# Practice Standards

Mind of My Own

Practice Standards

Better care happens when children are better listened to. At Mind Of My Own we believe that young people should be able to participate fully in their care and it should be easy for them to speak up anytime they want.

Mind Of My Own apps give young people an instant and convenient way to express their views, wishes and feelings, and social workers an easy way to evidence them.

These practice standards are in place to clarify expectations of:

* + Workers who are using Mind Of My Own apps with children and young people
  + Those who are in receipt of statements
  + Business Support officers who monitor the Service portal dashboard

Practice Standard 1: Assigning Statements

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|  | STANDARD | OWNER | TIMESCALE |
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| 1.1 | **Assigning: General**  The Service portal dashboard is monitored throughout the working day. Statements are assigned to the members of staff they are intended for within 5 working hours of being sent by the young person or the next working day if sent over the weekend. | Participation  Team | Within 5 working hours |
| 1.2 | **Assigning: Complaints Officer**  Any statements regarding a complaint are assigned to the corporate complaints inbox within 5 working hours. This applies to statements which are intended for the council’s “Complaints Officer”. | Participation Team | Within 5 working hours |
| 1.3 | **Assigning: No allocated worker**  Any statements from children who do not have an allocated worker are assigned to the Head of Service for Safeguarding and Quality Assurance within 5 working hours. This includes statements regarding a complaint from children who do not have an allocated worker. | Participation Team | Within 5 working hours |

Practice Standard 2: Receiving Statements

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|  | STANDARD | OWNER | TIMESCALE |
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| 2.1 | When the statements are assigned to the correct person, they will receive an email from Mind Of My Own. From the email, they can download the statements or flag that they have already received it. It must be downloaded or viewed within 7 working hours.  The statements must also be saved on Liquid Logic or EHM by the recipient | Recipient (social worker, IRO etc.) | Within 7 working hours |
| 2.2 | If the statement has not been opened within 48 working hours (2 working days) the Participation Team will the contact worker  If no reply the statement will be reassigned by Service portal admins to the person’s line manager who will decide on the best course of action. | Participation  Team | Within 48 hours (2 working days) |

Practice Standard 3: Acknowledging statements

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|  | STANDARD | OWNER | TIMESCALE |
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| 3.1 | If a statement has been assigned to a recipient who was **not** with the young person when it was created or sent, they should let the child or young person know that they have received it **that day** | Recipient (social worker, IRO etc.) | Same day |

Practice Standard 4: CHILDREN IN CARE

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|  | STANDARD | OWNER | TIMESCALE |
| 4.1 | All children in care receive information about Mind Of My Own apps when the worker first meets them | Social Worker | First meeting |
| 4.2 | The IRO must speak with the child/young person in private prior to the first review and before every subsequent review. This includes discussing Mind Of My Own apps and introducing it to the before the review.  If the IRO is unable to do this within the timescale then they should request that the child’s social worker carries out the co-use session. | IRO | At least 30 working days prior to the review |
|  | Prior to the CiC review |  |  |
| 4.3 | An invitation to make a statement for the review is sent to the child and family together with other consultation paperwork. | IRO Team | At least 10 working days prior to the review |
| 4.4 | IRO must check that the child or young person’s views have been evidenced through a statement, and should take action if they haven’t. | IRO | At least 10 working days prior to the review |
|  | During the CiC review |  |  |
| 4.5 | A copy of the child or young person’s statement is taken to the meeting by the IRO or social worker who received it. | Recipient e.g. IRO, social worker, advocate |  |
| 4.6 | At the CiC review the IRO is responsible for asking whether the child has been introduced to Mind Of My Own apps. This should be recorded in the minutes of the meeting. | IRO |  |
| 4.7 | If the child has not been given information before their CiC review the child’s IRO will ask the allocated social worker to ensure that this happens during the next statutory visit. | IRO |  |

Practice Standard 5: Other children (CIN, CP, Early Help …)

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|  | STANDARD | OWNER | TIMESCALE |
| 5.1 | Mind Of My Own apps are introduced to children and young people to use for initial child protection conferences.  *The allocated worker should use their discretion about whether this is appropriate and whether the child wants/is allowed their own account or whether to use a worker account with them.* | Allocated worker | Within one week of the case being allocated. |
| 5.2 | Mind Of My Own apps are introduced to children and young people before a meeting e.g. ICPC, PEP, CIN meeting.  *The allocated worker should use their discretion about whether this is appropriate and whether the child wants/is allowed their own account or whether to use a worker account with them.* | Allocated worker | Before a meeting |

Practice Standard 6: All Children

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|  | STANDARD | OWNER | TIMESCALE |
| 6.1 | The One app is offered to all children at point where they express unhappiness or dissatisfaction with a service, as a constructive approach to sorting a problem via the scenario ‘sort a problem’ . | All workers in contact with child | When the event happens |