

# Casework Management Protocol for Councillors

## Introduction

This protocol outlines the support and resources available to councillors for managing casework effectively. The Councillor Support Team provides administrative and case management support, acting as a central point of contact for issues raised by residents via their councillors. This Protocol details the steps the Councillor Support team will undertake to ensure that all issues are logged, tracked, and resolved efficiently.

## Casework Processing Methods

- The Council provides two methods for supporting councillors with the resolution of casework.
- The fastest and most efficient means of raising casework with the Council is via the online Councillor Portal, which raises, tracks and chases casework directly with services on behalf of councillors.
- Councillors may also raise cases with the Councillor Support team via email and telephone. The team endeavour to prioritise casework enquiries, but response times may vary depending on the volume of enquiries, staffing levels and other service priorities.

### 1. Direct Communication (Email/Telephone)

#### Contact Information:

- **Email:** [councillor.support@derby.gov.uk](mailto:councillor.support@derby.gov.uk)
- **Telephone:** 01332 643640

#### Process:

- **Resident Contacts Councillor Directly:** Residents may raise their concerns directly with councillors.
- **Forwarding to the Councillor Support Team:** Councillors can forward details of constituent issues to the support team via email or phone.

#### Acknowledgement and Logging:

- The team acknowledges all requests within **two working days**.



- Cases are logged in a central spreadsheet, which includes:
  - **A unique case ID.**
  - **Constituent details.**
  - **Nature of the issue.**
  - **Assigned council department.**
  - **Progress updates.**

#### **Resolution Process:**

- The Councillor Support Team collaborates with the relevant council departments to resolve the issue.
- Councillors receive updates throughout the process.
- The target for resolution is within **five working days** for most cases.

## **2. Councillor Portal (Online Log-In)**

#### **Log-In Information:**

- **Portal Link:** <https://derby-councillors.achieveservice.com/login/?support>

#### **Process:**

- **Raising Cases with Derby City Council:** Councillors may submit issues directly through the council's online casework management portal, known as the Councillor Portal.
- **Personal Casework Management:** The portal allows councillors to enter and manage personal casework privately, without information being shared with the Council.

#### **Acknowledgement and Logging:**

- Upon receipt, all cases are logged in the system. Councillors can view the status of their case from the 'My Requests' page. Summary information includes:
  - **The unique case ID.**
  - **Constituent details.**
  - **Nature of the issue.**
  - **Assigned council department.**



- **Case status.**

### **Resolution Process:**

- Submitted cases are automatically forwarded to the relevant council department.
- Councillors receive updates throughout the process and services are automatically notified when response deadlines are approaching.
- Councillors may be prompted to provide additional information to support the resolution of the case.
- Councillors can expect to receive acknowledgement of their case within two working days. The target for resolution is within **five working days** for most cases.

### **Training and Resources**

To support councillors in using the portal effectively, the following resources are available on the Democracy SharePoint page:

- **Step-by-Step Video Guides:** Tutorials on raising and responding to cases on the Councillor Portal.
- **Training Sessions:** Group-based or one-on-one training sessions are available upon request by emailing [councillor.support@derby.gov.uk](mailto:councillor.support@derby.gov.uk).

