EVIDENCE CENTRE
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MIND OF MY OWN REVIEW

Extended Trial of the Mind Of My Own
Application

ORANGA
TAMARIKI
Ministry for Children

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EXECUTIVE SUMMARY

Overview

- Mind Of My Own is an app-led suite of products and services used to gather the views of children and young people using social care services.

- The Mind Of My Own Extended Trial ran from 30th January to 30th June 2018 following a successful Proof of Concept Trial between April and June 2017.

- The Evidence Centre conducted a review of Mind Of My Own in July 2018 which involved surveying staff who had used the tool, conducting interviews with site supervisors, assessing the regular trial reporting documents, and analysing data from the Mind Of My Own system.

- The aim of the review was to assess the uptake (staff and child usage rates), usability (ease of use), usefulness (staff and child engagement with the tool), and success (tangible evidence of change to practice) of the Mind Of My Own Express and One applications.

- There are some limitations due to participant numbers and scope, in addition to circumstances unique to the trial setting.

Key findings

- Overall, the response of users to Mind Of My Own was mixed.

- Whilst staff felt the app was generally easy to use and the training provided was good, there were some barriers to usage in terms of device and internet availability.

- The web-based nature of the tool made is unsuitable for use in the secure, restricted access environment of the YJ facilities.

- Most children who used the app used it on a single occasion, and there were limited examples of proactive use outside of social worker visits.

- Children seemed to find the tool straight-forward to use but it wasn't a communication channel they returned to. We do not know whether this is because they didn't have the opportunity to access the app or they chose not to.

- Social workers saw the app as useful in engaging and getting to know children during a first meeting but not so useful with children with whom they already had a relationship.

- Whilst there are some examples of new information being gathered through Mind Of My Own, this does not appear to have meaningfully impacted social worker practice or decision-making.

- The feedback provided and the challenges highlighted suggest serious consideration is needed before any further investment in Mind Of My Own.

INTRODUCTION

Background

Mind Of My Own is an app-led suite of products and services offered by a company based in the United Kingdom (UK) used to gather the views of children and young people using social care services. It allows young people to create and submit a 'Mind Of My Own doc': a statement of their views in relation to events and situations they encounter. Mind Of My Own works with 65 councils, large organisations and NGOs in the UK[1].

Mind Of My Own One is free to use on the web, on Android devices and on iPad and iPhone. Young people can hold their own accounts. Where they are unable or don't want to hold their own account, a caseworker can use their account to gather the child's views.

There are two versions of the app: Mind Of My Own One and Mind Of My Own Express. The Express version can only be accessed through a caseworker account and is designed for younger children and those with learning difficulties. The One application can be accessed either through a caseworker account or a child's own account.

Oranga Tamariki decided to trial the product as a means of enabling children and young people to record their views undiluted and unfiltered. The makers of the product provided an adapted version tailored for New Zealand children.

Events and situations that Mind Of My Own can be used in, either by young people on their own or co-using with a worker or carer, include statutory visits, foster care reviews, Family Group Conferences (FGC), Pathway Planning, and making a complaint, among other activities.

Submissions from children through the app can become part of the system of record for that child's case or complaint by uploading their verbatim responses into case files. This can then be accessed at a later date by front-line practitioners and Lead Professionals. Recording the voice of the child is now included in section 11 of the Oranga Tamariki Act, which passed on 1 April 2017.

The Mind Of My Own Extended Trial ran from 30th January to 30th June 2018 following a successful Proof of Concept Trial between April and June 2017. It involved 49 social workers at four trial sites[2], two of which were Care & Protection sites and two of which were Youth Justice sites including one residence.

Overview of the method

The Evidence Centre agreed to undertake a limited mixed methods review of the Extended Trial in order to inform decisions around further investment in Mind Of My Own. This approach was felt to be most appropriate given the scale of the potential investment and review time available.

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[1] Numbers reported in training material provided by Mind Of My Own at the beginning of the Trial

[2] A fifth trial site, Whakatakpokai, was unable to take part.

The review involved an online survey of staff involved in the Trial, interviews with site supervisors, data analysis of documents submitted through the tool, and summary reports from the project team from both the Proof of Concept and Extended Trial.

In the first instance, direct feedback from young people was not sought as it was felt that the child voice was already captured within the tool (in verbatim submissions recorded), and the complexities of eliciting children's feedback directly would add significant delay and cost to the review. There remains an opportunity to seek feedback from children should it be required at a later date.

Review aims

The aim of the review was to assess the uptake, usability, usefulness and success of the Mind Of My Own app. This included:

1. Staff response to the tool, including:

    a. Uptake (how many staff actually used the tool and what were the barriers?)

    b. Usability (of both the application itself and the technology powering it)

    c. Usefulness (staff perception of the degree to which the tool helps them to do their work)

2. Child response to the tool, including:

    a. Uptake (staff reporting of the proportion of children who used the application having been introduced to it)

    b. Usability (staff perception of ease of use for the child)

    c. Usefulness (staff perception of the degree to which children were engaged by the tool)

3. Any tangible evidence of change to practice resulting directly from evidence gathered through the application (success)

Review limitations

When considering the findings of this review, it is important to bear the following in mind:

- Despite a reasonable survey response rate of 51% the sample of respondents is low (n=25) and of those who reported actually using the tool, even lower (n=14). Findings should therefore be considered only as indicative.
- The nature of a trial means that we may observe behaviour that would not be replicated in rollout. For example, trial participants received a weekly email from Mind Of My Own staff, a level of focus we might not expect in a Business As Usual (BAU) environment.
- Variations in test sites and social worker practice mean there may be difficulty in drawing broad conclusions from individual pieces of feedback, so whilst we may get an overall sense of experiences with the tool, they may be over or under-represented in the sample.
- The lack of direct child feedback about the tool means we are reliant on indirect information about child responses. This is likely to be less accurate.

STAFF RESPONSE TO THE TOOL

How many staff used Mind Of My Own?

Nearly half of the staff trained on Mind Of My Own used it during the trial period

43 of the 49 staff received training on the tool and 22 used it at some point during the trial period (45%)[3]. Of these, six staff used it with a single child, 11 with between two and four children, and five with five or more children.

Figure 1: Staff training and app uptake by trial site
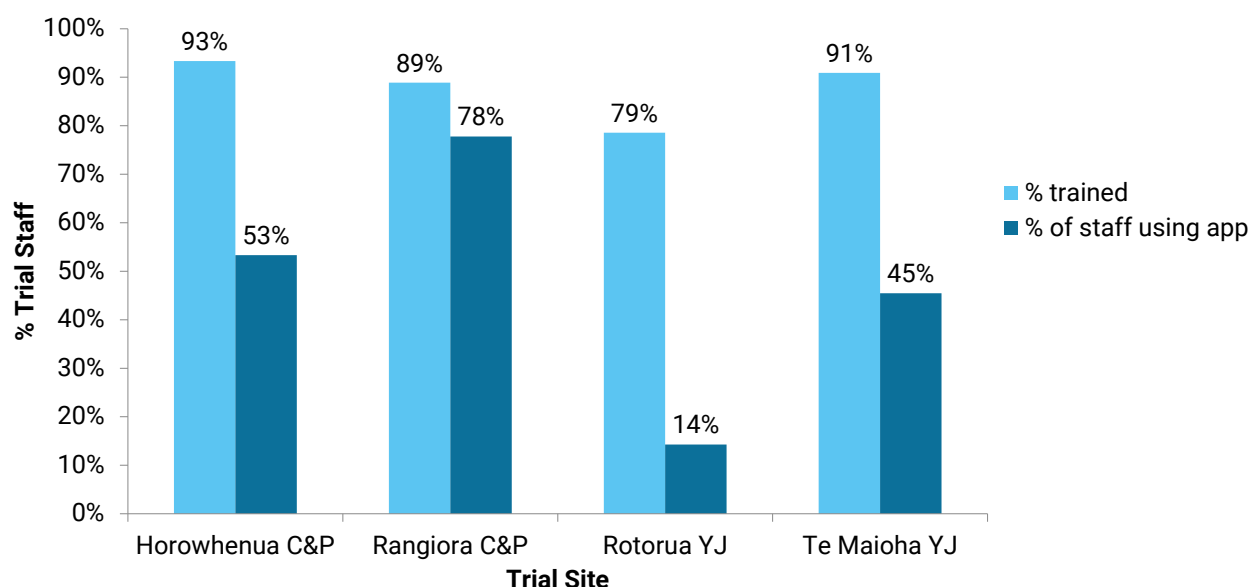
Table 1: Usage of Mind Of My Own across trial sites

Staff usage	Horowhenua C&P	Rangiora C&P	Rotorua YJ	Te Maioha YJ	Total
Non-users	7	2	12	6	27
Used with 1 child	3	1	0	2	6
Used with 2-4 children	3	5	2	1	11
Used with 5+ children	2	1	0	2	5
Total	15	9	14	11	49

Of the 25 staff who responded to the survey, 20 of them (80%) reported attempting to use the app.

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[3] Usage figures are based on data analysis of submissions that include social worker details even where the young person is using their own account. Training figures are based on project team records of workers trained.

How easy did staff find it to use Mind Of My Own?

Most staff who used Mind Of My Own found it easy to connect, login and submit a document

Of the staff in the survey who reported attempting to use the app, 70% said that they or a child they were working with was able to successfully submit a document (n=20).

Those who submitted one or more documents were generally positive about the ease of connecting to, logging in, using the app, and explaining how it works to children, with most agreeing these things were 'easy' or 'very easy'.
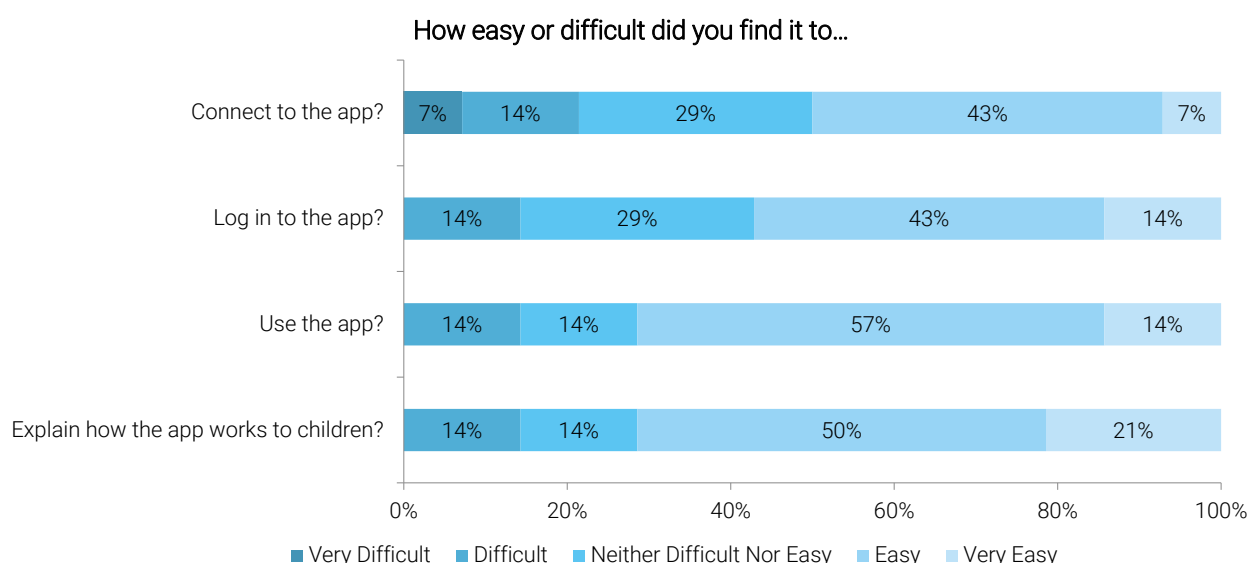
Figure 2: Survey responses – ease of use (n=14, 1 respondent = 7%)

How easy or difficult did you find it to…

	Very Difficult	Difficult	Neither Difficult Nor Easy	Easy	Very Easy
Connect to the app?	7%	14%	29%	43%	7%
Log in to the app?		14%	29%	43%	14%
Use the app?		14%	14%	57%	14%
Explain how the app works to children?		14%	14%	50%	21%

Most people using Mind Of My Own accessed it via a tablet, with some use of mobile phones and desktop computers

The most commonly used device for accessing the app was an iPad or tablet, although mobile phones and desktop computers were also used. Interviewed supervisors (n=3) reported that iPads were the most appropriate device, with challenges using the app on mobile phones.

Figure 3: Survey responses - devices used to access app (n=14)

What devices have you used to access the app?

- Desktop, iPad and Mobile, 7%
- Desktop only, 7%
- Mobile only, 7%
- iPad or tablet only, 50%
- iPad and mobile, 29%
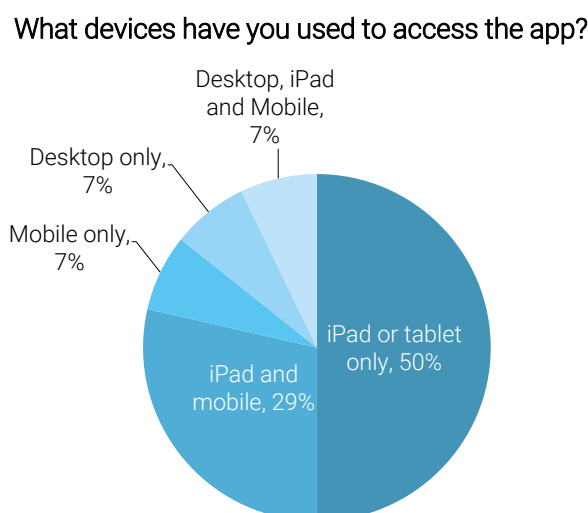
What were the barriers in using Mind Of My Own?

Training on and support in using Mind Of My Own was reviewed positively, but staff users were less likely to agree they had the right technology or enough time to use it
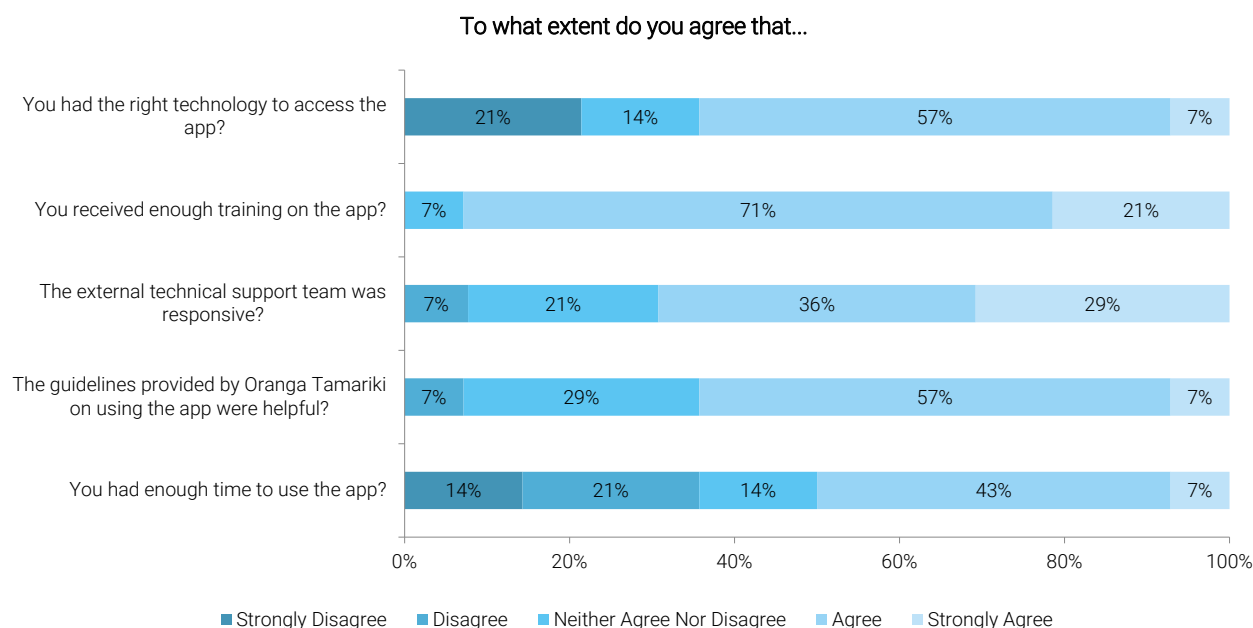
Most respondents felt that they had received adequate support, training and guidance on the app from Mind Of My Own and the central project team. However, 21% disagreed that they had the right technology and a third disagreed they enough time to use the app. In interviews, supervisors commented that an initial lack of iPads and poor data coverage were an issue.

Figure 4: Survey responses – usage enablers (n=14, 1 respondent = 7%)[4]

To what extent do you agree that…

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
You had the right technology to access the app?	21%	14%		57%	7%
You received enough training on the app?		7%		71%	21%
The external technical support team was responsive?		7%	21%	36%	29%
The guidelines provided by Oranga Tamariki on using the app were helpful?		7%	29%	57%	7%
You had enough time to use the app?	14%	21%	14%	43%	7%

Reasons for not attempting to use Mind Of My Own included not having enough time, not having the appropriate technology, and not having an opportunity to use it

Respondents who didn't attempt to use the tool said that this was because they didn't have time to use it (n=1) or *"the timing was really bad"* (n=1), they didn't have access to the right technology (n=1), they didn't have the opportunity to use the tool (n=1), or it was not relevant to their role (n=2)[5].

It is important to note that not all of those trained were in front-line roles and therefore expecting to use the tool. One respondent explained *"I encouraged the use but I don't have any clients myself"* and another said *"I was able to present the App to two young people and [the social worker] spent time with them [regarding] access"*.

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[4] This question was only answered by those who had successfully used the tool.

[5] Question was "What stopped you from trying to use the app?" and was only available to those respondents who indicated they had not tried to use it. For this question, n=5. Respondents were able to choose multiple responses.

Barriers to submitting a document were similar and included child disinterest

Reasons for not being able to submit a document were not having the right technology (n=1) and being unable to connect to the app (n=1), particularly in "*rural and isolated areas*", that young people didn't want to use the app (n=4) or it was not appropriate for them (n=1), and forgetting how to log in (n=1). One respondent mentioned the lack of opportunity for practicing using the tool during the training session as a barrier[6].

There is additional administrative overhead in adding documents to CYRAS

The current implementation of the app requires a central team to download the documents submitted and send them to the relevant social worker to be uploaded onto CYRAS manually. Tracking by the project team found that documents had been uploaded in 69% of cases, with an additional 9% referencing the contents in casenotes but not attaching the actual file. Supervisors commented that this is the kind of administrative task that would 'go to the bottom of the list' for social workers pressed for time.

There may be particular challenges with use of Mind Of My Own in Youth Justice residences

Further information gathered from Youth Justice residences pointed to some challenges with technology because device usage could not be restricted to the app alone. Young people had to be closely monitored when using the app to ensure they did not attempt to access other websites, which risked undermining the exercise.

How did staff usage of Mind Of My Own change over time?

After an initial surge at the beginning of the Trial, staff usage tailed off

As with the Proof of Concept Trial, usage peaked early in the trial period but then tailed off later on, with no staff using the app in the final month (June)[7].

Figure 5: App usage during Proof of Concept and Extended Trial

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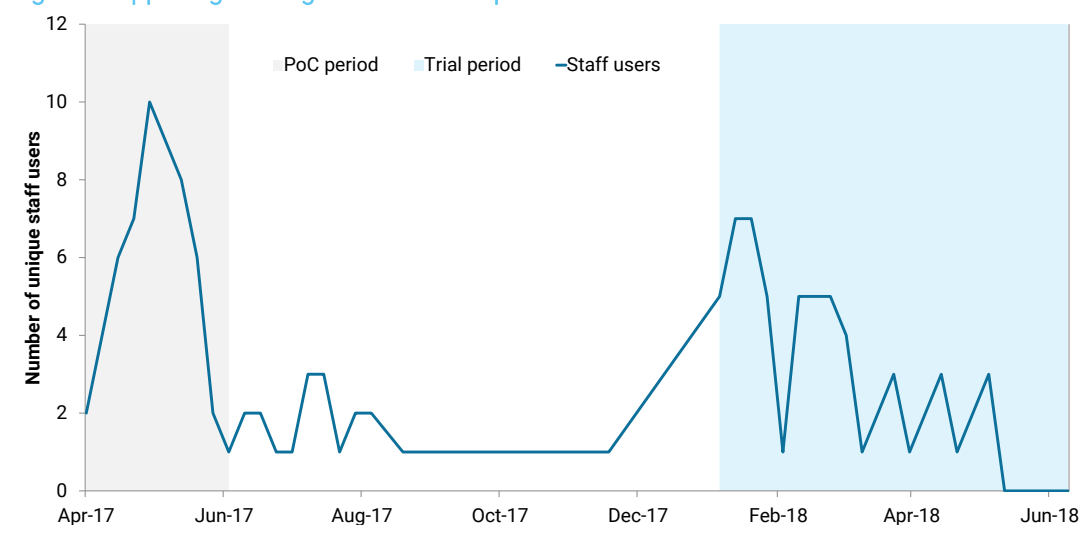
[6] Question was "What stopped you from submitting a document?" and was only available to those respondents who indicated that they had attempted to use the app but not submitted a document. For this question, n=6. Respondents were able to choose multiple options.

[7] Figures based on analysis of usage data.

CHILD RESPONSE TO THE TOOL

How many children were introduced to Mind Of My Own?

Social workers introduced just over half of the children they work with to Mind Of My Own

On average, survey respondents said that they had told 59% of children about the app[8].

Survey respondents stated that they had picked children to introduce to the app based on their age, abilities and what stage they were at in the process.

How did you decide which children to tell about the app?

"Used the app particularly when a young person had Court, FGC or an important meeting. Also used…when first getting to know the young person"

"Ones where planning or significant engagement was needed"

"Age and the type of intervention or phase we were in"

"Intellectual ability and capability"

"Choose children/young people who enjoy computers or who are less communicative or going through a period of change"

"I utilised the app on youth who were not confident in talking openly and those going through some difficult patches in life"

"If I had completed all the required tasks with them then I used the App to engage them"

Supervisors provided similar feedback, stating that their sites had found the tool most useful for use with new children once initial assessments had been conducted or in preparation for specific activities such as FGCs. There were also some cases of using the tool to provide insight into specific situations where allegations had been made or social workers were particularly concerned about a child's safety.

However, one interviewee noted that most staff have little time for planning activities given other demands on their time and so usage of the app was more ad hoc and based on when workers felt they had the time and opportunity to use the tool.

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[8] The question asked was "How many of the children you work with did you tell about the app?" with a sliding scale from 0 to 100% provided.

Reasons for not introducing children to Mind Of My Own were lack of time, feeling it was inappropriate for a child and already having a good understanding of the child's situation

Thirteen of the 14 survey respondents who had used the tool with children had decided not to introduce it to every child[9]. The reasons given were not having enough time (n=4) or having other things to talk to them about (n=6), already having a good sense of their situation (n=3), children being too young (n=8), unable to use it (n=3), or it not being right for them (n=4)[10].

Again, staff roles had an impact, with one respondent commenting "*I do intake work so the majority of client interactions are on limited topics to ascertain if [care and protection] issues actually exist. Deeper engagement comes if a full assessment is required and allocated to another [social worker]."*

How many children used Mind Of My Own?

On average, four children per staff user submitted documents over the Trial period

During the five month trial period, 86 children submitted 235 documents[11] (an average of 47 documents per month[12]). This equates to two children using the tool per trained staff member, or around four children using the tool per staff user.

It is worth noting that this is lower than the 281 documents submitted by 104 children over the shorter two month Proof of Concept Trial (140 documents per month), which involved only two sites and 20 staff. Reasons for the lower usage rates during the Extended Trial are unclear.

Table 2: Unique child users by month of trial

Site	Jan '18	Feb '18	Mar '18	Apr '18	May '18	June '18	Total[13]
Horowhenua C&P Site	0	11	14	4	5	0	34
Rangiora C&P Site	0	19	6	1	0	0	23
Rotorua YJ Site	1	3	0	0	3	0	7
Te Maioha YJ Residence	0	2	1	4	17	0	22
Total	1	35	21	9	25	0	86

Supervisors reported that social worker advocacy for the tool was an important factor in getting children to engage, with some staff enthusiastically using it with children in their caseload and others being more reticent because they felt they already had a good understanding of the needs of the children they were working with.

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[9] Only one respondent answered the above question with 100%.

[10] Question asked was "If you didn't tell all of the children you work with about the app, why not?" Respondents were able to select multiple options. For this question, n=11, with one respondent choosing 'Not Applicable'.

[11] This was made up of 134 Express documents and 101 One documents. These numbers are for Extended Trial sites only. Some documents were submitted from Proof of Concept sites during the period and these are not counted.

[12] It should be noted, however, that no documents were submitted in June, so average for other months would be higher.

[13] Total is not equal to sum of columns as some children appear in multiple months.

There was a good spread of child users across age ranges

The most common age range for child users was 14+ (37 users), but there were similar numbers of children aged four to nine (27 users) and ten to 13 (22 users). Younger children were more likely to submit documents via Mind of My Own Express, the simplified version of the tool. Express was also used with some older children, which may reflect literacy problems or intellectual disabilities, but could equally reflect that their social workers were more comfortable with this version of the tool.

Figure 6: Child users by age and version of app[14]
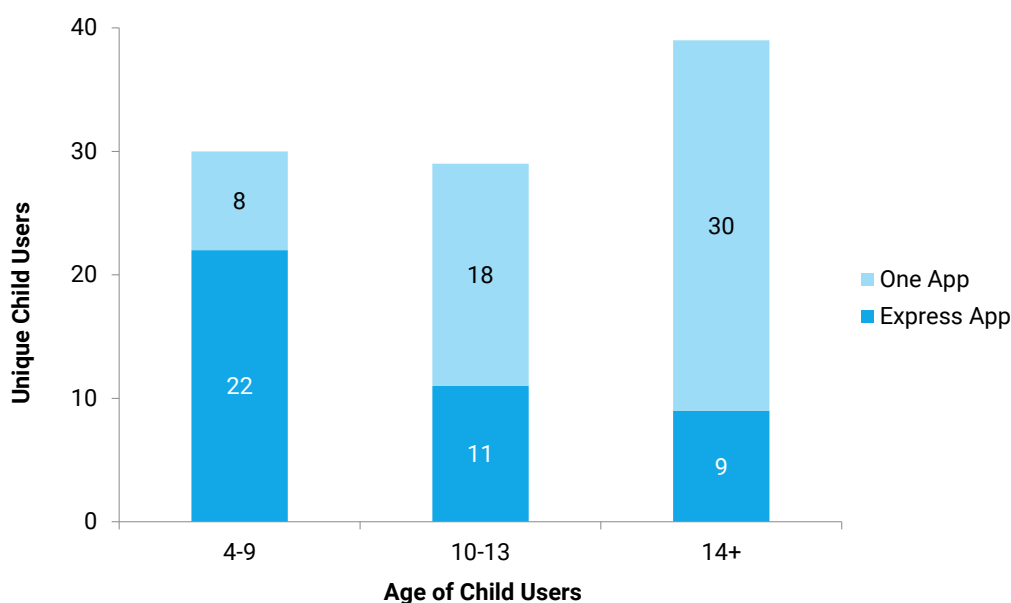
Social workers reported that some children refused to use Mind Of My Own because they didn't see the value in it or didn't have access to the technology required

The 14 user respondents estimated that 55% of children they told about Mind of My Own had actually used it[15], with six stating that some children had refused to use the app[16]. The reasons given were because children didn't see the value of the tool (n=5), didn't have access to the technology needed to use it (n=4), didn't understand how to use it (n=1), or were worried about who would see their responses (n=1)[17]. It is important to remember that this reflects staff perceptions of reasons for child refusal (this is indirect feedback).

In weekly meetings and interviews, staff mentioned the reluctance of some young people to use the tool because they were concerned about who the information would be shared with. This particularly applied to young people in Youth Justice who were awaiting court hearings.

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[14] Figures come from data analysis of submitted documents. Total is greater than 86 as some children used multiple account types to submit documents.

[15] The question asked was "Of the children you told about the app, how many actually used it?" with a sliding scale from 0 to 100% provided.

[16] Question asked was "Did any children refuse to use the app?" with a yes/no response option.

[17] 9 respondents answered this question, with 2 choosing 'Not Applicable'. This means 1 respondent provided contradictory answers (giving a reason for child refusal despite saying none had refused). Respondents were able to select multiple options for this question.

One respondent stated that a child with intellectual disability had found the tool distressing to use, and this same example was also referenced in one supervisor interview.

How did children use Mind Of My Own?

Mind Of My Own was mainly used during social worker visits rather than proactively by children in their own time

Based on looking at the type of account used to submit documents, the time stamp of the submissions and the subject of submitted documents, we conclude that the app is largely used during a social worker visit rather than independently by children. This is different to use in the UK, as reported by the Mind Of My Own team, where a majority of documents are submitted by children after hours.

Table 3: Subject of documents submitted (n=240)

	Document type	# documents	% of total
Express App	All about me	45	19%
	My social care	33	14%
	My health	29	12%
	My education	27	11%
One App	My worker is visiting	23	10%
	Share my good news	15	6%
	How it's going where you live	14	6%
	Prepare for a Family Group Conference	11	5%
	Get ready for a meeting	11	5%
	Towards Independence	8	3%
	Change something	7	3%
	Prepare for a planning meeting	7	3%
	Sort a problem	5	2%

## Children tended to use the app on a single day, rather than returning to it

Repeated use of the app by children was rare. 42% of children submitted only one document and 88% of them submitted documents on a single day. Of the 10 children who used the app on more than one day, only 2 used the app in more than one month (2.3%).

Across the whole period from the start of the Proof of Concept to the end of the Extended Trial, there were 215 child users of whom 10 submitted documents more than one month apart (4.7%).

We are unable to say whether these statistics reflect low child interest in the tool or limitations on access. The Mind Of My Own Express app can only be used by a child logged in to a social worker account, whilst use of Mind Of My Own One outside of social worker visits would require a child to have access to an internet-connected device of their own, so this may have limited repeated use.

Only 16 children submitted documents through personal accounts as opposed to 82 through social worker accounts[18]. Again, this is different to the reported UK experience, where children tend to use their own accounts, and may have been a cause of limited out-of-hours contact. Youth Justice sites were instructed only to use social worker accounts due to the security concerns noted above.

Figure 7: Child users by type of account[19]
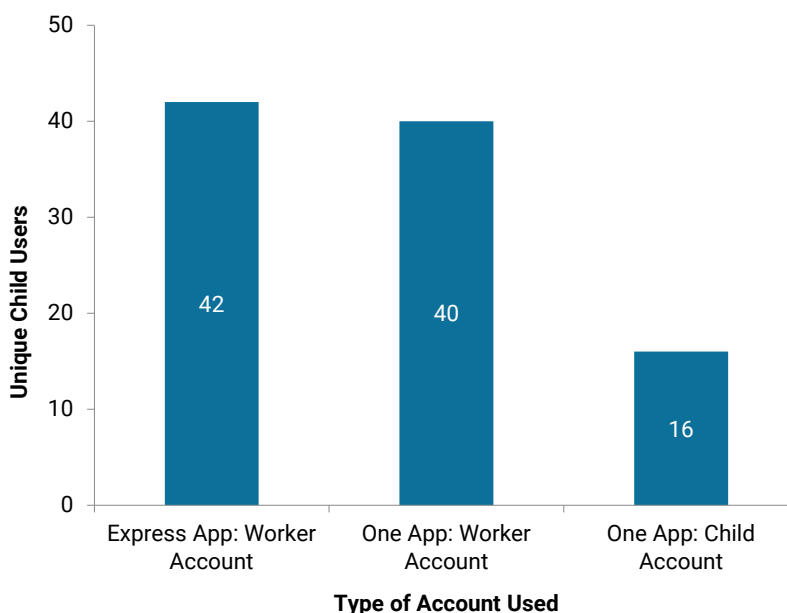
Social workers reported it was easy for children to use Mind Of My Own, but were less likely to agree it was engaging

Survey respondents generally agreed that the app is easy for children to use and the language used is suitable, though a third disagreed that it was engaging for children.

Half of respondents felt the app is a suitable tool for children to raise concerns and complaints. However, in interviews supervisors stated that they had not seen children using the tool in this way. In fact, they were more likely to speak directly to a trusted adult, and this was felt to be preferable. Analysis of the content of documents showed only one instance of a young person using the app to proactively raise a concern outside of a social worker visit.

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[18] This number does not sum overall to 86 unique children as some children submitted documents through both account types.

[19] Figures come from data analysis of submitted documents. Total is greater than 86 as some children used multiple account types to submit documents.

Figure 8: Usability of app for children (n=14, 1 respondent = 7%)[20]

To what extent do you agree that...

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
The app is easy for children to use?	7%	7%	14%	57%	14%
The app is engaging for children?	7%	29%	14%	43%	7%
The language used is right for children?		15%	8% 23%	46%	8%
The app is a good tool for children to raise concerns and complaints?		7%	21% 21%	36%	14%
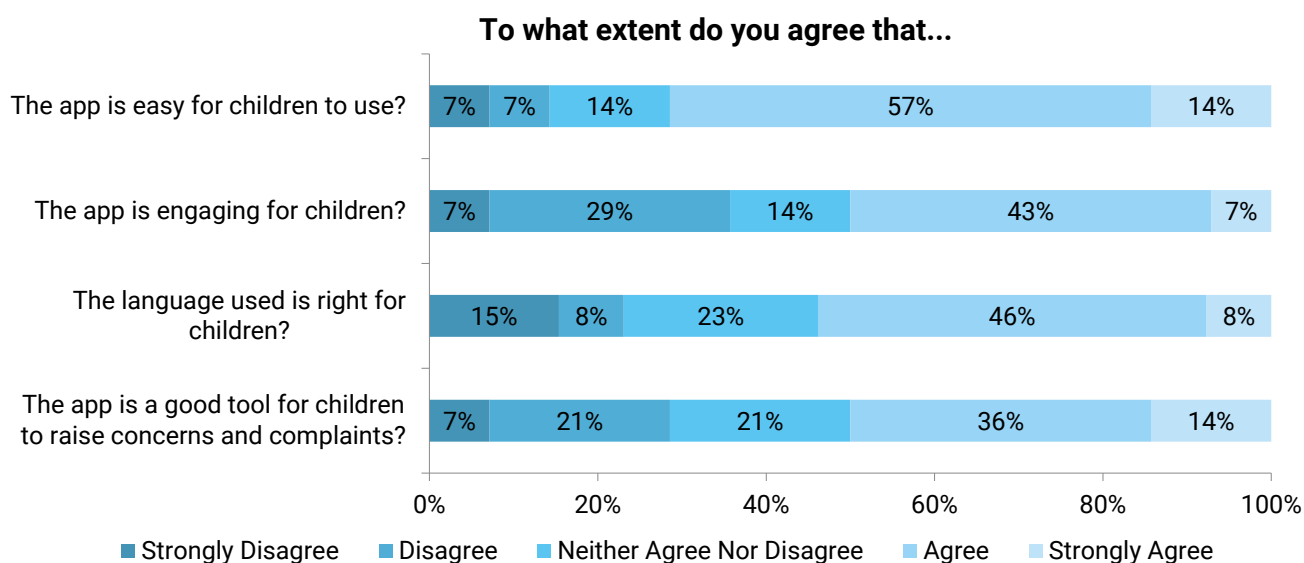
Social workers felt the drop off in child interest in Mind Of My Own was a big limitation

Survey and interview respondents said that they felt children enjoyed the novelty of using the app but were quickly bored by it as it is not as engaging as other websites and games that they commonly use. In weekly meetings, staff referred to children being excited to setup accounts and add their photos, but quickly losing interest in the app after that, with few returning to use it again later.

One supervisor commented that children are often in contact with social workers via text message and prefer this as they have free unlimited texting as part of their mobile phone package whereas they may not have free data.

> *"As an engagement tool face to face it is useful. However none of my clients have used it since initially being setup and going through it with me. The language is limiting for most pre-teens and the express app is too simplistic for many kids."*
>
> *"Many of the children only went back to the app when asked, they never accessed the app of their own volition"*
>
> *"One young person used the App once then commented that it was like doing a survey and he preferred to chat as he knew his social worker. He thought it might be good for others who don't know their social worker but not for him. This highlighted the importance of the trusting relationship between a young person and their [social worker]"*
>
> *"A number of children and young people did not want to use the App more than once; repeated use with the same child or young person did not seem beneficial for them"*
>
> *"My team embraced the opportunity - however some feedback indicated some of our kids lost interest in the App after their first use - claiming it was "boring". This may be because things were going well and they didn't feel they needed to use it to report anything"*

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[20] For the third sub-question, only 13 responses were recorded.

Survey and interview respondents were asked how the app could be improved for children and had a number of suggestions.

How do you think the app could be improved for the children you work with?

"For the children we work with Te Reo would be good"

"More picture prompts for children with learning/reading delays"

"It needs to be more interesting and exciting. Children, even the really little ones are used to games and are used to more flashy things, MOMO is, not exciting."

"…being online only and having no standalone app, it can't be used if clients have limited cell signal or internet access at their home. It is a tool with potential, but only in limited situations"

VALUE OF THE TOOL

Did Mind Of My Own help staff to do their work?

Half of staff users agreed that they got new insight from Mind Of My Own, but two thirds felt it hadn't saved them time or replaced other communication methods

In terms of overall impact of the tool in helping staff to do their work, 50% of survey respondents agreed that information gathered from the app had given them new insight into children's experiences.

However, staff generally disagreed that the app had helped them to implement the practice standards, had helped them be more responsive to children's needs, had influenced their actions and decisions or had replaced other methods of communication. 71% disagreed that the app had saved them time but only 36% felt that it had been a distraction. In interviews, there were no examples of information shared through the app being used in social worker supervisions.

Figure 9: Usefulness of the app for staff (n=14, 1 respondent = 7%)

To what extent do you agree that the app...

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Gives you insight into children's experiences that you otherwise would not have had?	7%	7%	36%	43%	7%
Has helped you to be more responsive to children's needs?	14%	21%	43%	14%	7%
Has influenced your actions and decisions?	14%	29%	50%		7%
Has supported you to implement the practice standards?	7%	36%	36%	21%	
Has replaced other methods of communicating with children?		29%	43%	21%	7%
Has saved you time overall?	14%	57%		21%	7%
Has been a distraction from your core work with children?	7%	29%	50%	7%	7%

This is in contrast to the findings of a line-by-line review of CYRAS reports by the trial project team, which suggested Mind Of My Own documents had informed FGC preparation, needs and risk assessments, placement decisions, and were used in court preparations. These findings suggest Mind Of My Own documents may be helpful when available in these contexts.

There was also evidence of staff using Mind Of My Own in specific situations where they wanted direct feedback from children, for example when conducting an investigation into an allegation against a caregivers, and of children using the tool to give feedback on their social worker.

Did Mind Of My Own lead to any changes in social worker practice?

The information provided through Mind Of My Own can be helpful to social workers

In both surveys and interviews, staff stated that the tool could be useful in helping to gather information, particularly when first meeting a child and with children who are struggling to communicate, and they felt it was less invasive than using direct questioning.

Do you have any examples of how the app has had an impact on your practice either positively or negatively?

"Can be helpful with helping teens plan and express their views ahead of FGC but requires a [social worker] to maintain focus on relevant topics."

"It was good to gather information for care plans about what people should know about the child from the child's perspective"

"It is useful when getting to know kids for the first time, things like what do you like to eat. It is not so threatening as a face-to-face interview and wouldn't feel so much like a grilling."

"It got the kids more engaged in our process so it was good for that. I think if we used it more we would find that there were more things or topics we could use it for or could be added to the programme."

"I believe it is a useful tool for young people who are closed to talking"

"Using the Express option was good because many of the Rangitahi have literacy issues and some have difficulty concentrating during conversations… It was good to ensure that the young person's voice was heard at the FGC"

However, there is limited evidence of enduring changes to social worker practice

Key limitations were a drop-off in child interest in the app after initial usage and the fact that it was an additional task that didn't replace other work or add significant value.

Do you have any examples of how the app has had an impact on your practice either positively or negatively?

"Initially it was exciting to look at the new concept but once in practice and the children tried it the first time there was no other time they thought to use it on their own. For me it has not made a lot of difference to my practice, because of the slow turnaround of young people it has become obsolete."

"Teenagers are generally pretty open and honest with their feelings once they feel safe around you so can express how they feel if they are given the space to talk freely. The app is fine but nothing beats face to face interactions with youth"

"Good to do with younger children but really only could be used once due to the nature of the questions. Did distract from talking and gathering further information for some children"

"We already ask similar but different questions such as 'how are you feeling today?' and our questions follow from each other and go deeper. The app didn't allow follow up questions or probing so you couldn't get understanding about why they answered in a particular way"

"I cannot see me using this as an ongoing tool as it would take more time to motivate the young people to use this"

OVERALL FINDINGS

Overall, the response of users to Mind Of My Own was mixed, although there were review limitations.

Whilst staff felt the app was generally easy to use and the training provided was good, there were some barriers to usage in terms of device and internet availability.

The web-based nature of the tool made is unsuitable for use in the secure, restricted access environment of the YJ facilities.

Most children who used the app used it on a single occasion, and there were limited examples of proactive use outside of social worker visits.

Children seemed to find the tool straight-forward to use but it wasn't a communication channel they returned to. We do not know whether this is because they didn't have the opportunity to access the app or they chose not to.

Social workers saw the app as useful in engaging and getting to know children during a first meeting but not so useful with children with whom they already had a relationship.

Whilst there are some examples of new information being gathered through Mind Of My Own, this does not appear to have meaningfully impacted social worker practice or decision-making.

The feedback provided and the challenges highlighted suggest serious consideration is needed before any further investment in Mind Of My Own.

APPENDIX 1: Review methodology

The review combined five sources of information:

- Proof of Concept Trial summary documents
- Feedback from staff during the trial period provided to the project team (summarised in weekly and monthly reporting)
- Feedback from staff via an online survey in July 2018
- Feedback from site supervisors through phone interviews in July 2018
- Analysis of usage data from the application for the period of February to June 2018

In the first instance, direct feedback from young people was not sought as it was felt that the child voice was already captured within the tool (in verbatim submissions recorded) and the complexities of eliciting children's feedback directly would add significant delay and cost to the review. There remains an opportunity to seek feedback from children should it be required at a later date.

Proof of Concept Trial summary documents

We were provided with a summary presentation and notes from interviews of 12 staff who took part in the Proof of Concept trial in 2017. This review activity was carried out by Mind Of My Own staff with support from the Oranga Tamariki project team.

Weekly and monthly reports

We were provided with weekly update emails from Mind Of My Own staff to trial participants and monthly usage reports compiled by the Oranga Tamariki central project team using Mind Of My Own portal data.

Survey

The survey was run from 29th June to 13th July and the response window was extended for a further 10 days to encourage additional survey submissions.

49 staff were surveyed and 25 responded.

Supervisor interviews

Site managers from each of the four test sites were invited to participate in 30-minute telephone interviews between 11th and 23rd July. Three interviews were conducted, two with site managers and one with a team leader.

Data analysis

Usage data for the period February to May 2018 was collected from the Mind Of My Own portal and detailed the date and subject of each document submitted, as well as the child and social worker it related to. No documents were submitted in June 2018.

The central project team manually traced each file to check whether or not it had been stored in CYRAS and if so, in what context.

APPENDIX 2: Example Screenshots from One App

APPENDIX 3: Example Screenshots from Express App