

OKAYiT

PILOT PACK

A quiet way to notice sooner.

OKAYiT is a digital wellbeing space for young people living in residential care. This pack explains what it is, what the pilot involves, and what your home would be agreeing to.

For registered managers, responsible individuals and commissioning teams

Pilot length Twelve weeks

Platform okayit.online

Contact admin@okayit.uk

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BEFORE YOU READ ON

This pack is written for people who run children's homes. It avoids product language where plain words will do. Nothing in it replaces your own policies, your local authority agreements, or your regulator.

How to use it

Read sections one to six if you are deciding whether OKAYiT belongs in your home. Read sections seven to eleven if you have already decided and want to know what signing looks like. Section thirteen answers the questions managers ask us most.

If a question in here is not answered, ask us. We would rather say we do not know yet than give you a confident answer we cannot stand behind.

The gap this sits in

A children's home has good bones. Regulation sets the frame. Inspection tests it. Policy holds it upright.

A children's home has muscle. Staff do the work. They sit up late. They notice the difference between quiet and withdrawn. They hold a young person's week together.

What is missing is nerves.

Most of what a home knows about a young person is recorded after the fact. Logs are written at the end of a shift. Handovers carry what someone remembered to say. Reviews look backwards. A young person who is sliding is often visible in hindsight and invisible on the day.

THE HONEST VERSION

Nobody in care is short of records. What is short is signal. A young person's own account of their day rarely reaches the record at all, and almost never in their own words, at the moment they had it.

Two things are true at once

Young people in residential care are asked a great deal about how they are. They are also asked at the wrong moments, by the wrong number of adults, in the wrong room. A key work session on a Thursday afternoon is not where a fourteen year old tells you the truth about Tuesday night.

And staff carry more than they can hold. A worker who has managed a difficult evening does not always have language left for the log. Something real gets lost between the moment and the entry.

What we are trying to change

Not the staff. Not the regulation. The bit in between. A way for a young person to say something small on their own terms, and for that to reach the people who are already trying to help.

The care worker stays the hero of this story. OKAYiT is a tool in their hands, not a replacement for them.

What OKAYiT is

OKAYiT is a private digital wellbeing space for young people living in residential care. It is designed for ages eight to seventeen. The pilot runs with young people aged eleven to seventeen.

It sits on a phone, a tablet or a laptop. A young person signs in and finds a space that belongs to them. Staff have their own view.

BEFORE ARRIVAL

A young person can see the home before they walk into it. Rooms, spaces, faces, names.

DAY TO DAY

A short check in. Resources that respond to how they answered. Somewhere to put a thought down.

ON A HARD DAY

If a young person signals risk, the space changes. Immediate helpline routes come forward, around the clock.

OVER TIME

Identity and family connection activities. Reflection prompts. Life skills, education and rights.

Built for the setting, not adapted to it

Most wellbeing apps are built for a young person with a stable home, a consistent adult, and a phone nobody else needs to think about. Residential care is none of those things.

OKAYiT assumes shift patterns. It assumes a young person may arrive with no notice. It assumes staff turnover. It assumes the young person has been asked to trust adults before, and has been let down.

THE DESIGN RULE WE HOLD TO

Nothing in the platform should ever feel like surveillance to the young person using it. If a feature cannot be explained to a fourteen year old in one sentence they would accept, it does not ship.

What a young person sees

Interactive pre arrival tour

A walk through of the home before the first night. Where they will sleep. Where the kitchen is. What the front door looks like. Arrival is the moment a placement is most fragile. Seeing the building first removes one unknown from a day full of them.

Welcome guide with real staff

Photographs and names of the people who actually work there. Not stock images. A young person can learn a face before they have to read a room.

Daily wellbeing check in

Short. Low effort. A young person records how they are. What comes back is tailored to that answer, so a low day and a good day do not produce the same generic page.

Protective mode

If a young person signals risk, the space shifts. Helpline routes are surfaced immediately and are available twenty four hours a day. This runs whatever the time, whoever is on shift, whether or not anyone else has noticed.

Reflection space and discussion cards

Somewhere private to put a thought. Prompt cards that give a young person and a key worker something to open a conversation with, when starting from nothing is too hard.

Resources library

Mental health. Life skills. Education. Rights. Written to be read by the young person, not about them.

Identity and family connection

Activities that let a young person hold on to who they are and where they come from. For many children in care this is the thread that gets dropped first.

Daily inspiration

A small thing. Small things carry weight on a flat morning.

What OKAYiT is not

This page matters more than the last one. Managers get sold a lot. Here is what we are not offering you.

It is not a messaging app

There is no messaging feature. Young people cannot message each other through OKAYiT. They cannot message staff through it. They cannot be contacted by anyone through it. This was a deliberate removal, not an omission we plan to fill.

It is not an AI companion

There is no chatbot. There is no AI friend. A vulnerable young person will not be handed a machine that performs care at them. Where a young person needs a human, the platform points at a human.

It is not a case management system

OKAYiT does not replace your recording system. It does not produce your statutory records. It is not a Regulation 44 or Regulation 45 tool. It sits alongside what you already run.

It is not a monitoring product

It is not sold to you as a way to keep an eye on young people. If it were, young people would work that out within a fortnight, and they would be right to stop using it.

It is not a substitute for a trusted adult

A young person who is struggling needs a person. The platform's whole purpose is to make that person easier to reach and easier to prompt. Nothing more.

IF SOMEONE TELLS YOU OTHERWISE

Any claim about OKAYiT that is not in this pack has not come from us. Ask us directly at admin@okayit.uk and we will confirm it in writing.

Safeguarding position

Safeguarding responsibility for a young person in your home stays with your home. OKAYiT does not take on, share or dilute that duty. Nothing in the platform changes your safeguarding policy, your designated lead, or your reporting route.

What the platform does when risk is signalled

Protective mode brings forward immediate helpline routes, available at any hour. The young person is never left with a dead end screen.

What the platform does not decide

It does not decide what your staff are told, or when. That is a decision your home makes, not us. The escalation route is agreed before the pilot begins and written into the memorandum of understanding.

AGREE THIS BEFORE YOU SIGN

Two questions need a written answer from your home. First, what triggers a staff alert. Second, who receives it, at what hour, and what they do next. We will not run a pilot without both answered.

What staff can see

Visibility settings are agreed at onboarding and recorded in the memorandum. Young people are told what staff can see, in words they can understand, before they start using the platform. We do not change visibility settings mid pilot without your written agreement and without telling the young people affected.

Honesty with young people

We do not offer a young person confidentiality we cannot keep. The young person information sheet states plainly what is private and what is not. A child who discovers a promise was thinner than it sounded loses trust in every adult in the building, not just in the app.

Content safety

Material covering self harm and suicide is written to safe messaging guidance. No methods are described anywhere in the platform.

Data protection and governance

The platform holds data about children in care. That is the most sensitive category of personal data a service like this can touch. The governance is built to match.

What has been completed

- Data protection impact assessment
- Compliance checklist against the ICO Children's Code
- Penetration test script
- User acceptance testing script
- Care home onboarding pack

Instruments we work to

UK GDPR. The Data Protection Act 2018. The Data (Use and Access) Act 2025. The ICO Age Appropriate Design Code. The Children's Homes (England) Regulations 2015. Your own policies take precedence in your building.

Roles

Your home or local authority is the data controller for young person data. OKAYiT acts as processor. This is set out in the data processing agreement, which is issued with the memorandum and signed before any account is created.

Data residency

Young person data is held in the United Kingdom. The current hosting arrangement and the full sub processor list are stated in the data processing agreement. If that list changes, you are notified in writing before the change takes effect.

Retention and rights

Retention periods are set out in the data processing agreement. Subject access and erasure requests are supported, including a full deletion route. At the end of the pilot you decide whether data is returned, retained under a continuing agreement, or deleted. That decision is yours, and we act on it in writing.

Analytics

No advertising technology and no third party session recording runs on any page a young person can reach.

ASK US FOR THE DETAIL

The DPIA and the data processing agreement are available on request before you commit to anything. We would encourage your data protection officer to read both before the memorandum is signed.

The pilot at a glance

12

weeks, start to review

8

staff accounts

6

young people

11–17

age range for the pilot

Why it is deliberately small

Six young people is enough to learn from and small enough to withdraw from cleanly. A pilot that involves thirty children is not a pilot. It is a rollout with a softer name.

Why twelve weeks

Long enough to pass the novelty stage. Most digital tools look excellent for three weeks. Twelve weeks shows you what happens when the newness wears off and a difficult fortnight arrives.

Participation is voluntary

A young person can decline. A young person can stop at any point, without giving a reason, without any consequence, and without a conversation about it if they do not want one. This is stated to them at the start in their own information sheet.

Commercial terms

Terms for the pilot are set out in the memorandum of understanding and agreed before signature. Nothing is charged and no account is created before that document is signed by both sides.

The twelve weeks

BEFORE WEEK ONE, SETUP

Memorandum and data processing agreement signed. Escalation route agreed in writing. Visibility settings agreed. Staff accounts created. Young person information sheets shared and consent recorded.

WEEK ONE, STAFF FIRST

Staff use the platform before any young person does. A worker who has not seen a screen cannot introduce it well. Staff briefing is delivered and the staff familiarisation form is completed.

WEEKS TWO AND THREE, INTRODUCTION

Young people are introduced to the platform by a member of staff they already trust, not by us. First use is supported. No targets are set for anyone.

WEEKS FOUR TO SIX, SETTLING

Normal use. We stay out of the way. One short check in call with the registered manager at the end of week six.

WEEK SIX, MID POINT REVIEW

What is working. What is being ignored. Anything that has caused friction on shift. Changes we can make immediately are made immediately.

WEEKS SEVEN TO ELEVEN, THE REAL TEST

This is the stretch that tells us something. Use after the novelty has gone. Use during a hard week. Use when the home is short staffed.

WEEK TWELVE, CLOSE AND DECIDE

Feedback gathered from staff and from young people. Written review produced. Your home decides whether to continue, pause or stop. You also decide what happens to the data.

Stopping early is a legitimate outcome. If the platform is not helping your home, we would rather know at week five than be told politely at week twelve.

What we ask, what we provide

What we ask of your home

Item	Detail
A named lead	One person who owns the pilot inside the home.
Signed agreements	MOU-001 and DPA-002, before any account is created.
An escalation route	What triggers a staff alert, who receives it, what happens next.
Staff time	One briefing session and a short familiarisation.
Two review points	A short call at week six. A longer review at week twelve.
Honest feedback	Including the parts we will not enjoy hearing.

What we provide

Item	Detail
Platform access	Eight staff accounts and six young person accounts, twelve weeks.
Onboarding pack	Setup guidance written for a care setting, not an IT team.
Staff briefing	Delivered before young people are introduced to the platform.
Full document set	Six pilot documents plus the interactive forms workbook.
Governance evidence	DPIA and DPA-002 on request, in advance.
A named contact	One person at admin@okayit.uk for the whole pilot.
Written review	A closing report you can put in front of your responsible individual.

WHAT WE WILL NOT ASK YOU FOR

We will not ask your staff to sell the platform to young people. We will not set usage targets. We will not ask you to keep a young person on it who is done with it.

The document set

Six documents plus a workbook. Each has a reference code so nothing is ambiguous in an audit trail.

Reference	Document	Purpose
MOU-001	Memorandum of understanding	What both sides are agreeing to. Scope, duration, escalation route, visibility settings, commercial terms, exit.
DPA-002	Data processing agreement	Controller and processor roles, lawful basis, residency, sub processors, retention, deletion, breach handling.
STF-003	Staff agreement and familiarisation	What staff are agreeing to, what they will see, and what they do when a concern is raised.
YPA-004	Young person agreement	The young person's own agreement, in language written for them, with a clear right to stop.
YPI-005	Young person information sheet	What the platform is, what is private, what is not private, and who to tell if something feels wrong.
PAR-006	Parent and carer information	Information for those with parental responsibility, where that applies to the young person.
Workbook	Interactive forms workbook	The forms above in a completable format, so a home is not printing and rekeying.

Version control

The pack is issued at a stated version. If a document is revised during your pilot, you receive the new version and a written note of what changed. We do not quietly replace a signed document.

READ BEFORE YOU SIGN

Request the full set in advance. Give MOU-001 and DPA-002 to whoever advises you on data protection. A pilot that starts with a rushed signature ends badly for everyone, and the young people carry the cost.

Consent and participation

The young person is asked, not enrolled

No young person is added to the platform because the home decided they should be. They are told what it is, shown what it does, and asked. If the answer is no, that is the end of it, and it is recorded as a choice, not as a refusal to engage.

What they are told

- What the platform is for
- What staff can see and what staff cannot see
- What happens if they signal that they are at risk
- That they can stop at any time
- Who to talk to if something on the platform upsets them
- What happens to their information when the pilot ends

Withdrawal

A young person can withdraw at any point in the twelve weeks. No notice period. No explanation required. Their account is closed and their data handled according to the agreement. Withdrawal is never framed to them as a problem they have caused.

Parental responsibility

Where a person holds parental responsibility, PAR-006 provides them with information about the platform. Your home and the placing authority determine who needs to be informed and who needs to consent, in line with the young person's care plan and legal status. We follow your determination. We do not make it.

Capacity and communication needs

If a young person needs the information delivered differently, tell us at onboarding. Consent that a young person did not actually understand is not consent.

ONE THING WE HOLD FIRMLY

We would rather run a pilot with three young people who chose it than six who were placed on it. The data from the first is worth something. The data from the second is worth nothing, and the cost is a child's trust.

How the pilot is reviewed

We are not going to claim outcomes we have not measured. This section describes how the pilot is assessed, not what it will prove.

What is gathered

Source	What it tells us
Platform engagement	Whether the tool is actually being used once it stops being new.
Staff feedback	Whether it helps or adds to the load of a shift. Gathered at week six and week twelve.
Young person feedback	Gathered in an age appropriate format, voluntarily, in their own words.
Manager review	The registered manager's judgement on fit with the home.
Friction log	Every point where the platform got in the way. Kept openly during the pilot.

What is not gathered

We do not ask staff to score young people. We do not build a risk profile of a child from check in data. We do not present engagement figures as evidence of wellbeing. A young person who stops checking in may be doing better, not worse.

The closing report

At week twelve you receive a written review. It states what was used, what was not, what staff said, what young people said, and what we got wrong. It is written so you can put it in front of your responsible individual or your commissioner without editing it first.

Wider learning

Learning across pilots is only ever used in anonymised, aggregated form, and only where the agreement permits it. No young person, no member of staff and no home is identifiable in anything we publish. Where a home does not want to be named, it is not named.

THE AMBITION, STATED PLAINLY

The long term aim is for a tool like this to become ordinary in children's residential care, with the sector learning from anonymised patterns it currently cannot see. That aim does not entitle us to a single record you have not agreed to share.

Questions we are asked

Does this add to my staff's workload?

It adds a briefing and two review points across twelve weeks. If it starts adding more than that on shift, tell us at the week six call and we will change it or stop.

What if a young person discloses something through the platform?

Your safeguarding procedure applies exactly as it would for a disclosure made in a corridor. The escalation route agreed before the pilot sets out who is told and when. OKAYiT does not sit between a disclosure and your designated lead.

Can a young person use it to talk to another young person?

No. There is no messaging function of any kind.

Is there an AI chatbot in it?

No. There is no AI companion or chat feature in the platform.

Where is the data held?

In the United Kingdom. The hosting arrangement and the full sub processor list are named in the data processing agreement, which you can read before you sign.

What happens to the data at the end of twelve weeks?

You decide. Return, continue under a new agreement, or delete. We act on your written instruction.

Will Ofsted have a view on this?

That is a matter for your inspector, not for us. We make no claim about inspection outcomes and you should treat any supplier who does with suspicion. What we can give you is the governance evidence to answer questions about it confidently.

What if our young people simply do not use it?

Then that is the finding, and it is a useful one. A pilot that shows a tool does not fit a setting has done its job.

Can we stop early?

Yes. The exit terms are in the memorandum. No penalty applies for ending a pilot early.

Who do we contact?

admin@okayit.uk. One named person handles your pilot from first call to closing report.

Next steps

ONE, A CONVERSATION

Thirty minutes. You describe your home. We tell you honestly whether this is a fit. Sometimes it is not, and we will say so.

TWO, THE DOCUMENTS

We send the full set. You read MOU-001 and DPA-002 properly, with whoever advises you on data protection. Take the time you need.

THREE, THE TWO DECISIONS

Your escalation route and your visibility settings, both in writing. Nothing starts until these are settled.

FOUR, SETUP AND STAFF BRIEFING

Accounts created. Staff go first. Young people are introduced by someone they already trust.

FIVE, TWELVE WEEKS

With a check in at week six and a written review at week twelve.

Start the conversation

Email admin@okayit.uk with the name of your home, your role, and a rough idea of when you would want to begin. We will reply with times.

If you want the DPIA and the data processing agreement in advance of a call, say so in the same email and we will send them.

Platform: okayit.online

OKAYIT LTD is a private limited company registered in England and Wales, company number 17206754. Registered office: 71 to 75 Shelton Street, Covent Garden, London, WC2H 9JQ.

This pack describes the OKAYiT pilot programme and is provided for information. It is not a contract and creates no obligation on either side. The binding terms are those set out in MOU-001 and DPA-002 once signed by both parties. Nothing in this pack overrides your own safeguarding policy, your placing authority agreements, or your duties as a registered provider.