenda for team meetings and supervisions. During these meetings, collegues can share stories and experiences of using the apps and success can be celebrated. Managers will need to ensure that Social Workers are using Mind Of My Own apps to engage with young people and that they are incorporating a young person’s views in their plans.

**Fostering (Supervising Social Workers)**

Supervising Social Workers are responsible for supporting foster carers to encourage young people to use Mind Of My Own apps and ensuring that young people have a safe, secure and accessible means to use the apps to express their feelings, views and wishes.

**Foster carers**

Foster carers where appropriate can encourage and facilitate young people to use Mind Of My Own apps. This should include ensuring children and young people can access this privately if they wish to.

**Complaints and representations for children and young people in care**

Mind Of My Own apps offers children and young people a direct way of sending a complaint or saying if they are not happy about something. All of the children and young people in our care must be helped to open an account on the One app, as well as, shown how it can be used to raise concerns or make complaints. It is seen as a sign of progress if more young people are able to make representations or complain.

**Early Help**

Mind Of My Own apps should be used as a direct tool to capture the voice of children and young people during all early help interventions.

**Your Mind Of My Own Leads**

Lyn Green, Participation Officer and Mind of My Own Lead [lyn.green@gloucestershire.gov.uk](mailto:lyn.green@gloucestershire.gov.uk)

Hazel Penn, Participation Officer [hazel.penn@gloucestershire.gov.uk](mailto:hazel.penn@gloucestershire.gov.uk)

Della Keith, Participation Manager [della.keith@gloucestershire.gov.uk](mailto:della.keith@gloucestershire.gov.uk)

**Mind Of My Own Admin Support**

All Mind Of My Own statements sent via young people’s accounts should be saved by the worker onto the child/young person’s case file and they will add a case note to say a young person’s statement has been received..

The Mind Of My Own admin team can be contacted via [momo@gloucestershire.gov.uk](mailto:momo@gloucestershire.gov.uk)