

## Overview

This standard is about managing personal caseloads. It is aimed at people who provide advice and guidance to clients who use services such as public services, education and training, health services and those provided by community social welfare advice providers and others.

The standard looks at recording and maintaining case notes, reviewing personal caseloads and establishing priorities for dealing with personal case loads.

## Performance criteria

### *You must be able to:*

1. comply with all relevant legal, professional, and organisational policies, procedures and guidelines when managing personal case loads
2. check case notes are completed and provide a clear case history
3. review information on managing case loads
4. monitor your progress in achieving required outcomes for cases
5. identify obstacles to achieving required outcomes for your case load
6. identify improvements in managing your case load
7. exchange information on cases with colleagues and other professionals in accordance with the case and organisational requirements
8. prioritise cases in line with organisational requirements and identify those that are high priority and need specific action
9. assess cases against specified criteria
10. identify actions required to meet deadlines
11. provide clear rationale for priorities in line with organisational requirements and inform others of the need to prioritise specific cases
12. check priority cases are identified, implemented and assigned appropriate resources
13. monitor the effects of priorities on your case load
14. check cases receive appropriate attention within organisational time scales allowing for external factors that influence the timeline
15. record information about cases and actions undertaken in line with organisational and legal requirements and professional standards

## Knowledge and understanding

### *You need to know and understand:*

1. legislation, codes of practice, organisational policies and procedures in relation to managing personal case loads
2. the importance of complying with relevant legal, professional and organisational requirements, policies, procedures and guidelines
3. types of information to record about cases and the importance of recording information
4. how to confirm case notes are accurate
5. how case notes should be structured and the detail that should be included
6. organisational and legal recording requirements, including how to store recorded information securely
7. how to manage caseloads professionally and the impact of good case load management
8. how to obtain information on requirements of case load for your role
9. information to review on personal caseloads and timescales for reviewing
10. how many cases can be managed and how to monitor the progress of cases
11. obstacles that could occur in achieving required outcomes for cases and how to overcome them
12. factors that affect the quantity of cases being managed and improvements identified for managing them
13. who should provide information on cases and who should be provided with information including how to adhere to data protection policies
14. criteria to be used for setting priorities and how to agree priority criteria
15. how to match cases against priority criteria and the implications of not meeting deadlines
16. how to determine highest priorities and who should be informed of these
17. those responsible for implementing cases
18. which resources to assign to cases
19. the importance of providing a clear rationale for priorities and types of conflicting or differing priorities
20. workplace requirements on equity, equality, diversity and inclusion.
21. trauma informed principles and safeguarding requirements.

Manage personal case loads

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**Suite** Advice and Guidance

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