

From: Roger Gough, Cabinet Member for Children, Young People and Education

Andrew Ireland, Corporate Director of Social Care, Health and Wellbeing

To: Corporate Parenting Panel – 18 September 2017

Subject: **UPDATE ON MIND OF MY OWN APP FOR CHILDREN AND YOUNG PEOPLE**

Classification: Unrestricted

Electoral Divisions: All

Summary: This report provides Members of the Corporate Parenting Panel with an overview of the delivery and implementation of Mind of My Own across Specialist Children's Services, including Disabled Children's Services, in Kent.

Recommendation: Members of the Corporate Parenting Panel are asked to **NOTE** the progress on the roll-out of Mind of My Own countywide.

1. Background

- 1.1 The MOMO (Mind of My Own) App has been used by more than 50 local authorities as part of their offer in capturing the wishes and feelings of children and young people and it has been recognised by Ofsted as a positive communication tool for young people. It is a secure App that can be used on most mobile phones, tablets and laptops that allows children and young people aged around 8-21 years of age to:
 - raise a problem
 - make a change
 - have their say in a meeting
 - feedback on their last meeting
- 1.2 It is a quick and easy way for young people to have their voices heard, either independently or with the help of their Independent Reviewing Officer (IRO), social worker, parent/carer or other trusted person. Children and young people will be able to use the App to complete a 'feedback statement'.
- 1.3 The feedback will be sought as part of the social work with the child or young person; for a looked after child this can include thoughts about their care plan, preparation for the child in care review meeting or to provide feedback on their placement. Children and young people are able to report if they feel unsafe or unhappy. It is an additional safeguard for looked after children living away from their families.
- 1.4 When a feedback statement is finalised, a pdf document is then automatically produced by MOMO and sent to a bespoke mailbox within Specialist Children's

Services (SCS) and a copy of the document is placed onto the child's file on Liberi (the SCS management information data base). Information will be screened for safeguarding issues by business support trained to identify when a social worker needs to be notified of a safeguarding concern.

- 1.5 MOMO was successfully piloted in North Kent between February and October 2016 with a cohort of looked after children and positive feedback was received from 79 children and young people. Young people reported that they felt able to use it to discuss their worries about placement and that MOMO is an effective safeguarding tool.
- 1.6 In January 2017, MOMO released a new App called MOMO Express. MOMO Express is an App for young people with disabilities and younger children. It uses expressive pictures, minimal text and affirming sounds that can all be tailored to the individual young person's needs. It can be used for education, health or social care planning or review process, including Education Health Care Plans (EHCP), and facilitates the participation of young people. The App was co-designed with young people with disabilities and is the only product on the market of its kind. Disabled Children's Services (DCS) took the decision to roll out MOMO Express across the service during 2017.
- 1.7 In order for this service to be made available to all Kent looked after children, a contract has been procured with MOMO to deliver it across the county. There has been significant planning to ensure that social workers and IROs are able to use the application and have the appropriate IT infrastructure to enable its use with children and young people. The roll-out of the MOMO App is also being coordinated alongside the roll-out of mobile working which will enable social workers to use tablets to facilitate direct work with children in gaining their views and showing them how to feedback on their care experiences.
- 1.8 Further detail on MOMO can be found at <http://mindofmyown.org.uk/> and a demo version of MOMO One can be found at <https://one-demo.mindofmyown.org.uk/#/> .

2. Roll-out Plan Update

2.1 Training of Frontline Staff

- 2.1.1 There are four dedicated training dates throughout September and October 2017 and the training will be delivered jointly by trainers from MOMO and the Virtual School Kent (VSK) participation team. The plan is for 240 SCS and DCS staff to be trained to use MOMO with children and young people; this is approximately a third of all frontline staff. The train-the-trainers model is considered the most cost effective way of delivering training to all relevant staff and therefore those staff who have received the training will cascade it locally to the other social workers in their teams. MOMO offer a package of continuous email inductions to help embed use of the App as part of everyday practice and also offer email and telephone support to anyone requiring additional assistance.

2.2 IT Requirements

2.2.1 Tablets are being purchased for frontline staff in the children in care and children's social work teams as well as iPhones at the same time as staff are being trained to use MOMO. This equipment will be compatible with MOMO and will greatly assist in the accessibility of the App to both professionals and children and young people.

2.3 Business Support

2.3.1 Business support staff are also being trained to review statements received through the MOMO App so they can screen for any safeguarding issues that might arise and escalate accordingly.

2.4 Data Collection and Collation

2.4.1 The MOMO Service Dashboard provides information on the use of the App by young people. Information that can be produced includes the number of young people who have registered to use the App; the number of statements that have been created and for what meeting e.g. child in care review, or placement planning or a Personal Education Plan (PEP) meeting and will also provide information on the child and their wishes and feelings.

2.4.2 The SCS Management Information Unit is looking at the incorporation of the MOMO Dashboard data into a revised reporting plan so that participation feedback is captured and reported. This will see regular, meaningful data being available to assist in planning services in response to children and young people's needs.

2.5 Promotion of MOMO

2.5.1 The introduction of MOMO across the county will be reviewed and discussed at the October 2017 Children in Care Council (CICC) meetings (both the Super Council and the Older Children, Young People Council) and at the Young Adults Council (YAC) meeting in November 2017. Regular feedback will be sought from the CICC meetings going forward. Information about MOMO will also be included in the autumn CIC newsletters that are sent to children and young people via their foster carers. Foster carers will be informed of MOMO via letter and the VSK apprentice participation workers will be raising this when attending Foster Carer Support Groups. Foster carers have access to the CIC newsletters which are produced three times a year. Professionals will be asked, as part of their training, to promote the awareness of MOMO to wider partners supporting children and young people encouraging them to view the two web-links that provide an overview of MOMO as well as an opportunity to utilise the demo version to gain insight of how the App works from the young person's perspective.

3. Moving Forward, Post Roll-out

- 3.1 Once all training of professionals has been completed, MOMO is expected to become 'business as usual' in Kent and form part of the social workers' 'toolkit' to encourage participation and capture the voice of the child.

4. Recommendations

- 4.1 Recommendation: Members of the Corporate Parenting Panel are asked to **NOTE** the progress on the roll-out of Mind of My Own countywide.

5. Background Documents

None

6. Report Author

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