

# CASE MANAGEMENT REVIEW PROCESS

## Safeguarding Resource Document

### Introduction

Scottish Swimming is committed to ensuring cases of a wellbeing and protection nature are managed as effectively and as efficiently as possible. Ensuring that there is a managed process in place for reviewing case investigation and decision-making processes on a regular basis is good practice and supports with the Scottish Swimming safeguarding risk assessment and management processes.

Having a case management review process in place provides an opportunity to:

- Explore if policies and procedures were followed and were effective.
- Identify if the correct governance was followed and whether any improvements are required.
- Establish whether appropriate action was taken.
- Examine the role of individuals involved in responding to and managing the case to establish whether further support or training is required.
- Review how well the club/Scottish Swimming worked with other organisations involved in the case.
- Identify if any changes are required or recommendations for the future.
- Identify specific areas of risk, trends, or patterns.
- Increase the confidence of those involved in the club/Scottish Swimming by demonstrating an open and transparent approach.

### Club Case Management Review Process

The Club (Silver City Blues) should conduct a review:

- At the conclusion of any case dealt with through the procedures for responding to concerns
- At the conclusion of legal proceedings where the club has been involved in the investigation
- At the conclusion of disciplinary proceedings, including an appeal.
- As part of the regular review of all wellbeing and protection cases but particularly where Police Scotland, Child services or other agency have been involved in a case.

The club should conduct the review of the case(s) once the case has been closed and the matter has concluded. The case management review should be completed no later than 8 weeks from the conclusion of the case. Ensuring the correct people are involved in the case review is key. Generally, the case management review should be managed by either the club Wellbeing & Protection Officer (WPO) or the Club Chairperson where there is no conflict, and that person should be supported by up to two others from the club committee who should also be clear of conflict with the case being reviewed (i.e. they were interviewed as part of the investigation).

### Scottish Swimming Case Management Review Process

Scottish Swimming should conduct a review:

- At the conclusion of any case dealt with through the procedures for responding to concerns involving:
  - A Scottish Swimming National Competition
  - A Scottish Swimming National Squad Programme activity/camp/competition
  - A Scottish Swimming Managed Programme or a supported performance programme/club
  - A SASA District Managed Programme or Competition (In conjunction with the SASA District Exec Committee)

- At the conclusion of legal proceedings where Scottish Swimming has been involved in the investigation or where Police Scotland, Child services or other agency have been involved in a case.
- On the conclusion of a case where there has been a precautionary suspension of membership issued.
- At the conclusion of complaint/disciplinary proceedings, including an appeal.
- A quarterly (or as required) review of selected wellbeing and protection cases as considered appropriate.

Scottish Swimming should conduct the review of the case(s) once the case has been closed and the matter has concluded. The case management review should be completed no later than 8 weeks from the conclusion of the case and one of the following groups should be utilised as appropriate:

- The Case Advisory Group available through the Children 1<sup>st</sup> Case Management Support Service (CMSS) will be utilised when considered appropriate.
- The Scottish Swimming Case Management Review Group (CMRG) will also be utilised when considered appropriate.
- The Scottish Swimming Internal Case Review Panel which will contain a minimum of three individuals from the following; Safeguarding Manager, CEO, Director of Services, Director of Aquatics Development, Services Manager, Club Development Manager or other appropriate member of staff as considered necessary and appropriate should be utilised when necessary.
  - This panel would normally be chaired by the Director of Services or Safeguarding Manager and where this is not possible or appropriate a chair will be selected from the available panel members.

## Case Review Matrix

The Case Review Matrix should be utilised when reviewing the management of a case as it provides the necessary points to consider. The matrix is split into four component parts: Procedures, People, Outcomes, Recording.

<b>Procedures</b>	<ul style="list-style-type: none"> <li>○ Were the relevant procedures followed?</li> <li>○ If not, is there a reasonable explanation for this?</li> <li>○ Were the timescales appropriate?</li> <li>○ Do the procedures give adequate information about what to do?</li> <li>○ Was Scottish Swimming informed of the case?</li> <li>○ If appropriate, was a referral made to Disclosure Scotland as required in law?</li> </ul>	<b>People</b>	<ul style="list-style-type: none"> <li>○ Were the right people involved?</li> <li>○ Were the views of the family obtained?</li> <li>○ Were those involved aware of the procedures?</li> <li>○ Had the people involved been trained/information provided to them?</li> <li>○ Where appropriate, were external organisations involved, for example, the police or Scottish Swimming?</li> </ul>
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>○ Was the outcome appropriate in the case?</li> <li>○ What was the decision-making process/timescale?</li> <li>○ If not, why not?</li> <li>○ Is there a need to take further action in this case?</li> </ul>	<b>Recording</b>	<ul style="list-style-type: none"> <li>○ Were records kept?</li> <li>○ Is the quality of the information recorded satisfactory?</li> <li>○ Was the information sent to Scottish Swimming for recording?</li> <li>○ Are the records accurate and completed as required to ensure all relevant details were captured?</li> <li>○ Can the forms be improved?</li> </ul>

Support is available to clubs from the Scottish Swimming team to help them through the case management review process. Please contact the generic Safeguarding Team inbox which is monitored during office hours daily for support: [wellbeingprotection@scottishswimming.com](mailto:wellbeingprotection@scottishswimming.com).

The following template form provides a guide for clubs to carry out a review on how a case has been managed. The form should be stored securely by the club for a minimum period of 12 months but no longer than 36 months. The form should be shared with Scottish Swimming where cases have required Scottish Swimming input and if statutory agencies have been involved.

## Case Management Review Template Form

Part 1 – Remit & Format of the Review	
Name of Reviewer/Position within Club	
SS/Club Case Reference Number	
Globocol Case Reference Number (if applicable)	
Reason(s) for Review	
Outstanding Investigations & Proceedings	<p>If relevant to this case, have the following been concluded:</p> <ol style="list-style-type: none"> <li>1. Police and social work child protection investigation? Y/N</li> <li>2. A criminal investigation by the police? Y/N</li> <li>3. Any related legal proceedings? Y/N</li> </ol> <p>If the answer to any of these questions is no, the review cannot proceed.</p>
Remit of Review (please detail)	
Timescales for completion	This should be the dates when the review will begin and end with the reported findings.
How will the review be conducted?	<p>List here the methods to be used to conduct the review, for example:</p> <ul style="list-style-type: none"> <li>• a review of all paper records</li> <li>• telephone/face to face interviews with relevant individuals</li> <li>• contact with other organisations involved as necessary.</li> </ul>
Are there any special considerations or features in this case?	
How will the findings and recommendations be reported?	
Who will the outcomes of the review be shared with?	List internal and external parties with whom information will be shared.
Is a media strategy required?	

Part 2 – Review Details	
Overview of case details (type of abuse/complaint etc)?	
People involved in the review?	
<b>Procedure</b> Focussed Review Details?	
<b>People</b> Focussed Review Details?	
<b>Outcome</b> Focussed Review Details?	
<b>Recording</b> Focussed Review Details?	
Any Other observations or appropriate notes?	
Action Points?	
Recommendations?	
Follow-up or additional review required?	