

Mind Of My Own Project update

Reasons for the Report

1. This report provides the Committee with information in relation to the Mind of My Own Project (MOMO) which is currently being implemented across Children's Services. The report aims to inform the Committee of what services the MOMO apps will offer to both staff and children and young people along with an update on the progress thus far in its implementation.

Background

2. Mind of My Own is a set of accessible apps that provide a unique digital solution to advancing children's rights. The Mind of My Own digital apps help children and young people express themselves freely and communicate with Social Workers and other professionals who regularly work with them. The apps have been designed and co-produced with young people for young people and unlike traditional surveys, the apps will allow staff to receive organic and authentic feedback from the children and young people using our services.
3. Mind of My Own will allow for a more dynamic approach when working with children and young people. There are two features to the Mind of My Own apps – the One app and the Express app. The One app allows young people to communicate their views in a way that suits them. Young people create their own account on the One app, which can be used on any device (Mobile phone, laptop, tablet etc) at any time. Express is an accessible app for younger

children and those with additional needs and as such can only be accessed through a workers account.

4. Once a child or young person has used either the One or Express app to share their views, wishes or feelings, Mind of My Own creates a clear statement of their views that can be attached to case records. Once a young person has completed a statement on the app it will automatically be sent to the service portal. This will be monitored by a team of 3 portal administrators who will manage it and send the statements on to the relevant social worker.
5. Social workers will then download the statement and save it in the child or young person's case file. As an additional safeguard, any child reporting that they feel unsafe or unhappy where they live will come up in a designated safety link list in the portal. The administrators monitoring the portal will then be able to easily identify any children which may need attention.
6. Not only will the statement of views help prepare for meetings with the young person but also give extra understanding of that young persons lived experience and assist in identifying any possible safeguarding risks.
7. Staff information emails have been sent to all staff in Children's Services with a brief outline of what Mind of My Own is and urging staff to book one of the training sessions available. Going forward we will use targeted reporting to ensure all relevant staff are trained.
8. There is a plan in place to inform Foster Carers, Residential Staff, Schools Staff and staff from Health of the implementation of Mind of My Own so that they can be aware of and support children and young people with the app as and when needed. All foster carers with children placed from Cardiff are also eligible, and will be encouraged, to attend free e-learning supported by Mind of My Own.
9. Training for staff across Childrens Services involves a 2 hour virtual session with a specialist trainer from Mind of My Own with dates scheduled between the 6th and the 15th July. Sessions will give an in depth view into how the apps

work, how to set up an account with a young person as well as with how to use the apps. Staff will also be shown how the young peoples completed statements will be sent to them along with learning how the information can be stored and used meaningfully.

10. In order to ensure business continuity trainers are being identified following the scheduled training sessions to embed the training within children's services.
11. The information that children are sharing will be monitored and reviewed closely and this will include:
 - Number of statements that reported a 'Problem'
 - Number of statements that 'Shared Good News'
 - Collate any feedback or comments from staff and children and young people
12. Mind of My Own hold ISO 27001 certification, which means that all of the systems and processes are designed to safeguard information collected through the apps.

Issues

13. Currently MOMO training has to be delivered online via Microsoft Teams rather than face to face. The course was designed to be delivered in person however has been adapted to be undertaken virtually. Initial feedback from other Local Authorities is that it has been very successful and will likely remain virtual.
14. It was important to ensure that training sessions were accessible for all staff. Due to the nature of duty worker shifts, training sessions were booked over a two week period to ensure there was a suitable session for staff to attend.

Financial Implications

15. Any costs that have previously arisen or will arise in the future, in connection with the delivery of Mind of My Own, have been, or will be, met from existing Council resources, supplemented by external resources, wherever possible.
16. The initial cost of £42,000 for the purchase of the Mind of My Own Apps for two years was offset with monies received from the Integrated Care Fund. This includes all training, implementation and resources. Cardiff Children's Services also worked with Mind of My Own to ensure the inclusion in the contract of opportunities for children and young people in Cardiff to be involved in participation and development groups with Mind of My Own.

Legal Implications

17. Whilst there are no legal implications arising from this report, it's important that any statements are saved on the child/young person's file as they will form part of their records.

RECOMMENDATION

The Committee is recommended to:

- a) Consider the report and identify how the committee would like to monitor progress in the development and roll out of the Mind of My Own Project and the outcomes that are anticipated to be achieved from its roll out.
- b) Note the development of the Mind of My Own Project.

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