

National Barge Travellers Association

Typical Programme: Volunteer Caseworker Training Session

10.30am – 10.50am Tea, coffee, introductions

10.50am – 12.30pm

1. What does a caseworker do?
2. Voluntary nature of NBTA's casework, support from NBTA
3. Confidentiality, record keeping, data protection, security
4. Onward referral: why, when, who to
5. Menu of what boaters can do: cave in, fight, complain, complain and comply, publicity
6. What boaters need to know: processes, timescales, options, reassurance, ability to make empowered decisions
7. Strategic issues, test cases, going to court or not
8. Equality Act rights of boat dwellers

12.30pm – 1.00pm Discussion – previous experience of casework etc by participants.

1.00pm Lunch

1.45pm

(in two groups)

Group A. CRT waterways: The law and CRT's enforcement policy regarding boaters without home moorings

Group B. River and coastal waterways: The law and current policy of navigation and harbour authorities.

Questions and discussion, including discussion of the advance reading material provided.

2.30pm

Discussion of common scenarios in NBTA's casework to date (in two or three groups).

3.30pm – 3.50pm Break

3.50pm

Continuation of discussion of common scenarios in NBTA's casework to date and of enforcement situations known to or experienced by participants (in two or three groups)

5.00pm

Going to court; dealing with negotiations beforehand with the aim of avoiding a court hearing; dealing with navigation authorities' solicitors; dealing with negotiations after a court case.

Universal Credit, Housing Benefit and other welfare benefits (if time);

Planning Enforcement (if time).

5.45pm

Discussion, questions and answers, plenary; feedback forms.

6.15pm – 6.30pm close and tidy up.

To contact NBTA on the day tel

National Bargee Travellers Association

FEEDBACK FORM: Volunteer Caseworker Training Day

**Please hand this in on the day or post to NBTA, 30 Silver St, Reading RG1 2ST or
email secretariat@bargee-traveller.org.uk**

THANK YOU!

1. Please say what you thought was good about the training day

2. Please say what you think could have been better about the training day

3. What other comments or suggestions do you have about the training day?