



Yenaa Housing

Case Load Policy 2024



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Policy Checklist	
Date of Implementation	Feb 24
Date of Last Review	Feb 26
Date of Next Review	Feb 28

Introduction

Case load management is an essential part of ensuring the highest level of service to our service users and ensuring support workers are able to cope with their case and provide the correct support whilst, managing the administration of each individual file.

As a support worker you should expect to:

- Have benchmarks for safe workloads set for you.
- Have your workload regularly assessed in agreed/planned reviews taking account of its complexity, your individual capacity and time needed for support sessions and interventions.
- Have your work allocated transparently and with prior discussion.
- Have your judgement about workload capacity issues listened to;
- Have your workload adjusted where demand exceeds staffing capacity.

The purpose of this policy is to set out the Services' aspirations in respect of support work caseloads across the service.

Objective

The objective of this policy is to enable support workers to:

- Deliver consistently high quality services;
- Achieve positive outcomes for service users; and to
- Prevent work overload and safeguard staff and service users from the risks associated with high caseloads.

Standards

There is no clear national or local guidance regarding caseloads with great variations between agencies. Within this service it is likely that there will be variations in caseloads between teams reflecting the differences in the nature of the work being undertaken and the risks being managed.

It is likely that there will be times when the actual caseloads will be higher than the aspiration set out in this policy. This should only be the case temporarily and if there are reasons to believe that such a situation would last longer than it would be

sustainable it is the Operations Manager's responsibility to raise this critical issue with the Directors.

In light of this it is important to define some clear standards:

1. It is our aspiration to achieve an average caseload of not more than 33 service users for a full-time support worker working 40 hours per week. For part time support workers working 24 hrs per week this drops to 17 service users
2. There may be deviations from the average caseload of 33 depending on the range of responsibilities for covering of leave or sickness, however these discussions will take place prior to any changes being made.
3. The number of cases on the caseload of a practitioner is in itself not a reliable measure of the workload in the day-to-day work and as such cannot be used as an aid for the line manager to decide whether or not the practitioner has the capacity to take on new work or is able to deal with the current workload. Discussion about the relative complexity of cases and the impact on capacity should be recorded in the support sessions;
4. Any deviations from the average caseload have to be agreed in supervision;
5. It will also be the responsibility of the operations manager to help cover sickness and holiday periods.
6. Our model aspires to ensure that support workers are based in a cluster of properties. This reduces the time spent travelling and enables a higher standard of service.
7. When looking at caseloads there is consideration given to the support workers skill base and any specialist knowledge they may have.

Action plan to cover staff absence

In the event that there is staff absent for more than usual holiday period it will be the responsibility of the Operations manager and director to cover the workload. We will speak with the team and look at offering extra hours to support the workload. It is not our intention to use agency staff as we would want to maintain the continuity of our relationship with the service users.

Conclusion

Our service user numbers are a maximum of 65 beds. Any potential increase in capacity would mean that the provision of case load management would need to be reviewed by senior management to ensure adequate support staff were available to meet the needs of service users. Capacity and management is discussed at each supervision and staff meeting to ensure we are not causing unnecessary drop in standards.
