

# NATIONAL SAFEGUARDING CASEWORK MANAGEMENT SYSTEM

## Getting Ready

*for the National Safeguarding Management System*



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## Introduction

This guide provides early support to dioceses and cathedrals (participating bodies) in their preparation for the implementation of the National Safeguarding Management System, MyConcern. The purpose of the document is to provide some advice on how to get started prior to engaging with the NSCMS team to agree an implementation plan and timeframe.

The advice has been developed taking into account the lessons learned during Phase 1 of the implementation of the system with twelve dioceses, plus the National Safeguarding Team, who have been successfully onboarded onto a live instance of MyConcern. The feedback from these dioceses and NST has been used to help those yet to onboard to have the smoothest possible experience.

There are also supporting FAQs that can be read in conjunction with this guide which are available on the NSCMS webpage: [National Safeguarding Casework Management System project | The Church of England](#)

During December 2023, all remaining dioceses and cathedrals will receive an invitation to attend an initial engagement session where further information about how to implement MyConcern will be shared. In the meantime, there is much that can be done internally to prepare and we hope that this guide gives you an idea of what this might involve.

## Safeguarding Case Files

Transferring existing case records onto MyConcern is the most complex aspect of the implementation. In preparation for this, participating bodies need to have a good understanding of all the records they currently hold that are in scope to be migrated onto the new system. They should also take the time needed to complete general housekeeping of records ready for migrating. This will include closing cases that should no longer be open or live.

### Understanding what is in scope for data migration

The scope was set and agreed by the National Safeguarding Steering Group and is a mandatory requirement for participating bodies onboarding. Some additional thought is needed to ensure that the correct case file information is prepared, as there will be only a single opportunity for this to be automatically migrated onto MyConcern.

#### In Scope

- all existing electronic safeguarding case information (live and closed), in systems used by participating bodies, for recording safeguarding concerns;
- all open paper-based cases, held by participating bodies; and
- a list of old paper-based cases, with information of physical location, will be captured and collated for migration.

#### Out of Scope

- detailed information relating to closed cases, in paper format;
- interface/connection between MyConcern and legacy systems for data migration; and
- migration of Archbishop's List due to Rule 74(3) of the Clergy Discipline Rules.

## Preparing data for migration

There is plenty that can be done prior to participating bodies attending Initial Engagement Sessions. Participating bodies can identify where all their safeguarding case information is currently held and make sure they have all the data sources ready that are in scope. The scope of data is shown in Figure 1 and includes:

1. All data relating to **open** safeguarding cases that includes the following:
  - All electronic or paper files relating to open safeguarding cases or people
  - Safeguarding agreements
  - Worship agreements
  - Risk assessments
2. Information from all known **closed** safeguarding cases that includes the following:
  - A master list of all paper file safeguarding cases that have been closed
  - All electronic files held that relate to closed safeguarding cases or people

The matrix below summarises the approach for each data category.

	Open Cases	Closed Cases
Electronic Format	Migrate	Migrate
Paper Format	Scan for migration	List / Catalogue for migration

**Figure 1**

A participating body should ask themselves the following questions:

- What case information do we have that is electronic (incl. volumes)?
- Where are these stored (i.e. what system)?
- What case information do we have that is on paper (incl. volumes and whether closed or open)?
- Where are these physically stored?

This information will need to be provided to the NSCMS project team so that the implementation can be risk assessed prior to a plan being agreed.

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**Safeguarding Cases** – subject to a professional assessment and recorded as a safeguarding case by a safeguarding team.

**Closed Safeguarding Cases** – subject of a decision to finalise, file or archive a safeguarding case.

**Electronic Files** – include word documents, PDF documents, audio & video files, photographs etc, held anywhere on local systems.

Documents should be in a readable format i.e. not corrupted, blank or password protected with password unknown.

**Paper Files** – include scanned or digitalised attachments.

**Master List** - Whilst paper files do not need to be digitised and included for closed cases, there needs to be a reference within MyConcern to the physical location of any paper-based files that exist.

## Paper Files

As shown in Figure 1 above, paper files are included within the scope for MyConcern, but need preparing differently depending on whether they relate to open or closed cases.

### Open Case paper files

All paper files relating to open cases will need to be digitised and held electronically on MyConcern. There are two ways you can go about getting ready for this:

1. You may wish to scan these files and place them into electronic folders in – house.
2. The NSCMS project will cover the cost of scanning all in-scope materials. This service will be provided by a third party approved supplier, managed by the NSCMS project.

If there is a requirement for the scanning to be undertaken by the project team, participating bodies can get ready by identifying the files that need scanning and understanding the volume of papers that will need to be scanned. This information will need to be provided to the project team.

### Closed Case paper files

Paper files relating to closed cases do not need to be uploaded into the system, however a clear reference should be made against a master list that states clearly whereabouts the file is being stored. To get ready, participating bodies can prepare a list of closed case files that they have and reference the location in which they are held. This list must specifically include names and locations on an excel file. More detailed information required can be accessed within the Data Migration Technical Guide.

## Implementation Team

A successful implementation of MyConcern requires a mix of skillsets from within a participating body. To get ready for engaging with the project team, it is recommended that dioceses identify IT/technical specialists who can support the system management and data migration. These roles need to have a good understanding of their current source system, (case management or filing system), how information/data is structured (including physical location of paper files) and have strong excel skills. The participating body will also need a lead safeguarding specialist who has a good understanding of their casework, and quantity of cases, both current and historical, who can be allocated to/lead the implementation.

## Cathedrals

A participating body will generally have access to a single instance of MyConcern. However, a local consideration might be whether the diocese will adopt the system in partnership with a cathedral. This might depend on whether existing safeguarding arrangements are already shared between the diocese and cathedral.

It is feasible for a diocese and cathedral to either locally share a single instance of MyConcern or adopt a separate instance in their own right. This will need to be decided as part of getting ready and can be discussed further with the project team during the engagement sessions.

## Contact us

We hope that you find this short guide helpful. Many of the areas will be revisited in more detail during our engagement sessions and 1:1 meetings. In the meantime, there is additional information available on the NSCMS webpage:

[National Safeguarding Casework Management System project | The Church of England](#)

or you can email the project team directly on [NSCMS@churchofengland.org](mailto:NSCMS@churchofengland.org)