

SSCE Cymru case management – guidance for schools

This document details the steps of the case management process, as well as suggestions for schools and SSCE Cymru expectations.

Outline of the support

This support will be available to schools from Regional School Liaison Officers (RSLOs) starting in January 2021. We are offering this support 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.

Steps to the process

- Step 1: Decide on the support or intervention most suitable for the Service child(ren).
- Step 2: Complete the school information form 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 your RSLO.
- Step 3: The SSCE Cymru team will review your case and advise you of the outcome within ten days.
- Step 4: A meeting will be set up to finalise details, establish a timeline, discuss expectations and share the monitoring and evaluation process with you.
- Step 5: The support will begin and the RSLO will keep in regular contact to monitor the support and discuss progress of the Service child(ren).
- Step 6: Once the intervention has finished, you will be required to complete an evaluation form and consider plans for sustainability and continuity.

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.

SSCE Cymru's expectations

Tracking progress:

Schools are required to report on progress twice during the intervention being in place (usually a third and two thirds of the way through the process). Your RSLO may also visit the school if necessary. At the end of the intervention, the school will be required to complete an evaluation form to assess the impact of the intervention. Service children will also be asked about their thoughts and feelings at the start and end of the intervention.

Engaging with SSCE Cymru:

You are expected 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. You will be asked about this during the check ins and will need to provide evidence on the evaluation form.

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, all data (including children's names and personal details) will be anonymised and will remain confidential.

Questions and guidance

If you have any further questions after reading this guidance document, please do not hesitate to get in touch and your RSLO will be happy to clarify. Your RSLO will also be able to offer support with completing the school information form, discussing possible interventions and explaining the tracking/evaluation process in more detail.

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