

Managing Casework

For many councillors, balancing complex caseloads can be one of the most challenging aspects of the role. This programme has been to provide members with tips and techniques that will help them to keep on top of their ward work.

Suitable for newly elected Members as well as those with experience, this practical two-hour session will provide useful insights on how to keep on top of their work, as well as ensuring they are complying with their legal responsibilities, too.

Programme objectives

By the end of the session, delegates will be able to:

1. Explain the importance of the efficient management of case work
2. Put into place a process for taking on a new case
3. Gather information to build an accurate picture of a situation
4. Identify their responsibilities under GDPR and the Freedom of Information Act
5. Manage the people side of casework.

Further Information

The workshop places emphasis on how important it is to be able to track the progress of casework enquiries.

During the programme there will be an opportunity for participants to share their own practice.

Delegates will be provided with a list of national agencies which can be used to signpost residents who have specific concerns which sit outside the councillor's remit.

Duration: Two hours