

Cambridgeshire County Council Children and Young People's Services are happy to let you know that we have started using MOMO.



MOMO One is the original app for children, young people and their workers. It is all about children and young people sharing their views with us more easily. Be it for a particular meeting or just to let us know something

MOMO One can be:

- used by a young person on their own MOMO account
- co-used with a worker or carer on a worker's MOMO account or a young person's own account
- used for in or before meetings or reviews, to share good news and to sort out problems



MOMO Express is a more accessible app for young people with additional needs or younger children

MOMO Express:

- uses expressive pictures, minimal text and affirming sounds
- has some accessibility features that can be tailored to the needs of the child
- can be used to support education, health or social care planning or review process, including EHC plans
- is designed to be used with a worker

Express is only available to workers in Cambridgeshire County Council.

How does MOMO work?

Children and young people can go on the MOMO app any time they like by themselves or with support using any device with internet access. They can answer pre-set questions to say what they think about something and how

they are feeling and/or write things. They choose who they want to send it to either by picking from a number of job roles or by entering an email address. The chosen worker will get an email alert with what the child or young person has said – this is called a MOMO statement.

What we do if we receive a MOMO Statement from a young person

- We **must** open the MOMO statement and respond to the young person within 3 working days to let them know we are listening and what we will do in response to what they have told us
- If the worker is on leave or is not available for any other reason the MOMO statement is automatically forwarded to their manager to ensure we are responding to what children and young people are telling us.
- If you do not work for Cambridgeshire County Council and you receive a MOMO Statement from a child or young person, please open this up and respond to it. We will always be happy to assist with this or advise if you have any queries about a MOMO statement you receive. Please contact the child or young person's Cambridgeshire County Council worker. If you do not know who the workers are the Contact Centre on 0345 0455203 will be able to assist.

Visit [mindofmyown.org.uk](https://www.mindofmyown.org.uk) for more information about MOMO

If you have any questions regarding MOMO please contact
MOMO@Cambridgeshire.gov.uk