



ULSU Advice Centre Case Recording Policy

Introduction

Case recording is essential to ensure that the ULSU Advice Centre provides accurate advice and ongoing support to its members.

Students will be asked to complete an Information Sharing and Data Storage Consent Form when first accessing the service. As part of this, students will be asked if they give their consent for the ULSU Advice Centre to store their data for the purposes of case work.

If a student provides their written consent, their Advisor will open a case on the Students' Union Management System.

If a student does not provide consent, an anonymous case will be opened on the Students' Union Management System for the purpose of statistics. This will contain no information that could identify the client and no case notes.

If a student's case is closed and they later access the service again, they will be asked to complete another Information Sharing and Data Storage Consent Form and a new case will be opened.

Case Recording (with consent)

A case will contain the member's details, the categories advised on and a timeline of case notes which document all interactions with the Advice Centre.

A case note should give a clear record of all appointments and interactions, including background information relevant to the case, a record of advice given as well as actions taken or actions planned.

The case note should be clear enough to be picked up or continued by another adviser in the instance that the allocated caseworker can no longer look after the case or is absent (see ULSUJ Advice Centre Case Allocation Procedure).

A case note should evidence that the Adviser has explored all relevant aspects of the enquiry and show how these were addressed. A case note should evidence options discussed with the client and include any limitations and consequences, what rights and responsibilities the client has, potential outcomes of the case and how these are relevant to the client's personal circumstance.

A case note should include the date, time and method of contact with the client.

A case note should use language that is non-judgemental and not make assumptions about the client. Any observations made by an Adviser should be indicated for example using the word 'seemed' instead of 'was'.

If an Adviser needs to record a client's own words then this should be shown by using quotation marks.

All interactions with the client and third parties about the case will be recorded.

All details relating to the case must be kept confidential in the case file as per the ULSU Advice Centre Confidentiality Policy.

Any letters or documents must be kept in hardcopy in the case file or on the Advice Centre Sharepoint Site. All documents will be kept securely.

A client's file, whether active or closed, will be kept in the electronic case record system on the Students Union Management System, and can be re-opened if necessary.

At the beginning of each new academic year, all closed cases with related paper documentation shall be archived and kept for six years in line with the requirements of professional indemnity insurance. After this time they will be destroyed by shredding and placed in a confidential waste bin.

Case reviews

Regular case file reviews will be conducted by the Deputy CEO in Supervision meetings with each Advisor.

Advice Centre Staff will have five open or closed cases selected to be reviewed.

A file review checklist will be completed for each case (see file review checklist). A copy should be kept and stored internally. After the review has been completed, feedback will be given to the Adviser and may also be considered during a Staff Performance and Development Appraisal SPADA.

If a case review raises serious concerns then relevant action may be taken by the ULSU Group in line with relevant HR Policies.

Last Reviewed: August 2020

Next Review Date: August 2021