



## Case Management Support Service Introductory Session Recording

Please use the link below to access the recording of one of our Introductory Sessions for more information.





## Case Management Support Service – Introductory Session and FAQs



### FAQ 1: Is this a free service?

*Yes! Our partnership with **sportscotland** offers the Case Management Support Service as a free resource to invested Scottish governing bodies of sport and National Partners.*

## Why has the Case Management Support Service been created?



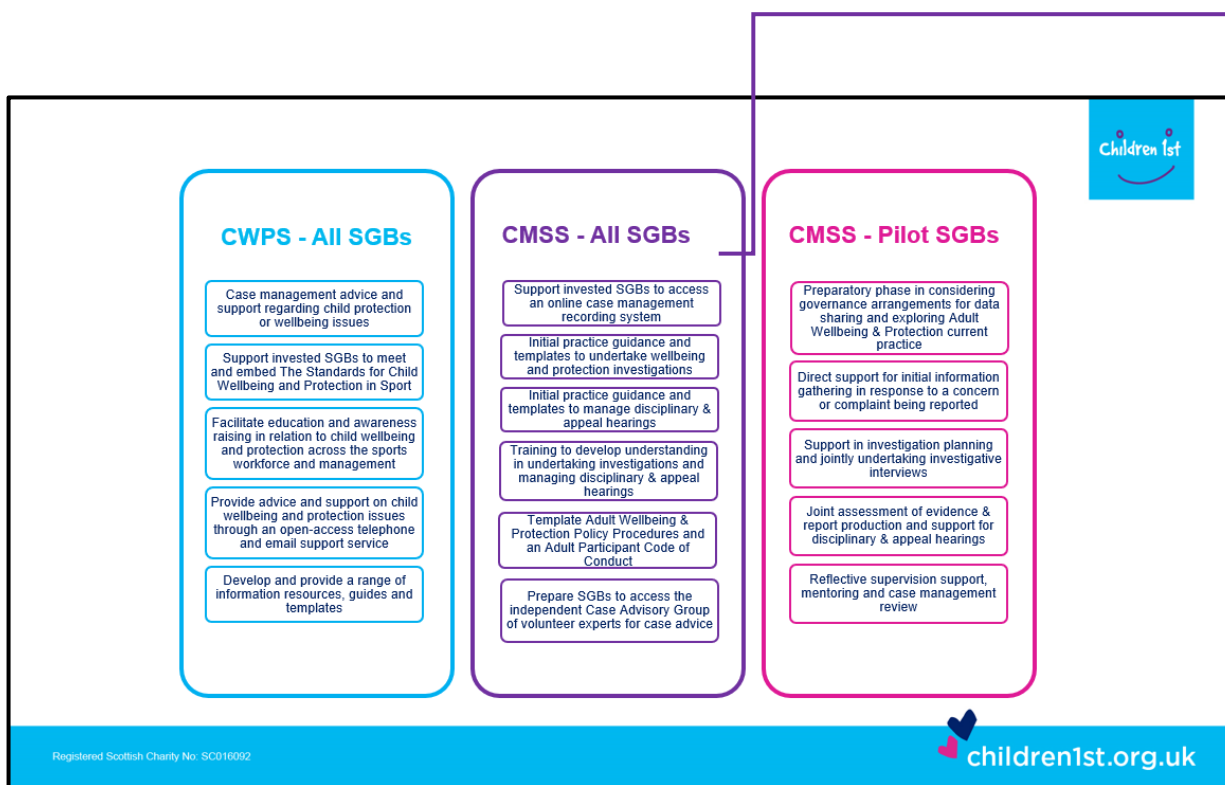
**Why has the Case Management Support Service been created?**

- Build on the 20 years of progress made by the Child Wellbeing and Protection in Sport Team
- SGBs have been asking for specific support in Investigation and Disciplinary Processes
- Provide SGBs with the skills, knowledge, information & confidence to respond and act with integrity
- Improve the experiences for children, young people and adults going through these processes
- Take the best possible action to safeguard current and future participants in Scottish sport

Registered Scottish Charity No: SC016092

 [children1st.org.uk](http://children1st.org.uk)

## How will the Case Management Support Service support SGBs?



### FAQ 2: What are the proposals around the online case management recording system?

*We hope to share an exciting communication with SGBs soon in offering direct access to an existing platform to support organisations with this important tool. We understand the worth of an essential tool like this and as such have been negotiating with a provider in how we can best support as many organisations as possible receive access in an affordable way. More information to follow soon....*



## What support is available to SGBs and when can they access it from?

**FAQ 3: What level of case will CMSS take on? Will there be a criteria/threshold of cases that CMSS will support with?**

*All SGBs can seek advice from the CMSS team over the enquiry line and email address (being launched in April 2024) about any aspect of a case, regardless of stage or threshold. With pilot SGBs, we will provide direct case management support toward live cases, which will be based on the type of support the governing body is looking for. We have therefore not set or identified a threshold or criteria at this stage. We hope to learn through the pilot of the different ways that our support helps SGBs in various aspects of investigation and disciplinary processes.*

**FAQ 4: When will non pilot SGBS get involved? Can other governing bodies access the service? Would it be rolled out to all SGBs or do we need to register our interest?**

*All SGBs can access advice from the CMSS team while pilot SGBs will receive direct support for live cases. All SGBs will also be able to access guidance and template resources as well as training. The initial pilot stage will take us to September 2024 when we'll be ready to share the next stages for widening the direct case management support out to more SGBs. We will be continually monitoring the capacity of the team to ensure as soon as we know what availability there is, we will begin the preparatory stages with the next set of interested SGBs.*

## In what ways will the service support all SGBs?



### In what ways will the service support all SGBs?

#### Adult Wellbeing and Protection in Sport

-  Provide template policy and procedures to define harm and risk for all adults
-  Create template Code of Conduct to give clear expectations on behaviours appropriate in sport
-  Identify groups of adults where there might be increased risk:  
Vulnerable/Protected Adults, Performance Sport, Domestic Abuse, Care Experienced

Registered Scottish Charity No. SC016092

 [children1st.org.uk](http://children1st.org.uk)

## In what ways will the service support all SGBs?



### In what ways will the service support all SGBs?

#### Case Advisory Group



Establish volunteer roles for experts in HR, Law, Sports Governance, Social Work/ Safeguarding/Mental Health



Included within this group of experts, people with lived experience of reporting a concern/harm in sport



SGBs will then be able to ask the group for advice, expert opinions or recommendations for a specific case



Group will provide collaborative feedback bringing together their expertise and experience

Registered Scottish Charity No. SC016092

 [children1st.org.uk](http://children1st.org.uk)



## In what ways will the service support all SGBs?

**In what ways will the service support all SGBs?**

**Case Management Resources**

- Guide to undertaking Wellbeing and Protection Investigations**
  - Investigation Planning
  - Interviewing Children and Adults
  - Evidence and Report Writing
- Guide to Managing Disciplinary and Appeal Hearings**
  - Principles of a Disciplinary Process
  - Template Policy and Procedures
  - Information for Hearing Participants

Registered Scottish Charity No. SC016092

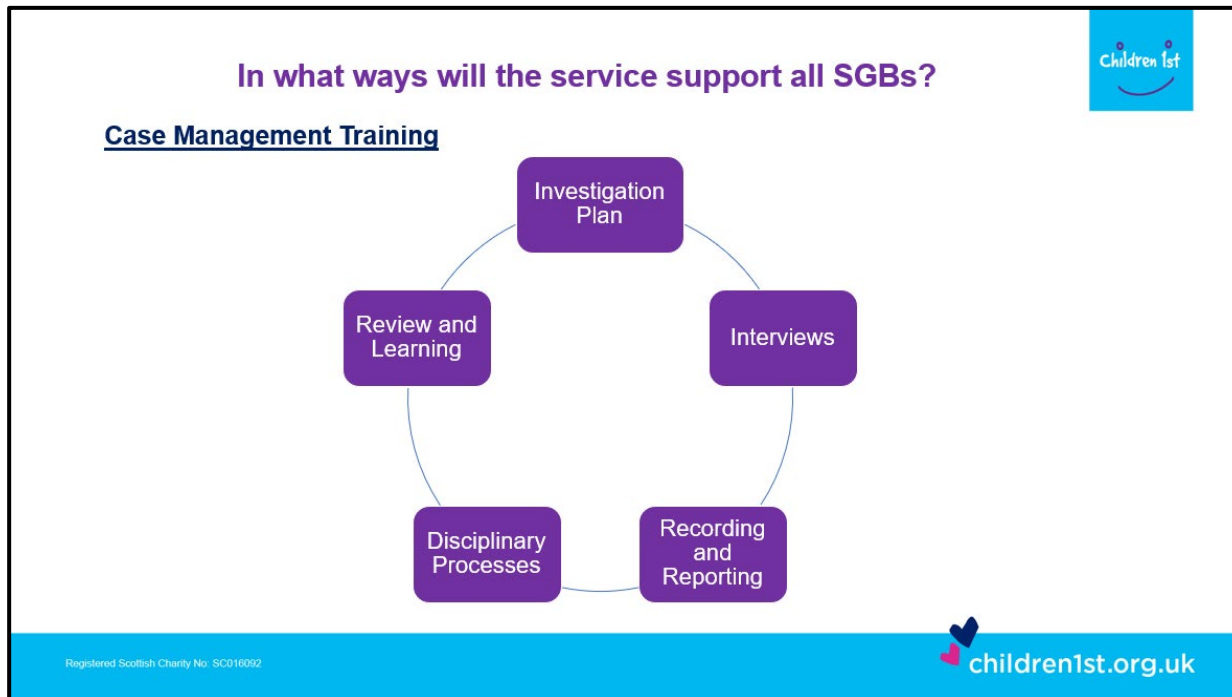
children1st.org.uk

### FAQ 5: Will this service be able to help with or do the investigations for SGBs?

*CMSS will provide a 'Guide to undertaking Wellbeing and Protection Investigations' as well as training in the stages of an investigation for all SGBs to utilise. For pilot SGBs, we are testing in the ways the CMSS team will support live investigations. We will not be in a position to 'do' an investigation on behalf of an SGB however we come alongside to co-produce terms of reference and investigation plans. We can be involved in interviews and support the gathering of evidence and development of reports.*



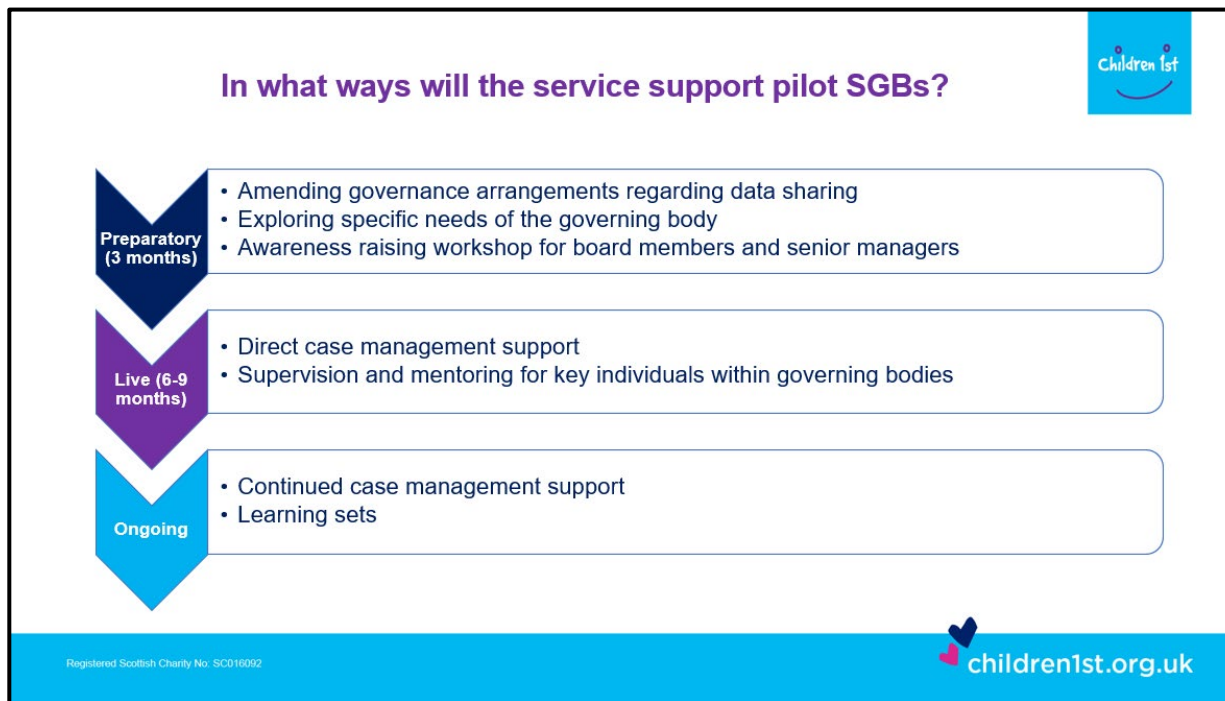
## In what ways will the service support all SGBs?



### FAQ 6: Will this service be able to help with or do disciplinary hearings for SGBs?

CMSS will provide a 'Guide to managing Disciplinary and Appeal Hearings' as well as training in the stages of disciplinary processes for all SGBs to utilise. For pilot SGBs, we are testing in the ways the CMSS team will support live disciplinary processes. This may include a CMSS project worker becoming a disciplinary panel member or support the process of an appeal hearing. Similarly, to the investigation role of CMSS above, we can come alongside SGBs at every stage but would not 'do' either of the processes on behalf of an SGB. Decision-making and accountability will remain the responsibility of the SGB.

## ***In what ways will the service support all SGBs?***



**FAQ 7: What do SGBs need to change for data sharing? What governance changes are required to access the Case Advisory Group?**

*CMSS is currently exploring with sportscotland's expert legal resource – Harper MacLeod, of any changes required from a governance perspective to existing Articles of Association, Constitutions or Memorandums of Understanding to enable the safe sharing of data with CMSS and their Case Advisory Group. This may lead to developments in data sharing agreements and updates to current privacy notices. As soon as we have this confirmed, we will share this communication with SGBs.*