

SSCE Cymru Case Management – Guidance

This document details an overview of the Case Management process, as well as the steps involved, suggestions for schools and SSCE Cymru terms and conditions.

What is Case Management?

Case Management is available to schools that have an individual Service child or a very small number of Service children with a specific need related to the impact of their Armed Forces lifestyle. Case Management is a short-term intervention, managed by the SSCE Cymru team, working with schools and local authorities (LA) to identify support that could be accessed to overcome the challenges that the individual child or small groups of Service children may be facing.

Why Case Management?

The Armed Forces lifestyle can have an academic, social and emotional impact on Service children. These experiences include (but are not limited to) mobility, separation, parental deployment, and parental transition. Issues may subsequently arise that require support outside of the capacity of the school and/or local authority.

How does Case Management work?

SSCE Cymru will case manage this support – coordinating interventions, monitoring progress, and measuring the impact with each school. SSCE Cymru may be able to access funding to support these interventions when required. The Case Management support from SSCE Cymru is available for schools to access at any point of the year.

Who is eligible for Case Management?

- *Welsh Government definition of a Service child:**
- A ‘Service child’ has parent(s) or person(s) exercising parental responsibility who is/are Service personnel serving:
 - In HM Regular or Reserve Armed Forces – Royal Navy and Royal Marines; British Army and Royal Air Force, Or
 - Is an Armed Forces Veteran who has been in Service within the past two years, Or
 - One of their parents died whilst serving in the Armed Forces and the learner has received a pension under the Armed Forces Compensation Scheme or the War Pensions Scheme.

NOTE: Funding is readily available for Service children who fall within the *Welsh Government definition, SSCE Cymru will support with exploring options for funding for Service children who fall outside of this definition.

Suggestions for support

Please think carefully when considering the type of support most appropriate for your Service child(ren). For example, consider whether there is an academic need or a wellbeing need. Also consider whether support could be offered internally or externally. Remember that there are many non-funded options to consider, which may be preferable to funded support. For this reason, we ask that you think broadly about the type of support needed by your Service child(ren) and research all avenues before deciding on a final option.

Steps to the process

Step 1: Contact the SSCE Cymru team about the Service child(ren) you require further support for. Following a discussion with the SSCE Cymru team, you will be sent a Student Information Form (SIF) to complete.

Step 2: Complete the SIF and return at your earliest convenience. Please ensure that you include as much detail as possible on this form. If you require any guidance or additional support to fill this in, please speak to the SSCE Cymru team.

Step 3: The SSCE Cymru team will review your case and advise you of the outcome within ten days.

Step 4: Once the intervention begins, a SSCE Cymru team member will check-in halfway through to discuss the intervention's progress.

Step 5: Once the intervention has finished, you will be required to complete an evaluation form and consider plans for continuing to support Service children in your school. The evaluation form should be submitted to SSCE Cymru along with an invoice in order for the funding to be released.

SSCE Cymru's terms and conditions

Tracking progress:

Schools are required to report on progress during the intervention taking place. At the end of the intervention, the school will also be required to complete an evaluation form to assess the impact of the intervention. The evaluation form will ask for both staff and the Service child(ren) to assess the impact of the intervention. Please note that invoices will be paid upon receipt of your evaluation form.

Engaging with SSCE Cymru:

An appropriate member of school staff should complete the SSCE Cymru E-Learning package within one month of their Student Information Form being approved (if a member of staff hasn't already participated in previous SSCE Cymru CPD/E-Learning). Staff are encouraged to use the SSCE Cymru resources and tools to support Service

children in your school. Schools should also engage with the wider community and/or other schools in the area.

Information sharing:

By accessing the Case Management support, you acknowledge and agree that SSCE Cymru may share details of cases with other professionals and agencies to seek advice and ensure that each Service child receives the best possible support and standard of care. SSCE Cymru may also use examples and results from interventions to develop case studies of good practice, which will be shared with the SSCE Cymru network. In these instances, identifiable data (e.g. School name, children's names, and personal details) will be anonymised and will remain confidential.

Questions and further information

If you have any further questions after reading this guidance document, please do not hesitate to get in touch with the SSCE Cymru team (SSCECymru@wlga.gov.uk)

SSCE Cymru looks forward to working with you and supporting Service children in your school.