Case Management Support Service

About the service

The Case Management Support Service (CMSS) is a comprehensive, impartial service that will offer support to Scottish governing bodies of sport (SGBs) to manage and investigate child and adult wellbeing and protection concerns or complaints. This service was commissioned by **sport**scotland and awarded to Children 1st who currently deliver the Child Wellbeing and Protection in Sport Service (CWPS).

The focus of this new service is to enable SGBs to have an effective system for the investigative process and disciplinary & appeal hearings. CMSS will provide a range of resources and guides for all SGBs, as well as offer training, mentoring, and learning opportunities.

Four organisations have been identified to be part of a pilot for CMSS including, Scottish Disability Sport, Scottish Rowing, Scottish Student Sport, and Scottish Swimming. This pilot will help us test out the preparatory stages required for the CMSS to support live cases in partnership with organisations and build the capacity of SGB staff and volunteers.

What support is available?

Detailed below is a breakdown of the support currently available through CWPS, along with the support that CMSS will provide to all governing bodies and pilot governing bodies from April 2024. For more information on how CMSS can support your organisation, please book onto one of our information sessions as detailed in your email.

CWPS - All SGBs

- Case management advice and support regarding child protection or wellbeing issues
- Support invested SGBs to meet and embed The Standards for Child Wellbeing and Protection in Sport
- Facilitate education and awareness raising in relation to child wellbeing and protection across the sports workforce and management
- Provide advice and support on child wellbeing and protection issues through an open-access telephone and email support service
- Develop and provide a range of information resources, guides and templates

CMSS - All SGBs

- Support invested SGBs to access an online case management recording system
- Initial practice guidance and templates to undertake wellbeing and protection investigations
- Initial practice guidance and templates to manage disciplinary & appeal hearings
- Training to develop understanding in undertaking investigations and managing disciplinary & appeal hearings
- Template Adult Wellbeing & Protection Policy Procedures and an Adult Participant Code of Conduct
- Prepare SGBs to access the independent Case Advisory Group of experts for case specific advice

CMSS - Pilot SGBs

- Preparatory phase in considering governance arrangements for data sharing and exploring Adult Wellbeing & Protection current practice
- Direct support for initial information gathering in response to a concern or complaint being reported
- Support in investigation planning and jointly undertaking investigative interviews
- Joint assessment of evidence & report production and support for disciplinary & appeal hearings
- Reflective supervision support, mentoring and case management review