

SUBJECT: GUIDANCE ON CASEWORK FOR COUNCILLORS

DIRECTORATE: CHIEF EXECUTIVE AND TOWN CLERK

REPORT AUTHOR: LEGAL & DEMOCRATIC SERVICES MANAGER

1. Purpose of Report

- 1.1 To review the casework guidelines published by the LGA and the methods used by members to support their constituents.

2. Executive Summary

- 2.1 In order to review the methods and success of engagement with the community, as confirmed in the meeting of this committee in December 2016, it was felt that the LGA Guidelines may be a useful tool for all members to try to ensure that casework is dealt with as consistently as possible.

3. Further details

- 3.1 Attached at Appendix A are the guidelines from the LGA on casework for councillors for consideration which were published in November 2017 and give a framework for how to deal with enquiries from constituents.
- 3.2 Whilst considering this, it is also worth noting, for completeness, the Constitution's Member-Officer Protocol, attached at Appendix B.

4. Strategic Priorities

4.1 High Performing Services

By engaging with the communities in Lincoln, the Council can ensure that their services are high performing and therefore meet residents' needs.

5. Organisational Impacts

5.1 Finance (including whole life costs where applicable)

There are no financial implications in this report.

5.2 Legal Implications including Procurement Rules

There are no legal implications in this report.

6. Recommendation

- 6.1 That members note the LGA guidelines, protocol and internal guidelines and provide comments and suggestions as to how to implement them for all members.

Is this a key decision? No

Do the exempt information categories apply? No

Does Rule 15 of the Scrutiny Procedure Rules (call-in and urgency) apply? No

How many appendices does the report contain? 2

List of Background Papers: None

Lead Officer: Becky Scott, LDSM
Telephone (01522) 873441