

Casework Summary - Cynthia Spencer 10/12/2018

☒ 25 cases in 2018 including one rolled over from 2017. ☒ The predominant issue remains Workload, with most cases relating either directly workload issues or difficulties consequent to unacceptable workloads. ☒ Other themes are bullying and changes to contracts, with a fair bit of casework emanating from restructures and consultations.

We have successfully recruited some new caseworkers, who are embarking on the requisite training for accreditation, and who will be shadowing casework during this time.

Casework Summary - Cynthia Spencer 31 May 2019

I've been unable to analyse the casework data since the last report in December.

However, I can confirm that we continue to be busy supporting members. Much of our casework continues to emanate from consultations and re-structures, and the related themes of workload persist.

Going forward, we're delighted that several members have come forward to train as Caseworkers and have been undertaking the training required for recognition by the University; this is Reqs 1 & 2. We are working on developing a functional system to support shadowing and allocation of cases whilst maintaining the necessary discretion.

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