

NATIONAL SAFEGUARDING CASEWORK MANAGEMENT SYSTEM

Frequently Asked Questions



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ABOUT THIS DOCUMENT

This document has been prepared to support dioceses and cathedrals with implementing the National Safeguarding Case Management System (NSCMS), MyConcern in conjunction with delivery partners: The Safeguarding Company (TSC). It provides some information regarding what is needed within dioceses and cathedrals to adopt the system and the legal implications within the related back-to-back agreement.

THE SYSTEM

What is the National Safeguarding Casework Management System (NSCMS)?

The Archbishops' Council committed to the delivery of a national safeguarding casework management system for all dioceses and cathedrals in the Church of England. This system is one of a number of key improvements in safeguarding practice to which the Archbishops' Council committed to in its response to the Independent Inquiry into Child Sexual Abuse.

The project to deliver the NSCMS comprises of three elements:

- The rollout of MyConcern, the NSCMS supplied our delivery partners The Safeguarding Company, which will record and enable access to information pertaining to church related safeguarding cases;
- a set of Guiding Principles that set out a standardised approach to recording, storing, accessing and managing case information; and
- national level reporting and analysis of safeguarding cases.

The adoption of the MyConcern system in handling safeguarding cases within the Church of England is an essential step in the Church's progress to improve safeguarding.

How is the NSCMS integrated with other systems?

The NSCMS is capable of being integrated with the Master Data Management Hub (MDM Hub) (which includes both the People System and CMS) to improve data standardisation and reduce duplication going forward. Further details of the integration functionality will be available once it becomes available via the People and Data System Project.

How will the NSCMS enable safeguarding practice to improve?

The introduction of the system will enable:

- improved safeguarding support, triage, case supervision/review of cases and record-keeping;
- access to an online web referral that populates data within the system ready for triage;
- functionality to task caseworkers/advisors and track progress of case management activity;
- the ability to record all casework management activity in a chronological format, with case category types and case outcomes;
- consistent casework management quality, including process workflows, and access to current safeguarding policies, online guidance and a learning environment;
- streamlined church related abuse risk management, through templated risk- assessments;
- functionality to link cases and share information between dioceses, cathedrals and/or the NST;
- dioceses and/or NST or to 'co-work' cases that cross diocesan borders;

- improved reporting of safeguarding casework and performance analysis at both a local and national level;
- an ability to set review periods for casework data in accordance with retention policy
- automated, redacted reports suitable for responding to subject access requests;
- reduction in duplicated and inconsistent records;
- enhanced data integrity/security through audit functionality in the system;
- improved data protection practice, particularly in response to subject access requests, thereby reducing potential complaints to the ICO, reputational risk and possible fines and/or compensation costs; and
- a decreased likelihood of data loss/breach and associated legal costs

How was the supplier of the system chosen?

The supplier was appointed during a competitive tender process. After an initial search and assessment of 22 companies, 4 were invited to participate in the tender process. These were required to submit applications detailing how they would meet our functional and non-functional requirements alongside details of their companies' fitness and competence, support services, account management and financial proposals. This also included details of each companies' data security provision and UK GDPR compliance.

The submissions were assessed by a 3-step tender review panel, evaluating:

- Functionality
- Finance
- Overall approach and added value

The finalisation panel concluded that The Safeguarding Company would be the preferred provider of their system MyConcern. This recommendation was subsequently accepted by the project board and the Archbishops' Council.

How were the system requirements agreed?

The NSCMS Reference Group, set up in September 2020 with approximately 20 diocesan and cathedral safeguarding advisors as members, was fully involved in the identification and sign-off of the functional requirements. In addition, some members participated in tender presentations and the scoring of potential providers. The system requirements were signed off by the Deputy Director for Casework (NST) and approved by the Senior Responsible Officer. The non-functional requirements were agreed by the various specialists from NCIs that included IT, Information Governance, Finance and Procurement. These were signed off by the project board.

CONTRACTUAL ARRANGEMENTS

What are the contract management arrangements?

The contract is managed at two levels:

- core contract between Archbishops Council and TSC; and
- back to back agreements between the Archbishops council and participating bodies.

Once established, the NSCMS Executive Group will be responsible for the oversight and governance of these arrangements.

Core Contract

The core contract is between the Archbishops' Council and TSC.

This consists of a summary agreement and 5 detailed agreements which together comprise the contract:

1. Software Development Agreement,
2. End User License Agreement,
3. Data Migration Agreement,
4. Data Processing Agreement and Support
5. Maintenance Agreement.

All agreements have been signed by the Archbishops' Council.

The Archbishops' Council will take responsibility for managing the contract on a day-to-day basis and is committed to ensuring contract compliance and the delivery of an effective safeguarding casework management system for all participating church bodies consistent with the specification agreed with TSC. The Archbishops' Council will work with the NSCMS Executive Committee to ensure the service provider continues to deliver a system which is fit for purpose.

Back-to-Back Agreement

To facilitate this, there will be a standard back-to-back agreement between the Archbishops' Council and each participating church body for the provision of software and support. All participating bodies will be required to sign the back-to-back agreement in order to access MyConcern. This agreement will include details of the offer, roles and responsibilities, expectations of each party, along with suitable warranties and indemnities.

The agreement includes a clause permitting the Archbishops' Council to act as an agent on behalf of a participating body so that they can sign Data Processing Agreements (DPAs) with TSC on their behalf. The Archbishops' Council has sought specialist legal advice regarding the DPA requirements and the agreement was signed off by the NCIs Information Governance Officer. This is intended to allow for a more efficient contractual process and is not intended to, and does not, override the rights and duties of participating bodies. These provisions are simply intended as a temporary provision and will be superseded as each participating body enters the Information Sharing Framework.

What is the NSCMS Executive Group?

The Executive Group will be developed to ensure there is appropriate governance for future decision-making. Their role will include the support of contract management and oversee decisions relating to development costs, particularly in relation to exceptional circumstances that may arise. The Executive Group will be set up once the system has been fully rolled out. Membership of the group will include as a minimum two diocesan secretaries and two cathedral leads from participating bodies.

FUNDING AND ONGOING COSTS

How is the NSCMS project funded?

The Archbishops' Council, supported by Church Commissioner distributions, will meet the costs to set up the NSCMS and onboard all participating bodies during the lifecycle of the NSCMS project. This includes the previous costs incurred in developing the system specifications and requirements and public tender process to appoint The Safeguarding Company. Other costs covered include:

- system configuration & testing;
- system Integration with the Master Data Hub that holds data from the new HR system, Contact Management System and Pathways to allow for the consistent management of personal data that will enable access to information pertaining to church related abuse cases;
- onboarding support and advice for implementation;
- online training sessions with a training specialist;
- access to online training user guides;
- data migration support for participating bodies;
- digitisation (scanning) of all in-scope materials in paper format;
- post 'go live' support and access to drop-in-sessions to help with user adoption;
- continued ad hoc training on request for 90 days after initial go live;
- technical support from TSC and the project team; and
- subscription charges to the end of 2023.

From **2024**, each participating body will be charged an annual service fee for the ongoing costs of the NSCMS.

What are the ongoing costs to participating bodies?

From 1 January 2024, each participating body, shall be recharged for the ongoing costs of annual subscription and support, on a pro rata basis.

The cost per participating body will depend on the total number of such participants (the more participating bodies using the system, the lower the cost to each), but this will be capped at £4,500 +VAT per calendar year.

What does the annual service fee include?

Hosting & subscription costs

This covers the hardware and software licenses required to host the NSCMS and product maintenance, bug fixes, regular supplier-initiated enhancements and updates and any systems integration maintenance to ensure consistent and up to date data feeds of clergy information from HR and CMS.

Service support and contract management

NSCMS centralised support services will be provided by a team of dedicated staff including a product owner and system administrator(s) to oversee and manage:

- day to day first line support for system users;

- technical issue troubleshooting;
- issue resolution management;
- ad-hoc product training;
- centralised user support;
- continuous user training;
- user group management for product related issues and suggested enhancements in accordance with potential changes in safeguarding processes requirements; and
- supplier contract management.

How is ongoing development funded?

The NSCMS may require further developments/updates in the future taking into account changing policy and good practice (both within the Church and from Government guidance). The annual fee will include a small contribution to a centralised budget to fund such changes that will have been discussed, prioritised and approved by the NSCMS Executive Group.

As noted above, the annual fee includes provision for basic ad-hoc configuration requirements to meet any subsequent changes in safeguarding policy or governance. In the event that further configuration or development were to be required beyond that budget, proposals would be taken to the NSCMS Executive Group for approval and subject to scrutiny, risk and cost benefit analysis.

If additional development work is agreed, costs will be passed on to participating bodies. This is only expected to happen on an *exceptional* basis.

Do all participating bodies pay the same?

Each participating body will be provided with their own 'instance' of MyConcern. It will be a separate instance but will be linked to an overarching national system. The charge is the same for each instance of MyConcern. Some cathedrals have existing agreements in place with their local diocese for provision of safeguarding support and it is a local decision as to whether the diocese and cathedral wish to join as one participating body, sharing the same instance of the system and the fee, or alternatively have a separate instance and fund this individually.

Can others outside of safeguarding teams interact with the system?

MyConcern allows users to invite relevant users to access the system or an individual case for a specific purpose. There will be no additional cost for such access as this is standard functionality.

ONBOARDING

What is the process for prioritising and onboarding each participating body?

In Phase 1, volunteers came forward as early adopters to support the project team in refining the processes for rolling out the system. 13 dioceses and NST are now using the system following the successful completion of Phase 1.

Phase 2 will begin in January 2023 with all remaining dioceses and cathedrals being invited to attend an Initial Engagement Session during the first quarter. The purpose of this session will be to provide information about how the remaining dioceses and cathedrals can engage with the NSCMS project team to successfully implement their own instance of MyConcern. Following on from this session, perspective users will be required to complete a risk assessment questionnaire which will help to establish capability, capacity and availability to support integration of data and implement the application. Following a series of one-to-one meetings, perspective users will have an implementation plan agreed that takes account of risk and complexity of their particular circumstances. This will establish responsibilities and timescales for onboarding them to the system.

How soon can we onboard onto the system?

This will depend on a number of factors such as the capacity and availability of a participating body and how prepared they are for data migration. The project team will explain the process for onboarding in greater detail at Engagement Sessions during Q1 of 2023, when participating bodies will also be asked to complete a Risk Assessment Questionnaire. Follow-up one-to-one meetings will then take place where the project team can assess and agree the timing of the onboarding process for each participating body.

What training and support will participating bodies be given with using the system?

In the first instance, users will be given access to a demo site to familiarise themselves with the MyConcern system, followed by a range of training and support that is available.

This will include online training delivered by The Safeguarding Company, access to User Guide materials and drop-in-sessions provided by the NSCMS project team.

How can a participating body start preparing to onboard?

Ways that participating bodies can start getting ready include:

- completion of internal 'housekeeping' to identify and clean up data sources so that they are ready to be provided to the data migration team. Further information is provided in the Data Migration Section overleaf;
- identify any paper files that would need scanning for digitalisation so that any scanning requirements are understood;
- identify a project team for the implementation which should include safeguarding and technical specialists for data migration. More information on the resource required within the team will be provided during the Initial Engagement Sessions; and
- make the strategic decision about whether cathedrals will be incorporated within the dioceses implementation as a single participating body.

Further written guidance will also be available in the following documents:

- Getting Ready for the NSCMS
- An Introduction to Data Migration
- Data Migration Technical Guide

These are available on the NSCMS Webpage:

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

DATA MIGRATION

The migration of data into the MyConcern System is the most complex aspect of the implementation that will need to be appropriately resourced within the diocese or cathedral. The project team will explain the requirements during the Initial Engagement Session and follow up with one-to-one meetings. Safeguarding case information will come from multiple diocesan platforms, some very bespoke. These will need to be appropriately prepared for migrating into MyConcern.

How can I start getting my data ready?

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

This scope was set and agreed by the National Safeguarding Steering Group and is a mandatory requirement for participating bodies onboarding.

What skills are needed to support data migration?

It is recommended that safeguarding and IT/technical specialists supporting data migration 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. A good understanding of their casework, quantity of cases, both current and historical, electronic and/or paper format, is essential.

What will Data Migration involve?

Migrating your data will be a four-stage process. The outline of the stages is shown in Figure 2 below.



Figure 2

Each stage is explained in detail within the Introduction to Data Migration document and a further Technical Guide is also available for those involved in the technical aspects of the data. These can be found on the NSCMS Webpage:

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

How will the data be submitted for data migration?

Following the initial engagement, the NSCMS data migration team will reach out to safeguarding teams to discuss the process, templates, scanning requirements and arrange for them to have access to the secured SharePoint platform. This will be used by both parties to share data for migration.

Full details of this process are in the Technical Guide to Data Migration.

Can data be uploaded in batches?

The data can be uploaded in batches onto the SharePoint folder, as long as all the information in scope is provided by the deadline agreed for data submission. The actual data migration is a one-off process hence all the data will be formatted for load into MyConcern at the same time to ensure smooth and efficient transition.

What will happen with all the paper files that need scanning?

Details of each file that needs scanning should be recorded before being passed to a scanning provider. The cost of scanning all in-scope materials in paper format will be covered by the project. Further details are in the Technical Guide to Data Migration available on the NSCMS Webpage.

How long does the data migration process take?

The timescale for data migration varies depending on a number of factors, including a dependency on the quality of the data provided and the extent of the data checking that is required. The project team will make an assessment in consultation with the participating body after completion of a risk assessment questionnaire.

How long does the NSCMS project keep the source data for?

The original data submitted for migration is held for 3 months and deleted from the NSCMS data exchange Sharepoint after the participants migration is completed and signed off.

How long do we need to keep the legacy CMS/filing system and paper files for?

The participating body is the data controller for all information held. Each body should seek advice and guidance from their Data Controller (or equivalent) regarding retention of legacy system information.

BUSINESS AS USUAL (BAU)

Each user will exit the project governance and assume business as usual following the confirmation from the Diocesan Secretary or Cathedral Dean that the obligations of both parties have been fulfilled as per the back-to-back agreements.

What Ongoing Support arrangements will be in place for 'Business as Usual'?

First line support is provided by the project delivery partners The Safeguarding Company. Once the instance software is live, the participating body will have full access to their support services which include telephone support, email support and live chat.

I have a question not covered in this document. Where can I find the answer?

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