

MOMO in Cambridgeshire – General Guidance

When supporting a child or young person to use MOMO, you must remember to highlight the following:

- MOMO is not an emergency service. If you have an emergency please contact 999 or our contact centre [0345 045 5203](tel:03450455203)
- These comments may be seen by other professionals and are therefore not confidential between yourself and the worker that you want to read the comment
- Make sure they close the App after they have used it - to ensure other people can't make comments through their app
- If the young person lives outside of Cambridgeshire, they need to make sure they are signed up with a Cambridgeshire account. Not the authority they live in.

Responding to a MOMO Doc:

When a child or young person you are working with decides that their comments should go to you, the MOMO Dashboard will assign the Document to you and you will receive a message in your inbox. You should;

- Acknowledge receipt of the comments with the child or young person **ASAP** and **no longer than 2 working days**
- Respond in full to the comments made by the young person **within 3 working days**
- If you have not actioned the MOMO Doc that has been assigned to you within 3 working days, the MOMO Dashboard will reassign the document to your line manager.
- If you are off sick or on leave, the MOMO Dashboard will automatically assign the document to your line manager
- If you believe that the document has been wrongly assigned to you, please contact the Dashboard at MOMO@Cambridgeshire.gov.uk with your reasons why.
- The MOMO Doc will be saved to the child or young person's profile on Wisdom within the Correspondence folder. **It is your responsibility to review this document to check for any immediate concerns and for any third party information that should not be saved on our Case Management System. If this is the case, the important information needs to be recorded in the Case Management System and the MOMO Doc deleted from the young person's profile.**

For further support you can contact MOMO directly via support@mindofmyown.org.uk

MOMO in Cambridgeshire – Service Specific Expectations:

District Social Work Units

Colleagues in District Units should support children and young people to use MOMO to inform LAC Reviews, Child Protection Conferences and Child in Need Meetings.

MOMO should also be used to gain the views of children and young people when completing a Single Assessment

14-25 Service

If your young person doesn't have Wi-Fi, you can use your own account through your laptop or mobile device.

Colleagues should support children and young people to use MOMO to inform LAC Reviews, Child Protection Conferences and Child in Need Meetings.

Colleagues should also support young people to complete the 'Planning for Adulthood' section of MOMO One to inform the young person's Pathway Plan

Child Protection Chairs

CP Chairs need to be encouraging and supporting Social Work colleagues with the use of MOMO so that children's voices can be heard in their Child Protection Conference.

Within Social Work Unit, Lead Social Worker for young people subject to a Child Protection Plan should be encouraging the young person to use MOMO to gather their views which can be shared during the Child Protection Conference.

Independent Reviewing Officers Team

Within review meeting, IRO's should make reference to MOMO and ensure that the young person's Social Worker is supporting them to use the App to share their views.

Where possible, in one-to-one sessions with young people prior to review meeting, IRO's should introduce MOMO to young people as a way of them sharing their views and communicating with their support workers.

SEND Services

Educational Psychologist should introduce MOMO and use with Children when completing EHC advice and for their EHC Review Meetings.

Specialist Practitioners/Specialist Teachers/Educational Psychologists are required to introduce and use MOMO with children and young people when doing direct work,

and as a tool as to gather their views when completing their record of involvements and before a TAF meeting.

Fostering

MOMO should be used to gather feedback from birth and foster children for Foster Carers Annual Reviews and other relevant meetings.

Please use your own questions that you'd want to ask.

Fostering Social Workers should be using MOMO Feedback and other feedback in the Fostering Reviews

MOMO should also be used for their feedback from children for matching with new carers.

Link Foster Care

Use of MOMO Express alongside the child's preferred communication method to gain views from children for Link Foster Carer Reviews.

MOMO Express alongside the child's preferred communication method to gain views when matching.

SEND Social Care 0 – 25

Disabled Children's Social Care Teams and Units, Young Adults Team, Disabled Children's Early Help Team, Community Support Service

Staff must

- Consider the use of MOMO or MOMO express for all children and young people
- Record how to support the child or young person to use MOMO in their support plan
- Support children and young people to use MOMO using their preferred communication method

It is fine for staff to offer support to children and young people who need it to use MOMO

Use MOMO to gain the voice of the child or young person

- In preparation for Child in Need Meetings
- In preparation for LAC reviews
- In preparation for Education Health Care Plans / Annual Reviews
- In preparation for Support package reviews
- In preparation for PEP
- during visits where appropriate.
- to review the care packages and support the child or young person receives - does the package work for them?
- For young people 14-25 use MOMO to gain the views of Young Person to inform support plans.

There is an expectation that the statements sent through MOMO would be read within 24 hours of them being received and actioned as needed within 3 days

Early Help

Colleagues to use MOMO to gain the voice of the child for Team around the Family meetings. (also for CIN or CP Meetings where involved with Social Care Cases)

Colleagues should use MOMO during visits where appropriate to gain Views of the Child to inform Support Plans and ongoing work with child, Young Person or Family.