

CASE MANAGEMENT GROUP: TERMS OF REFERENCE

Document History

| Version | Summary of Changes | Document Status | Date |
|---------|---|-----------------|------------|
| 1.0 | | Live | |
| 1.2 | Updated wording to include 'Adults at risk' | Live | 05/06/2025 |
| 1.3 | Updated to include Mental Capacity Act link | Live | 24/06/2025 |

Table Tennis Wales has a responsibility to safeguard, protect and promote the welfare of children and young people and adults under the “Children Act 2004” and in accordance with “Wales Safeguarding Procedures 2019”.

The Social Services and Well-being (Wales) Act 2014, provides the legislative framework for safeguarding children and adults in Wales.

The Case Management Group, (CMG), is responsible for ensuring that all allegations, incidents or referrals, related to the safeguarding of Children and Adults, are dealt with fairly and equitably, within appropriate timescales. This includes criminal records disclosure information being considered and decided on a consistent and equitable basis.

Case management refers to the process used by Table Tennis Wales to address safeguarding concerns.

A case refers to any safeguarding concern. It may have come from within sport and physical activity or away from it.

Table Tennis Wales need to follow a case management process when dealing with these concerns in order to fulfil their responsibilities around duty of care.

Safeguarding principles

Table Tennis Wales safeguarding principles will apply to the entire process of managing a case as well as the decisions made.

Examples of safeguarding principles include:

- Children, young people and adults have the right to participate in sport in a safe and enjoyable environment
 - Children and adults’ best interests are at the heart of each step of the case management process
 - safeguarding children is everyone’s responsibility
 - individuals who face safeguarding concerns have the right to a fair and transparent process
- Involving children and adults

Children’s and adults' best interests need to be kept at the heart of the case management process, whether they are a victim, witness or have potentially put another child/adult at risk.

The way a case is managed can have a direct impact on the safety and welfare of a child or adult, from the response of teammates and other club members to the impact of appearing before a panel. Steps should be taken to guard against the risk of causing unnecessary distress or retraumatizing the child or adult during the process.

Children and their families and adults should be kept informed throughout the case management process. Recognising safeguarding concerns

There are several ways a safeguarding concern might come to light including, through the safeguarding policy,

the complaints system, a disciplinary process or recruitment procedures.

It can be helpful to think of all safeguarding concerns as existing on a scale. At one end of this scale are low-level concerns, this is when small rules are broken. An example of a low-level concern could be about inadequate equipment or a one-off incident where a policy was not fully followed.

At the opposite end of the scale is persistent poor practice or serious breaches of the code of conduct and illegal situations such as abuse.

Table Tennis Wales has its own guidance about thresholds to help identify where the concern fits on the scale. Safeguarding concerns may include:

- the behaviour of an adult towards a child or adult
- the behaviour of a young person towards other children, including bullying
- risks identified through recruitment processes, such as criminal records information
- information about an individual provided by statutory agencies, other sports or identified through the press
- allegations of abuse
- concerns about harm to a child outside sport

In particular and without limiting that responsibility, the Case Management Group shall:

- i) Inform the appropriate statutory agency, (the police and/or the Local Authority Children's Social Care Department), where a report is made relating to concerns about suspected or actual abuse of a Child or Adult and to comply with any directions or requirements they may make, regarding the case.
- ii) Give direction where appropriate, to Table Tennis Wales' Safeguarding team, as to the level of cases - as high risk, medium risk or low risk.
- iii) Give direction where appropriate, as to the level at which a case is to be managed.

- iv) Determine, where appropriate, which cases the Case Management Group need to be directly involved with and advising on what level of investigation should be undertaken.
- v) Analyse any reports commissioned and determine whether any further actions are required.
- vi) Make initial decisions regarding risk, from the information received and determine how such risks are to be managed.
- vii) Monitor and review the progress on all cases and identify any trends emerging, which may require a review of current policies and procedures.
- viii) Consider medium and low risk cases and decide whether to issue any conditions regarding further participation in the sport.
- ix) Consider any criminal records disclosure information, in accordance with Table Tennis Wales' safer recruitment protocol. Any disclosures which contain "non-conviction information", should be considered by the Case Management Group.
- x) Advise on referrals of individuals to the Disclosure and Barring Service,

The Case Management Group must ensure that all deliberations are Child/Adult focused. In any decision made by the CMG, the Welfare of the Child or Adult, is the paramount concern and takes precedence over those of any adult, where there is a perceived conflict of interest.

All decisions made by the Case Management Group must be fair, open and transparent. The CMG must adopt an open-minded approach, until allegations/concerns have been investigated. The CMG will be guided by Table

Tennis Wales' Equity Policy and the principle that, all children have the right to be safeguarded and protected from abuse, regardless of their age, ability, race, ethnic origin, gender, disability, religious or sexual orientation.

The CMG will report any findings and have a line of accountability to the board, via the Director for Safeguarding.

The Case Management Group may refer any cases which deal solely with poor coaching practice to the Coaching Review Board (or equivalent), to deal with, in accordance with their own Terms of Reference.

All safeguarding and child protection matters must be regarded as highly confidential and not for disclosure outside of the Case Management Group unless so agreed, and this will be on a strictly need-to-know basis, in accordance with the Data Protection Act 1998 and the Human Rights Act 1998.

All members of the Case Management Group will maintain the confidentiality of Children and/or Adults involved in the cases considered. All members of the Case Management Group have an overriding obligation to protect Children or Adults at Risk of harm and may therefore share information as appropriate with third parties.

Any member of the Case Management Group shall inform the National Safeguarding Officer, if they discover they are connected, or have an interest in, any referral case which would disqualify them from participating in any matters relating to that case.

The Case Management Group shall be made up of the National Safeguarding Officer and another safeguarding expert from within other sports or occupations. Independent safeguarding experts may be invited on to the CMG, as required. The Safeguarding Director will chair the meetings.

The Case Management Group will meet on an 'as required' basis. The Case Management Group may also meet by way of telephone/video conferencing if necessary.

The quorum for every decision is a minimum of three members of the Case Management Group and if necessary, the CMG Chair will have the deciding vote.

<https://www.gov.uk/government/collections/mental-capacity-act-making-decisions>