
UNISON Annual Report

2013/14



a million
voices
for
public
services

UNISON
the public service union

Contents

Foreword from General Secretary and President	3
UNISON objectives 2014	4
Objective 1: Recruiting and organising	5
Objective 2: bargaining, negotiations and equalities	10
Objective 3: Campaigning	17
Objective 4: Resources	32
Appendix 1	35

Foreword from General Secretary and President

This year, UNISON members continue to be in the forefront of a battle. A battle for fair pay; for a fairer society and for the very future of our public services. And it's a battle we cannot lose.

We are less than a year away from the most important general election in our union's history. Our members cannot keep paying the price of austerity. Our task in the next year is to make our voices heard – louder than ever before – and to make sure that our issues are election issues.

This government needs to feel the strength of our members' anger over job cuts, the destruction and fragmentation of local services and the creeping privatisation of the NHS. And, perhaps most strongly of all, their anger over pay.

Years of pay freezes have left many of our members struggling to feed their families, pay their bills and manage their household finances.

UNISON's welfare charity, There for You, has never been busier. They are overwhelmed with calls from members feeling the pain of this government's austerity programme.

That's why this year, UNISON set up a special network of credit unions to support members and help them avoid the clutches of the payday lenders. We're helping members through some of the toughest times.

But the real answer is decent pay for all public service workers. This year, UNISON has run a single pay campaign across the whole union – designed to tell our members, wherever they work, that we believe they are worth more. We know our members are worried about their job security above all else, but pay is increasingly causing real anger and real action.

We've seen protests across the services, and industrial action at local level. This year we're balloting for industrial action on pay in our biggest services. If our members are ready to act, we'll see some of the biggest industrial protests for many years throughout the summer and Autumn. And in October we'll be out in force again, on the streets of London, as part of the TUC's demonstration on pay.

Hundreds of thousands of nurses, care workers, social workers, librarians, cleaners, police and probation staff, school cooks and crossing staff and countless

others, filling the streets of the capital with a single message: We spend our working lives supporting others and now we are struggling to support our own families. We deserve fair pay and we are worth it.

This year is our biggest challenge and our greatest opportunity. We need to support our members, organise industrially, and make our voices heard. We need to oust the coalition which used the economic crisis to attack our members and the services they provide. And we need an alternative – a Labour party prepared to speak up for public services and give our members a fair future.

We've already shown we can fight back. This year, we've recruited more new members than ever before – building our strength for the battle ahead.

We've shown that when we stand together, we can win – whether that's local industrial action, organising in new workplaces, or campaigning against the privatisation or closure of our hospitals.

Now we need to step up the fight on pay and against the austerity agenda. It's a challenge we can win if we stand together.



Dave Prentis
General Secretary



Maureen le Marinel
President

UNISON objectives 2014

The 2014 UNISON objectives agreed by the national executive council are:

Objective 1

Enhance our capability to meet the recruiting, organisational and representational challenges posed by austerity measures including cuts, workforce reductions, reorganisations, attacks on facility time and privatisation. Ensuring the union is relevant to all members who provide public services regardless of the economic sector in which they work.

Objective 2

Protect and secure fair pay and terms and conditions, high-quality-employment, and pensions for UNISON members, promoting equality and challenging discrimination, and promoting UNISON's alternative.

Objective 3

Develop our public service campaigns in support of quality public services, in defence of the NHS, and all public services, building our political influence, forging alliances with unions, appropriate campaigning and community groups to challenge the austerity programme, including challenging the attacks on the welfare state. To campaign for a change in government.

Objective 4

Ensure that the union's structures including organisational, lay member, ICT infrastructure and internal management systems are efficient and effective to meet the changing needs of all sections of the union and its members.

Objective 1: Recruiting and organising

Recruitment

1 Over 149,000 new members were recruited in 2013. An increase of 19% on the 125,000 members recruited in 2012. UNISON continues to be one of the best recruiting unions in Europe, despite the continuing challenge posed by the government's attack on public services under the guise of austerity.

2 The key to success has been a co-ordinated whole union approach to recruitment. Activists and staff working together to get the UNISON message into the workplace. Fighting fund organisers continue to make a valuable contribution to the organising and recruitment work of the union. Television and press advertising have been used to reinforce the recruitment message and get it out to a wider audience.

Recruitment advertising and campaigning

3 In response to falling recruitment and membership figures in 2012, UNISON launched a major recruitment campaign in March 2013. This included a television, newspaper and online advertising campaign, funded by the General Political Fund, aimed at persuading potential members that when times are tough, they need the "essential cover" of a trade union.

4 Up until March 2013, recruitment figures had been declining and, together with membership losses through cuts in jobs, the union was facing a membership crisis.

5 The advertising campaign has now run in four tranches: March to April 2013, May to June 2013, September to November 2013, and January to February 2014.

6 In each phase, recruitment has risen sharply in peaks around the TV advertisement, with year-on-year increases of up to 64% (first week of March 2013), but with recruitment overall during the period of March to December 2013 some 30% higher than the same months the year before.

7 The highest peaks in recruitment were achieved when we were able to combine the advertising with planned activity on the ground – branches and regions

getting out into local workplaces and recruiting.

8 More than 100 branches have so far used the union's online print service to create local versions of the core recruitment materials; showing that the campaign works at both local and national levels.

9 During the year, lessons have been learned and the ad campaign has been refined so that each new phase is more efficient in terms of how much the union spends compared to the number of members recruited.

10 Currently, we are using only television and Metros nationwide as the most cost-efficient channels, but we have tested a number of other options, including regional papers, sector press, social media, local authority and hospital intranets.

11 The campaign will continue throughout 2014 and will continue to be monitored closely with weekly statistics on response rates and new joiners.

Organising our membership

12 UNISON is the largest public services union. However, radical changes in the way public services are delivered pose new challenges for UNISON and its members. The organisation and membership subcommittee (O&M) of the NEC's development and organisation committee has identified fragmentation as the most important strategic organising challenge facing UNISON.

13 Fragmentation leaves public service workers isolated. Often workers find that they lose collective bargaining rights. Branches find it difficult to reach and service these members, and in turn these workers find it difficult to represent themselves.

14 Outsourcing is the largest single cause of fragmentation. Currently around one in four of all new UNISON members now come from the private and voluntary sector; up from less than one in five two years previously. But even some public sector workers such as school staff (over 212,000 are UNISON members) can find they become disconnected from the wider public sector through processes such as academisation in England.

15 Using the 2013 national delegate conference resolution on organising as a starting point, the O&M subcommittee has developed a five-pronged organising strategy to ensure that UNISON remains strong for its members as public service delivery changes. The strategy uses an evidenced based approach. It is based on underlying changes in public service delivery; identified through analysis of changes in the public service labour market and membership tracking by the strategic organising unit (SOU). And it takes account of best practice, which the subcommittee has seen when visiting regions and evaluating strategic regional organising campaigns, and organising plans.

16 The strategy adopts an incremental approach to building organising capacity in new areas; while at the same time supporting activists faced with rapidly changing public services. It comprises the following five key elements:

17 Continuing to build membership and organisational capacity within our traditional core public service areas.

18 Organising in the care sector, as this is one of the few areas of public service where the workforce is going to grow substantially. UNISON has specifically targeted Four Seasons and Personalised Care.

19 Organising more widely in the private sector by targeting a small number of the larger and more successful companies. And to develop this as part of a whole union planning process that engages branches, regions and service groups in not just strengthening existing membership, but also growing into new areas as the public service workforce changes.

20 To support and encourage the development of new UNISON activists across all services, particularly amongst low paid women, young members and black members.

21 To provide support for activists and other organisers in the field through the UNISON organising app and a UNISON organising space, which allows for useful organising experience to be shared between activists. In addition to new virtual organising space the strategy also includes the development of physical organising space on the high street, which would be open to a wider range of members.

22 The care sector has seen a particular growth in workforce numbers in the private and voluntary sector. The largest private home care provider, Four Seasons, signed a recognition deal with UNISON, GMB and RCN at the beginning of 2013. Using the access to workers provisions in the recognition agreement and

with co-ordination and support from the SOU, regions have more than doubled UNISON membership in Four Seasons and established a cadre of new activists. Four Seasons is now the private company with the second largest UNISON membership. It is also the single largest employer source of young members joining UNISON.

23 The O&M subcommittee have been monitoring the organising campaign in Four Seasons and will be continuing to evaluate the campaign in terms of sustainability. The Four Seasons campaign clearly illustrates the importance of co-ordinating bargaining and organising. It also shows the need for a strategic whole union approach to private companies that may not have a large presence in some regions, but are nevertheless important targets for UNISON as a whole.

24 UNISON currently has members in over 10,600 private employers. Organising all of them poses an immense challenge. To be effective there has to be a strategic approach that recognises that some 70% of all UNISON members working for private companies are employed in the largest 300 companies. By focusing on three or four of the largest companies, with the greatest potential for growth, it should be possible to develop a sustainable organisation before moving on to the next targets.

25 Activists are essential for sustainable growth. As more and more members join online or over the phone (44% did so last year), activist development has become even more of a priority. Many of these members will have joined as a result of talking to colleagues, one of our activists or a member of staff; however there is a risk that a growing number may have had little or no face-to-face contact with UNISON. We need to make sure we reach out to all new members, whether they are recruited directly or online and make them feel part of UNISON.

26 Members of the SOU are working with regional colleagues looking at regional activist development plans and sharing best practice across regions. In addition, the SOU supports two networks of migrant workers and is developing a third, all of which have been helpful in encouraging and supporting migrant workers to become active. UNISON will also be launching a skills bank allowing members to volunteer their services beyond the traditional role of a steward. This ties in to work already in hand in LAOS to encourage mentoring and the more flexible delivery of activist development courses.

27 UNISON now has a considerable body of organising experience. It is important that we make this available to all our activists. UNISON has

developed a UNISON organising app and is in the process of developing a virtual organising space to complement and increase the visibility of the union. The aim is to deliver organising best practice to activists wherever they are, while at the same time allowing them to share their organising experiences with other activists.

28 Virtual organising space provides support for organising work with a more fragmented workforce, but it is not the whole answer and needs to be part of a wider strategy. The SOU is working with regions to identify potential shop front space that can be made available across services and is accessible to private and voluntary sector members. These organising spaces could also give branches and activists the opportunity to engage with the local community around shared interests.

Membership

29 Membership stood at 1,266,750 in December 2013.

Activist training

30 Learning and organising services (LAOS) updated and relaunched the 'Guide to supporting and developing activists' in October 2013. The guide sets out the Trained and Active approach including straightforward plans on how to set up branch buddying and mentoring schemes to support activist development. The Employment Relations Act recertification refresher course was updated and is now available via regional programmes. A new one-day course is now available for workplace contacts.

31 40 short workshops are now available via: learningandorganising@unison.co.uk for use by branches and organisers to promote organising, bargaining and political education. These include a series of workshops on recruitment conversations; new activist development workshops; and a TUPE workshop for branches facing privatisation threats as a result of the latest government changes to legislation that came into force in January 2014.

32 New courses include a Mental Health at Work course for activists and organisers, which has been developed for delivery in regions, and two one-day courses on the new Local Government Pension Scheme (LGPS) for rollout from April 2014. The first course covers the new benefits, protections, early retirement including sickness retirement and pension arrangements in outsourcing situations. The second course covers LGPS finances and governance

arrangements, including the pending provision to allow union reps to sit on pension boards and committees.

33 Other service group specific course materials include courses on NHS finances and grade drift in higher education, plus versions of the Organising Stewards course aimed at new reps in the community, voluntary and private sector and new reps in Four Seasons. During 2013, LAOS delivered workshops at a number of seminars and service group conferences and developed and delivered a number of training courses for organising staff.

34 Training for national committee members was delivered to 58 participants to develop skills and confidence in leadership, public speaking, chairing and dealing with committee paperwork and standing orders committees.

35 A total of 3,132 new stewards were appointed in 2013 of which 58% were women. Of these stewards, 878 took part in the Organising Stewards training course during 2013. The total number who attended steward induction training during 2013, including reps appointed prior to 2013, was 2,515 and 55% of these were women.

Learning to support organising

36 LAOS continues to work with the Union Learning Fund and other parts of UNISON to support organisers working with over 300 apprentices and their employers. As the general election approaches we will be contributing to discussion with our educational partners, Unionlearn, and other unions around influencing policy and the allocation of public funding for skills. Our long-standing partnerships with the WEA (Workers' Educational Association) and the Open University remain central to our member learning programmes at regional and national level.

37 Delivery of UNISON's internal programme for members continues, supporting some of our lowest paid and most vulnerable members. Many members who participate go on to activist roles. In 2013, 308 learners took part in these programmes. Almost 70% of the participants were women. Course materials for our Return to Learn course were revised in what was our 25th anniversary year of running the course in partnership with the WEA. In addition, LAOS rolled out the taster workshop offer with a particular focus on Your Skills, Your Future workshops.

38 In 2013, LAOS continued to expand its English Union Learning Fund project, Inclusive Learning, which was in its second year of this phase of the project.

Forty new branch-based projects were set up, which allowed us to work with new employers, providers and learners. In total 9,511 learners were supported during 2013 by the project. The Bridges to Learning project in Northern region organised a number of successful conferences for key groups including teaching and health care assistants. In Scotland, union learning projects in the Highlands and Islands and Lowlands and Uplands have had a significant impact. During 2013 the project supported 375 learners.

39 In Cymru Wales, UNISON was successful in securing funding for four new Wales Union Learning Funded (WULF) projects, which commenced in April 2013 and will run until the end of March 2016. The projects promote the development, delivery and take-up of online learning opportunities for the public services workforce across Wales. They also aim to increase the effectiveness of work-based learning across the NHS in North Wales. In Northern Ireland, 98 learners participated in the Open University K101 course, supported by the five health and social care employers. 60 continuing professional development workshops were run.

40 137 Union Learning Reps (ULRs) were trained in the past year and new courses were introduced to support their continuing development. 'Raising Aspirations – the power of the ULR' conference was held in March 2014 with 60 ULRs attending. It showcased best practice, and promoted functional skills and talent-spotting new ULRs, in partnership with Unionlearn.

41 UNISON learning projects have been recognised for their innovative work e.g. Sefton Health project was awarded a National Apprenticeship Service regional award, Newcastle City project won the North East Equality Award for working in the community, a UNISON ULR from Merseylearn was named Local Digital Champion at the Technology4Good Awards, ULRs in the East Midlands and South West received TUC Awards and ULRs from the North West collected the Six Book Challenge Bronze Award.

42 We have continued to develop relationships with employers around learning, with 11 learning agreements signed, including with NHS Property Services in September. Since then, sessions to support staff have been organised jointly and more work is planned to develop a culture of lifelong learning. Work continues to strengthen the Learning for Life NHS Social Partnership campaign, which aims to support a culture of learning in NHS workplaces.

43 We continue to promote English, Maths and Digital skills in workplaces. In 2013 an introduction to Forensic Linguistics course was piloted in the North

West, several Dealing with Paperwork courses have run for members, a course around debt and budgeting was developed and run in several areas as well as introductory digital courses and social media sessions. E-learning resources have now been developed for Union Learning Reps, and will be expanded during 2014.

44 During 2013 nearly 500 members participated in UNISON Continuing Professional Development (CPD) workshops, many of them delivered through our partnership with the Open University. Sessions included titles such as Dementia Awareness and Managing Behaviour in Schools.

45 During the year, Pathways into UNISON, the activist development course that supports women interested in becoming active in the union, was revised with the support of the East Midlands education team. The course targets women members who have previously attended a membership development programme and it was run across regions and devolved nations.

46 LAOS worked with the UNISON education and children's unit to launch a booklet, Learning Together in Schools, showcasing learning and training opportunities for schools support staff to coincide with the national celebration of teaching assistant's day on 29 November. With case studies from teaching assistants and school support staff who have benefitted from UNISON's learning initiatives, it highlights how the learning agenda continues to be a key opportunity for organising and recruitment in schools and how CPD workshops have been used to successfully recruit new members in the sector.

47 To support the union's strategic priority of recruitment and organising in large private care companies, and in particular Four Seasons, LAOS carried out a learning survey and worked with UNISON organisers to target specific homes with workshops and courses aimed at supporting personal and professional development and building relationships with the employer.

Political education

48 Working with the service groups, policy and regional education teams, LAOS has continued to advise and develop learning and training resources around political education.

49 During 2013, a poster and workshop resource, Your Town, Your Services, was launched at the National Education Forum. The poster is designed to encourage learners to consider the impact of cuts to

public services and continuing affect on the communities and services where they live and work.

50 Forward, Still Further to Go: A Short History of Women in Trade Unions and Society has been promoted at conferences and learning events throughout the year. Workshops based on the poster have been delivered at regional learning and women's events, raising discussion on social and political issues for women members. Over 500 posters have been ordered this year, providing a great opportunity to promote the union and learning agenda in the branch and workplace.

51 In addition LAOS has worked with service groups to develop awareness-raising postcards.

52 Overall, in the last year 11,869 members participated in learning activity.

Objective 2: bargaining, negotiations and equalities

Living Wage

53 UNISON has continued to lead the way in the trade union movement as a vocal and informed campaigner for the Living Wage. New Living Wage rates were announced in November 2013 of £8.80 an hour in London and £7.65 across the rest of the UK.

54 UNISON commissioned Landman Economics to produce a report, which would show the potential impact on employment of raising the national minimum wage to the Living Wage Level. The report concludes that making such a change could create up to 58,000 jobs in the economy. The report received significant coverage and was widely shared via social media.

55 During Living Wage week in November 2013, UNISON was able to announce an important Living Wage agreement reached with Catholic schools that will benefit many of our low-paid members. This follows the passing of a Living Wage resolution by the Catholic Bishops' Conference of England and Wales in November 2012 that their schools (and their contractors) should pay the Living Wage. At the same time UNISON also released a joint statement with the Co-operative Schools Society urging all of their schools to pay the Living Wage. There have been a number of other successful Living Wage campaigns across UNISON regions and services groups.

56 Further positive publicity was secured during Living Wage Week with a photo opportunity of Dave Prentis hitting a Living Wage "strength tester" emphasising the union's commitment to the Living Wage. A press release was issued giving UNISON's response to the new rates.

57 The new, cross-service group Living Wage Guide was also published, giving a step-by-step guide to campaigning and negotiating for a Living Wage.

58 The new Living Wage campaign web pages were also launched to host all resources, news articles and quick facts relating to our Living Wage work. A link to the new site was sent to all branches along with links to our new guide and research.

59 UNISON also gave evidence to the Low Pay Commission. In a very robust and forthright session the case was made for a statutory Living Wage, highlighting in particular the new Landman Economics research showing that it could create jobs.

Equality: Making sure fairness is not squeezed out

60 We have continued to campaign against the coalition government's attack on our hard-won equality and human rights protections.

61 A number of 2010 Equality Act provisions including third party harassment, dual discrimination protection, the socio-economic duty, tribunal discrimination questionnaires and tribunal powers to make wider recommendations have been repealed or not enacted.

62 Despite the economic difficulties, the annual UNISON Self Organised Group Conferences have been vibrant with increasing attendance.

63 The public sector equality duty has been pilloried as bureaucratic red tape and subject to review. UNISON was part of a vigorous trade union and equality community response to save the duty. In the end, the review group accepted that it was too early to draw any meaningful conclusions and failed to reach a consensus on the effectiveness of the specific duties. The chair of the review group criticised what we would call best practice organisations as 'over-compliers'. The ConDem government has threatened a full review in 2016, if they are re-elected. Meanwhile, the government has slashed the remit, funding and services of the Equality and Human Rights Commission, the body charged with advising on and enforcing the duty.

64 Devastating public spending cuts continue to impact disproportionately on those who already face discrimination, including women, Black, disabled, LGBT, young, older and migrant workers. This year, GPF funding has secured authoritative evidence of the impact on lesbian, gay, bisexual and transgender people, which had previously been hidden. Additionally a large-scale survey of women over the age of 50 revealed the rapid rise in the number staying at work longer. We continue to expose the true cost on our members' lives and make sure equality is at the heart of all our negotiations, demanding that employers consider the equality impact of cuts.

65 We continue to highlight and campaign to defend our welfare system, which particularly impacts on disabled members. Retired members have been working with the End Fuel Poverty Campaign alliance

to ensure that eliminating fuel poverty remains on the government's agenda along with the need to keep universal benefits, such as the winter fuel payments, for older people.

66 As part of Challenging Racism in the Workplace, UNISON's Freedom of Information requests have continued to identify the impact of cuts on equality. UNISON's race equality work continues to focus on actively campaigning for equality in all workplaces and in wider society. UNISON supported the joint TUC/ UAF Stand Up To Racism and Fascism event in March in Trafalgar Square.

67 We are revising branch negotiating guidance about resources available to support reasonable adjustments for disabled members in the workplace and guidance to all levels of the union about making the union more accessible. Specific guidance will be available on the use of personal assistants.

68 Even in these hard times, there are victories: we continue to challenge unfair cuts on equality grounds, saving many members' jobs. The Equality and Human Rights Commission (EHRC) has bowed to pressure from UNISON and others to carry out a survey on pregnancy discrimination – the last one was 10 years ago. We've campaigned on female genital mutilation (FGM) and the first prosecutions have now been brought. We've campaigned for better workplace policies on breastfeeding, leading to new ACAS guidance. We hosted the meeting with the UN special rapporteur on violence against women. We have pursued the right of a member to surrogacy leave through the UK and European courts. While we had a disappointing ruling from the European Court of Justice, the UK government is still going ahead with surrogacy provisions on a par with adoption. We kept up our campaign for same-sex marriage, countering misinformation and prejudice, and welcome the first marriages taking place in 2014. We continue to campaign on the outstanding issues including full equality in survivor pensions, an end to the spousal veto on gender recognition and extending civil partnership to mixed couples.

69 We persist in our push for good apprenticeship schemes. Local negotiations based on national UNISON advice are securing new agreements, including on apprenticeships, disability leave and equality for transgender workers. Young members and Black members have been particularly concerned about low voter registration among those groups and are supporting campaigns such as Bite The Ballot, the League of Young Voters and Operation Black Vote to encourage registration and voting. The LGBT group works closely with LGBT Labour on political engagement.

70 All our equality groups have lent their intelligence to UNISON's pay campaign, Worth It, and built support for UNISON's anti-austerity policies in our communities, including at scores of Black community, LGBT pride events and disability festivals across the UK. During the past year self-organised groups, young and retired members have assisted branches and regions in their successful recruitment drives.

71 We are implementing the recommendations of the national executive committee review on strengthening self-organisation, including updating UNISON guidance.

72 There has been systematic work on the next phase of UNISON's equality scheme, which provides a straightforward approach to assessing the equality impact of our work.

73 Updated UNISON unit and regional action plans cover the period 2013-2016.

Pay and terms and conditions

Local government

74 **The Scottish Joint Council for Local Government Employees (SJC):** UNISON has submitted a pay claim for the period 2014/15 to the Scottish employers. The claim is for £1 per hour on all spinal column points, full consolidation of the Living Wage and deletion of the spinal column points below the level of the Living Wage. This is a UNISON claim in response to the employers' imposition of an award of 1% from 1 April 2014, an award supported by Unite and GMB. Realistically however, the employers will not engage with us on our claim as they believe that pay for 2014/15 has been dealt with. A campaign with branches to support the claim and ensure we have much better engagement with members is now underway, not only focusing on this year but also on 2015/16.

75 **The National Joint Council for Local Government Employees (NJC):** UNISON and other trade unions submitted a claim in October 2013 for a minimum increase of £1 an hour on scale point 5 to achieve the Living Wage and the same flat rate increase on all other scale points. Following a meagre 1% pay offer, UNISON began the process of consulting members. For local government workers, the offer represented a real-terms cut in basic pay of almost 20% since the coalition came to power, following three consecutive years of pay freezes followed by below-inflation rises in 2013 and 2014. In late March 2014 UNISON's head of local government Heather Wakefield said: "It is outrageous that the vast

majority of local government workers have effectively been offered another pay cut.” The local government pay campaign continues.

Health

76 The NHS Pay Review Body (PRB) recommended a 1% pay rise for all NHS staff, but the government has ignored this for staff working in England. Instead the government has said it would deny any pay increase for two years to staff entitled to an increment. Following the announcement UNISON’s head of health, Christina McAnea, accused the government of ignoring the PRB, endangering a UK-wide pay structure and doing nothing to end poverty pay in the health service. The Welsh government is currently in talks about how it will apply the same total uplift to the pay rates. In Scotland, the government has said that all Agenda for Change pay points should be uplifted by 1% in line with the PRB recommendation, with additional changes to the lowest pay points to deliver Living Wage. At the time of writing no decision has been announced by the Northern Ireland Government. Along with formal consultation on the pay settlement, UNISON’s health branches will be encouraging as many members as possible to get involved in campaigning activities under the ‘Worth It’ umbrella.

Further education and sixth form colleges

77 In further education members accepted a pay offer of 0.7%, which also took bottom point to the Living Wage. However the employers continued to attack sick pay provisions. UNISON accepted a 1% pay offer for sixth form colleges.

Schools

78 In schools UNISON has made national agreements on the Living Wage were agreed with the Catholic Education Service, the Schools Co-operative Society, some of the large academy chains and many local authorities (including all of Scotland). If encouraging discussions with the Church of England’s National Schools Society led to an agreement well over half of schools in the UK would be covered by the Living Wage.

Energy

79 In the energy sector UNISON has secured a number of progressive pay deals in the past months. A

split can be found between those settlements affecting workers in regulated business not subject to competitive pressure and those on the retail side of the energy industry, which has found itself very much in the media spotlight. Recent above-inflation settlements can be found in both those achieved at National Grid and UK Power Networks. Both these deals are multi-year settlements and linked to the RPI rate of inflation. They were both strongly endorsed by UNISON members and in National Grid turnout in the postal ballot was over 75% of eligible members.

80 In Britain’s largest energy company, British Gas, UNISON entered into collective bargaining discussions on pay for the first time in a generation. This involved a much greater degree of member participation and involvement than previous years. UNISON was able to secure a two-year deal of 2.5% per annum plus bonus and other measures, which was overwhelmingly supported by members following consultation.

Water, Environment and Transport

81 In water, environment and transport pay awards among the private sector employers fared better. It should be noted that although pay in the privatised water industry in England and Wales appears to be more generous and rewarding, this should be set in the context of the total profits made and the remuneration given to senior managers and shareholders. Notable awards include the recent settlement in United Utilities of 2.55% plus a £500 lump sum and in Severn Trent of 2.4%.

Environment Agency

82 The pay award agreed this year within the Environment Agency demonstrates just how rigid and damaging the Cabinet Office pay policy is for public bodies and why it must be challenged not just in one single area but right across the board. There were attempts to end contractual progression within the Environment Agency, which follows an attempt two years back to consider implementing regional pay.

Higher education

83 Following the rejection of the HE employers’ final pay offer of 1% for 2013/14, UNISON members were balloted and voted to take industrial action starting in the autumn of 2013. At the time of writing UNISON members had taken 3 days of strike action and held a day of protest. The strikes caused disruption in many universities and received

extensive coverage through traditional and social media. Our media strategy highlighted the hypocrisy of excessive salary rises for the vice-chancellors compared to their lowest paid workers and the billions of pounds that Universities made in surplus over the last two years. A comprehensive set of UNISON materials and briefings were produced to support the strike.

84 The employers imposed their final offer of 1% in January 2014. At the time of writing UNISON, UCU, Unite and EIS remain in dispute. HE conference in February called for a full consultation of branches to take place and for a strategy on managing the 2013 / 14 pay dispute to be produced prior to any further days of action.

85 The industrial action caused a number of Universities that had been resistant to implementing the Living Wage to announce that they would increase the lowest pay point to ensure that no staff would be paid below the Living Wage.

86 Pay 2014/15 – The joint trade union claim for 2014 / 15 was submitted to the employers in March, based on HE Conference policy. It called for an increase of RPI plus catch up, for losses caused by previous years' below inflation awards. The HE trade unions held exploratory talks with the employers in March ahead of the commencement of pay negotiations for 2014-15 to try to ensure that negotiations were more productive than previous years.

Police and justice

Police staff (England and Wales)

87 The Police Staff Council trade unions submitted a claim for a 3% pay rise for police staff in England and Wales for 2013. A very poor offer of a 1% increase, without negotiation, was made in June. The unions insisted that the employers meet us to negotiate, but following a single and very unproductive meeting in August, the employers confirmed their 1% offer. Members voted by a majority to accept the offer, although two large police branches indicated that their members had rejected the offer and were prepared to take industrial action to try to improve it. The 1% award was effective from 1 September 2013.

88 At the time of writing, UNISON was consulting members on the 2014 pay claim. The police and justice service group executive is promoting the Worth It campaign to raise the temperature on pay across all sectors.

Police staff (Scotland)

89 In 2013, the Scottish Police Authority Board agreed to adopt the mandatory and discretionary elements of the public sector pay policy for all police staff working for the authority and Police Scotland:

- 1% increase on basic pay
- Minimum £250 basic pay increase for staff earning less than £21,000
- Pay freeze for staff earning over £80,000.

Probation staff (England and Wales)

90 The Probation National Negotiating Council (NNC) trade unions submitted a claim for an above-inflation increase on all NNC pay points with effect from 1 April 2013. This was followed by a disgraceful delay in the probation employers being able to secure a remit from the Treasury to open negotiations with the unions, with a paltry 1% offer being made on 19 December. Following consultation with members, the offer was accepted in January. This outcome undoubtedly influenced by the overriding concerns of members over the government's privatisation plans for probation.

91 At the time of writing the unions are consulting members over the 2014 claim, which will be negotiated with the new employers following transfer on 1 June 2014.

Community and voluntary sector

92 The community service group has continued to pursue recognition agreements with national employers, with a major campaign at RNIB leading to a statutory recognition claim at the Central Arbitration Committee. A lot of negotiating has been defensive, protecting staff during TUPE transfers and fending off the worst effects of downwards pay harmonisation. However, we are putting in increasing numbers of pay claims with employers, and this will need to increase and become more strategic in light of the legal interpretation of TUPE as being "static". We are also targeting five of the biggest housing associations, with a national organising project aimed at establishing a major presence for UNISON in collective bargaining in the housing associations sector.

Public procurement

93 In March 2014 the European Parliament and

Council legislated a new EU Public Procurement Directive to modernise the rules of public procurement procedures for all contracting public authorities including in health, local government, education and police and justice. Over the last two years UNISON has been working with a wide European stakeholder alliance and MEPs with the European Federation of Public Service trade union (EPSU) to ensure that the new EU Public Procurement Directive is beneficial to UK public service workers and in particular offered protections against the mutualisation and privatisation of public services.

94 UNISON will now work to ensure that the UK Public Procurement Regulations (2014) will uphold the protections in the directive, reflect the strengthening of social labour rights and the right for contracting authorities to freely choose in-house provision and public-public joint ventures without going to private tendering. UNISON will:

- Work with EPSU, the TUC and stakeholder alliances on a public procurement campaign strategy in parliament during the consultation on the UK regulations and with public departments or government agencies issuing further public sector guidance.
- Ensure the campaign is linked to UNISONs anti-privatisation campaign, our response to the Open Public Services agenda and the mutualisation of public services co-operatives, employee-owned models and social enterprises.
- Work with all UNISON service groups to ensure that all the implications of UK regulations transposed into individual service group procurement frameworks are covered.
- Work with service groups to produce branch and regional technical procurement guidance and negotiating and bargaining tools for workforce protection including the use of new in-house Teckal rules and the use of social and environmental criteria in contract requirements over just 'cost' considerations.

Job losses

95 The government's ongoing austerity programme is continuing to lead to unprecedented job losses in the public sector. In February 2014, a report by the Institute for Fiscal Studies found that public sector job losses would hit the poorest parts of Britain hardest. The IFS said that the Office for Budget Responsibility, was expecting 1.1m public sector jobs to be lost in the eight

years from 2010-11, of which only a quarter had been lost by 2013. Both locally and nationally UNISON has continued to campaign against this ideological attack. The government is seeking to "shrink the state" without a thought for the damage to the quality of public services or the misery to those who lose their jobs.

Facility time

96 Trade union facility time for UNISON reps continues to be threatened both by the coalition government, and from individual employers. Facility time is coming under increasing pressure in public sector organisations, but also in the private and community and voluntary sectors, where tighter budgets are leading employers to address trade union facility time.

97 At UNISON Centre a cross-departmental group of officers has been set up to monitor attacks, and consider how the union can best respond to them. It contains officers from North West region, health, local government, education and children's services, business, community and environment, MPU, bargaining support, policy, the strategic organising unit, and RMS and is directed by the lay members of the NEC service group liaison committee.

98 A short online survey of branches, aimed at finding out what is happening locally with respect to facility time, was distributed in October 2013. Among the results the survey found that more than half of responding branches had no rep on full-time release; and more than a quarter of branches have no reps even on part-time release. More than half of branches have seen facility time come under pressure in the last few years.

99 The union's guide to defending facility time has now been revised and updated. The new version contains case studies of good practice in defending facility time, advice on sharing facility time more evenly between activists, and a new section giving branches initial pointers on what to do next, if their campaign is unsuccessful and they do lose facility time. There are many examples of good work by branches and regions in defending facility time, for example Barnet and Carmarthenshire County branches. The various service groups communicate with branches, informing them of research and guidance. The union will continue to ensure that branches, regions and service groups share news and good practice.

Pensions

100 This has been a crucial year for consolidating

the agreements on the new pension arrangements and implementation of the new public service pension schemes.

101 The Public Service Pensions Act now sets out overall principles including how schemes, are to be costed and governed. The pensions bill introducing the single-tier state pension from April 2016 is soon to be law. Continuing attacks on defined benefit schemes in the private sector have seen a number of schemes closed to new entrants and in one or two cases even future pension accrual. Negotiations and campaigning have succeeded in improving employer proposals to change and end good defined benefit schemes. Continuing crisis in defined contribution arrangements has led the chancellor to announce wide-ranging flexibilities. This is likely to mean that in the future these arrangements become more like saving schemes rather than providing sustainable income in retirement.

Public service pension schemes

102 1 April 2014 saw the introduction of the new local government scheme regulations for England and Wales. They introduced the new Career Average Revalued Earnings Scheme with 1/49th accrual rate and other benefits as previously agreed. UNISON negotiated hard to ensure that the LGPS transitional protection regulations when they were finally laid, a couple of weeks before the scheme was due to start, contained all the protections previously agreed for service before 1 April including some fine tuning. This improved the position for those voluntarily retiring between the ages of 55 and 60 with some Rule of 85 protection.

103 Work continues on monitoring the introduction of the scheme and working on possible amendments. Draft cost management and governance regulations are expected later in the year. All other public service pension schemes are on course to introduce their new schemes from 1 April 2015, including LGPS Scotland and Northern Ireland, the NHS Pension Scheme and the Principle Civil Service Pension Scheme. UNISON continues to work on the consultations to introduce these new schemes. This will include the full range of protections that have been agreed.

104 Work continues on the implementation of New Fair Deal that should allow most members who are outsourced to remain in their public service pension scheme. In the NHS Pension Scheme, UNISON has concluded negotiations successfully that will allow NHS staff who are compulsorily TUPE transferred to a private sector contractor to retain access to the NHS Pension Scheme. This protection applies to transfers that have taken place since April 2012.

105 Talks are about to commence in the LGPS England and Wales. The process was held up while Treasury considered whether higher and further education employers should be covered by New Fair Deal. The Treasury has now written to the TUC stating that they would not be included. UNISON has complained to the Treasury and raised the issue with the Labour shadow front bench asking them to raise the issue in parliament. UNISON continues to fight to protect the scope of New Fair Deal and was recently successful in extending New Fair Deal to academy schools.

Other pension issues

106 UNISON continues to argue that there should be a properly constituted and independent commission to review any further increases to state pension age. UNISON continues to campaign to significantly increase minimum employer contributions both to the default money purchase scheme used in auto enrolment and to organise and campaign for employers to pay more into defined contribution schemes wherever they exist.

LGPS governance

107 One of the key changes to the governance of the 101 local government pension funds is due on April 2015. This is the establishment of pension boards with 50% scheme member representation, which has been a long-standing goal for the union. These funds manage over £180bn of assets. The service group liaison committee has established a project board to ensure regions and branches are preparing for this significant change. Seminars and training courses to prepare members to participate in the running of their pension fund have taken place throughout the year and the project will be stepping up the pace throughout 2014.

Health and safety

108 UNISON health and safety successfully implemented the Safety In Numbers campaign aimed at improving safety representative density. The campaign produced a toolkit for branch safety officers to support recruitment of new safety reps as well as safety reps recruitment video. The number of newly recruited safety reps increased to 2,149 since the beginning of 2013, compared to 1,532 for the corresponding period in 2012, and 1,344 in 2011. The Cut Stress Not Jobs campaign has also been launched in response to austerity measures and the stressful

impact they are having upon workers.

109 UNISON health and safety continued to produce bargaining advice for safety reps as well as providing new and updated health and safety advice on the Control of Substances Hazardous to Health (COSHH), Risk Assessment, Sickness Absence, Violence at Work and Bullying and Harassment as well as Information sheets on asbestos and smoking.

110 UNISON health and safety continued to maintain a strong web presence and increased profile on social media. Health and safety information is contained in the 'Knowledge' section of the UNISON website. Activity on Facebook and Twitter has ensured a stream of up-to-date information to help support members, safety reps and the many others who engage.

111 UNISON health and safety submitted evidence to the triennial review of the Health and Safety Executive (HSE) and in consultations with the HSE helped shape guidance on a variety of regulations. These include the COSHH, Manual Handling, Workplace Health, Safety and Welfare and Management of Health and Safety Regulations, as well as those on Legionnaires, asbestos and driving at work guidance. UNISON has been involved in extensive lobbying of government departments with regards to the implementation of the Health and Work Assessment Service, in order to ensure the service supports members' rights in the event of extended sickness absence.

112 UNISON health and safety unit worked with UNISON international department in support of workers' health and safety abroad, on issues such as factory conditions in Bangladesh and high fatalities in Qatar whilst building stadia for the 2022 football world cup.

113 UNISON health and safety has been working closely with the TUC and other trade unions in order to strengthen and promote the trade union movement around European Health and Safety Week and International Worker's Memorial Day in order to secure a better working environment with health and safety management at its core, for our members.

Objective 3: Campaigning

Million Voices

114 Following national delegate conference 2013 the union's policy development and campaigns committee drew together a refreshed Million Voices political campaign plan for the period up to the 2015 general election. This was based on the key goals that emerged at the 2013 national delegate conference:

- defending public service jobs and promoting the alternative to austerity
- improving and defending members terms and conditions
- securing public services that reflect our values
- advancing the unions equalities and fairness agenda.

115 The pay strand of the Million Voices campaign (improving and defending members terms and conditions) is being pursued under the Worth It (see below).

116 Million Voices campaign activity is designed to complement the union's recruitment objectives and co-ordinate with the TUC's Future that Works campaign and the broader labour movement election campaign, leading up to May 2015.

117 The Million Voices plan has been issued to regions and general political fund (GPF) bids invited from regions to support activity in pursuit of the campaign goals (see GPF below).

118 A range of campaign materials has been developed, including fact sheets and an alternative budget. A grid has been developed to support campaign activities, identifying key political pressure points, such as release of government data, growth figures and unemployment statistics, at which points rebuttals and other political messaging is issued via traditional routes (press releases and issue of briefings to politicians) and through social media.

119 At the time of writing, a public services manifesto is being developed, bringing together UNION's existing priority demands of political parties. This is being designed as a tool for lobbying and a resource for local campaigns in the months ahead.

Worth It campaign

120 The Worth It pay campaign was launched in 2013 with the aim of:

- Raising the profile of pay within our membership; with key figures and organisations that influence pay; and with the wider public.
- Finding a new way for the union to talk about the impact of continued pay injustice that puts the impact on working people at the heart of the debate.
- Providing the backdrop for the union's industrial strategy on pay and giving members the confidence to challenge the pay squeeze.

121 The campaign established a set of consistent themes and messages for pay campaigning across the union, along with a comprehensive set of electronic and hard copy resources for activists to draw upon in advancing the campaign.

122 An extensive supporter base has been set up through which activists receive information about the campaign; a parliamentary launch of the campaign took place in December 2013; and regions have established action plans for taking forward the campaign in the workplace. The campaign has progressed strongly since its launch, both online and in UNISON member workplaces. The profile has been kept high with activities during TUC Fair Pay Fortnight in 2014 and further events are planned for the summer and party conference season.

UNISON Cymru/Wales

123 A key feature of the UNISON Cymru/Wales campaign work over the last year includes the launch of the UNISON Future for Wales document, which promotes an anti-austerity economic and political programme. The programme has been used to develop an alternative agenda to that being pedalled by the UK government and has been positively received within Wales.

124 Some of the proposals outlined in the Future for Wales agenda include a review of the Barnett formula, further fund-raising powers for the Welsh government, a merger of the local government pensions funds in Wales, the introduction of the living wage across

Wales, further devolution of services to the Welsh government including probation and prison services.

125 The NHS in Wales and our members working for the NHS are facing one of the greatest challenges of the service's history as the reality of the budget pressures take hold. Savings of 4-5% must be met each year for the next three years, with some savings being expected from the staffing budget. Our members are due to decide whether they are prepared to accept the employers' proposals, which include the introduction of the English Agenda for Change agreement, plus a revision to mileage rates and further discussion about the management of sickness absence, all of which will apply for a three-year period if accepted.

126 Local government in Wales continues to face budgetary challenges that are likely to impact on service delivery. We continue to resist proposals from councils to seek to subsidise public services through cuts to our members' pay, terms and conditions. We continue to undertake community campaign work where services are under threat from privatisation, service reduction, or closure. UNISON's Ethical Care charter has provided a useful campaign foundation to support in tackling the increasing number of homecare services that are under threat.

127 More widely, the Ethical Care charter has been generally well received and has been discussed within the Welsh government and during national assembly plenary sessions. To date, no council in Wales has signed up to the charter in its totality, but a number of councils are willing to continue discussions and move in the general direction of implementation of the principles contained within the charter.

128 UNISON continues to recruit and strengthen our position as the leading union for school support staff in Wales. We have been heavily involved in negotiations around the establishment of a registering body for school support staff, the Education (Wales) Bill, and the Hill Review.

129 An all-Wales contract has now been agreed across further education in Wales, which has significantly improved the terms and conditions for our FE members.

130 Our self-organised groups within the region continue to run successful campaigns. The disabled members group has launched a high-profile mental health awareness campaign. The women's group continues to run collections for food banks and women's aid, all of which have received a generous response from our members across the region. The international committee has hosted a number of well-

attended events highlighting the difficulties that so many of our international counterparts face. Education courses within Wales continue to receive a consistent take up, despite the increasing pressures on public services and the increasing difficulties that our members have in securing time off for training. The young members forum within the region continues to grow in numbers and in impact, with the forum launching and running a high-profile campaign around zero hour contracts.

131 As a region, Wales will obviously continue to face similar difficulties as elsewhere across the UK, including pay, threats to services, and funding pressures. However, in addition to this a report addressing the future of public services in Wales has been launched with a view to ensuring that public services and public services delivery is sustainable and responsive for the long term. A major recommendation contained within the report involves the reorganisation of Welsh local authorities from the current 22 down to 12 or fewer. Clearly the impact on our members and the services that they deliver is going to be widely felt across the region and will present a number of serious challenges.

UNISON Northern Ireland

132 The Northern Ireland government has the most extensive devolved powers in the UK. Unlike our counterparts in Scotland or Wales our government has control over decisions on the welfare benefits system and all employment and trade unions laws. It does not, however, have control over how much money Westminster will allocate in the block grant system and consequently our government has used reductions in the block grant by the British government as an excuse for imposing austerity and privatisation programmes that look almost identical to the coalition government policies. This has been causing alarm not just in trade union ranks but across civic society. Fifteen years after the Good Friday Agreement UNISON and our allies have been tracking and mapping the roll back on equality and human rights and the failure to deliver these and other core elements of the agreement. Had the parties to the agreement kept their word it could have provided our government with robust equality and human rights tools to counter the cut to the block grant and to develop the just and shared society, supported by world class public services, that we were promised in 1998.

133 This is a core element of all UNISON Northern Ireland campaigns. We must now work on the basis that our government is dysfunctional. It is for this reason that the Haas-O'Sullivan talks process was initiated in late 2013. This process has resulted in

failure to agree and the exercise of a veto by the unionist parties.

Northern Ireland and the lobbying bill

134 The Transparency of Lobbying, Non-party Campaigning and Trade Union Administration Bill has been the subject of intensive negotiations between ICTU and the UK and Northern Ireland administrations.

135 Part 3 of the bill on trade union administration does not apply in Northern Ireland as it amends British legislation only, and the equivalent Northern Ireland legislation is devolved. There is currently a major push for an amendment to exclude Part 2 as it has profound implications for our peace agreement and commitments on equality and human rights. Our mission is to stop any element of the bill applying and negotiations continue with the secretary of state and the Northern Ireland Office.

Public procurement privatisation and PFI

136 The resistance by public bodies and government departments to using public procurement as a genuine regeneration and equality opportunity in Northern Ireland continued throughout 2013. On available figures across the island of Ireland both governments spend £16bn every year buying goods and services and building public infrastructure. If governments were to attach the right conditions to the contracts it would create an economic upturn, decent jobs, help tackle discrimination and disadvantage, regenerate our communities most in need and strengthen our society.

137 However the greatest privatisation threat we are currently facing is the direct privatisation of medicine. We are engaged with government at all levels on this key priority in the UNISON campaign. Our second major privatisation campaign centres on health service residential and domiciliary care.

Review of public administration

138 The refusal of government to reconvene the central joint forum with ICTU is a further example of its dysfunctional approach to public service reorganisation. Two key elements of the review of public administration are yet to be completed. These are the reviews on education and local government. The reorganisation of health and social services seven

years ago has failed. A further reorganisation – Transforming Your Care – is essentially a cuts and privatisation agenda to which UNISON is devoting major resources in our campaign to preserve the NHS.

Welfare reform

139 Distinct from political devolution in Northern Ireland is the devolution of the welfare benefits system. Resistance to the introduction of the British reforms is a core campaign across both the trade union movement and civic society. The UK government has threatened to exercise financial sanctions over the Northern Ireland Executive if it does not comply with the reforms. The people have threatened all parties with consequences if they do. No decisions have yet been taken.

Employment law

140 A further distinct feature of Northern Ireland devolution is the fact that all employment law is devolved. This is a further major campaign in which UNISON takes the lead role within the ICTU. Some key elements of the British reforms have already been removed, including the introduction of fees for industrial tribunals. The relevant minister and government departments are engaged in negotiations with the trade union movement and the employers' organisations in a round table forum.

141 UNISON has made a major submission to government on the reform of the application of the Acquired Rights Directive (TUPE). The ICTU submission borrows heavily from the UNISON submission. The unique protocol on employing individuals with conflict-related convictions remains in place for health and social services and is scheduled to be extended to the education sector. It was recently undermined by a private members bill carried at Stormont, which may at some stage be subject to legal challenge on the grounds of political discrimination.

UNISON partnership projects

142 There is a range of UNISON-led innovative partnership projects primarily located in the NHS and designed to improve service delivery, patient/client experience and job satisfaction for our members. These projects are increasingly acting as a bulwark against some of the most disturbing cuts proposals. This is an area of work we wish to share on a wider basis.

Political bargaining and organising strategies

143 Northern Ireland-wide bargaining structures exist in health, education, local government, the civil service, the fire service and the police service. In some of these areas there is demarcation of trade union membership to specific unions. UNISON is lead negotiator in health and education.

144 In the private and voluntary sector there is no centralised bargaining structure although we are moving forward on the creation of central bargaining with housing associations and the potential for using the awarding of public contracts in both sectors for some forms of regional bargaining.

145 Like the rest of the union the range of critical issues now facing UNISON negotiators in all sectors and at all levels, includes increasing job losses, redundancy, outsourcing, zero hours contracts, casualisation and the use of agency workers.

146 From recent independent reviews it is clear that we had the highest percentage of workers in the UK earning below the Living Wage of £7.20 an hour in 2013 (24%, compared to a UK average of 20%). This makes UNISON's Living Wage and Worth It campaigns priority issues for us in 2014.

Organising

147 In 2013 we achieved the annual recruitment target and again increased membership and income.

148 A new area of success was developed through our private sector homecare project, which recruited almost 1,000 members in this troubled sector. With that success comes the challenge of developing lay representation and bargaining structures. This is a core element of our 2014 programme.

UNISON Scotland

Public Works

149 Public Works is UNISON Scotland's contribution to the Million Voices campaign. A feature of this year's campaign has been to focus on specific groups of members in Scotland to highlight the damage cuts have done to the services they deliver. This involves detailed research, supported by member surveys. In addition to hard data it gives members an opportunity to tell their own stories about the cuts. In the past year we have covered

planning, environment health, food standards, catering and police staffs.

150 Our *Scotland – It's Time to Care* report followed a similar format and provided shocking evidence of the state of care services in Scotland today. This has been picked up by MSPs and others. We hope it will lead to a major rethink on care services including extending the Scottish Living Wage to outsourced services as well as ending zero hours contracts, improved training and more time for staff to care for service users.

151 We have taken these issues up through the Procurement Reform (Scotland) Bill. We built a massive civil society coalition of some 3.5 million members around '10 asks' on the bill. These include the Living Wage, blacklisting, employment standards and tax dodging. The Scottish Living Wage is now paid to almost all our members in the public sector across Scotland.

152 The Public Bodies (Joint Working) Act has provided a new statutory framework for health and care integration in Scotland. Campaigns around the bill enabled us to achieve a less prescriptive approach to local delivery and no staff transfers. Trade unions will now be represented on local integration boards.

153 The public sector reform agenda is very different in Scotland, but still challenging in the current financial climate. We published a range of materials to articulate UNISON's vision for change including the Public Futures newsletter, *Council Connections* and our new *Public Works* blog. Our series of info graphics are a popular and effective way of summarising the messages on issues like job losses, budget cuts and the Council Tax freeze.

154 As the political parties start the manifesto process for the 2016 Scottish parliament elections, we are publishing a number of policy papers to influence the battle for ideas. These include new proposals on paying for local government and strengthening local democracy. They complement our routine work in the Scottish parliament providing oral and written evidence on legislation and inquiries, as well as briefing MSPs on issues and debates. These are outlined in our weekly bulletin *UNISON Week* and our newspaper *Scotland in UNISON*.

155 Politics in Scotland is dominated by the referendum on independence. UNISON Scotland has published briefings and papers, together with leaflets with questions for members to ask within our Fairer Scotland theme. While UNISON has not agreed to support either campaign, we have still challenged both sides on the issues that matter to our members.

Our NHS Our Future

156 The union's GPF-funded work with the NHS Support Federation's NHS for Sale project has been particularly fruitful in the past year. There were high-profile stories and media coverage following revelations about the extent of NHS privatisation stemming largely from the Health and Social Care Act. This was used in many of the union's graphics to promote UNISON's involvement in the NHS march and rally (see below) and has provided straightforward bite-size chunks of information to be used as evidence against the government on online platforms and elsewhere.

157 The 65th birthday of the NHS in July 2013 was used by branches, activists and regions to both celebrate the NHS and to campaign to protect it from privatisation and cuts. There were over 60 events happening around the country and the celebrations got the biggest reaction UNISON has ever had on the Our NHS Our Future Facebook page.

158 Building on this momentum, UNISON was the driving force in the TUC's march and rally for the NHS in Manchester on 29 September 2013. The event was a resounding success, with more than 55,000 taking to the streets as the Conservative party conference opened in the city – the largest ever union demonstration in Manchester. UNISON was prominent at the front of the march and in all of the media coverage, with Dave Prentis speaking at the rally. The event out-trended the Tories on twitter for much of the day.

159 Following the decision to pass the running of Hinchingsbrooke hospital over to private management in 2011, this franchising experiment is likely to be replicated elsewhere. The union nationally has co-ordinated work between those trusts likely to be affected in a bid to block this from happening and has produced rebuttal documents in addition to facilitating support with procurement issues locally.

160 UNISON achieved a notable success at George Eliot Hospital in Nuneaton in March 2014 when months of hard campaigning at branch, regional and national level led to the trust abandoning its plans for a franchise solution, keeping the trust within the NHS.

161 UNISON has continued to promote the union's influencing agenda on working within the new NHS structures. In addition, the new cuts pack has been used to inform the Understanding NHS Finances course for activists.

162 UNISON took up a number of NHS-related issues in

the care bill with the government and opposition parties. Following the Francis Inquiry report, the issue of safe staffing levels in the NHS was pushed to the vote in the House of Lords, with the government only just fending off an opposition amendment. Mandatory training of healthcare assistants has been added to the bill, but the government has refused to ensure proper regulation for Healthcare Assistants. UNISON took strong action in spring 2014 against the government's insertion of a new hospital closure clause into the care bill which will make it easier for administrators to close or downgrade successful hospitals, merely as a result of their geographical proximity to financially failing trusts.

163 The integration of health and social care has become an increasingly high-profile issue in the past 12 months in Scotland, Wales and England. UNISON was involved in fringe meetings at TUC congress and the Labour party conference in September 2013 on integration. The union produced a briefing for English local government and health branches in December 2013 that covered new local initiatives on integration ('pioneers') and the development of the Better Care Fund.

UNISON's Ethical Care Charter

164 UNISON's Ethical Care Charter attained a high profile in 2013-14 in the media and parliament. The charter is aimed at local authority homecare commissioning practices, their impact on providers and the damage this does down the line to both service users and staff. The charter aims to establish a minimum baseline for the safety, quality and dignity of care by ensuring employment conditions that do not routinely short-change clients, while ensuring the recruitment and retention of a more stable workforce through more sustainable pay, conditions and training levels. At the time of writing, six councils had signed up to the charter, along with Optalis, the first local authority trading company providing adult social care to do so. UNISON built on this work with a comprehensive submission to the Kingsmill review into exploitation in the care sector in March 2014.

Local government

165 In July 2013 UNISON added its voice to increasing concerns about the stable future funding of local government services – highlighting that it is becoming increasingly impossible to provide vital local services against a backdrop of savage government funding and staff cuts. UNISON has mounted a Save Our Local Services campaign, warning the public that far worse is yet to come following the spending round in 2013 and the chancellor's January 2014 announcement of

further reductions. It highlights how indispensable local government services are. Councils in England alone were forced to cut almost £11bn from their budgets in the first two years of the coalition government. Demonstrating the importance of local campaigning, UNISON members from the Redcar and Cleveland local government branch protested against cuts and job losses at the council with a Wear It Black Day.

166 Low pay in local government has been a high priority issue for UNISON for a long time, but figures highlighted in the media by UNISON in September 2013 exposed the last minute scramble in councils across England, Wales and Northern Ireland to delete their bottom pay points to stay just above legal minimum earnings. Local government employers were forced to save face by setting a new bottom rate of £6.45 an hour when it became clear that over 21,000 mainly women workers in occupations such as cleaning and catering were about to find their hourly earnings just above the national minimum wage.

167 In October 2013 UNISON launched a campaign for an increase in the hourly rate for local government workers. The increase would result in the bottom rate of pay in local government rising to a Living Wage but would also apply to all pay points above the bottom rate. Every local government worker has suffered a 16% drop in earnings since the government's austerity measures were introduced and UNISON has said loud and clear that a 1% increase is not acceptable.

168 In December 2013 a report for UNISON by the New Policy Institute was used to raise the profile of the devastating combination of changes to in-work benefits and the pay freeze in local government. It showed how these changes have reduced disposable income and made local government workers worse off than they were in 2010. Subsequently, UNISON submitted its formal pay claim to employers seeking a seeking a £1.20 an hour increase to bring the bottom rate of pay in local government to the level of the Living Wage and also presented its case to the chancellor. Further research showed that more than half the cost of meeting UNISON's £1.20 pay claim for local government and school support workers would be offset by workers paying higher tax and national insurance contributions and receiving less in tax credits and benefits.

169 UNISON's campaign for fair pay and fair council funding saw a national day of protest in February 2014. UNISON members have shown their commitment to keeping our local services going against all odds during the government's failed austerity plan. Thousands of local government members joined together to take action over the dire

state of local government pay and the disastrous impact of cuts on local jobs and services. Many of them lobbied politicians from all parties about the need to end low pay and introduce the Living Wage.

170 The cuts to local authority funding in 2013/14 have continued to threaten public service provided by councils – including those for the most vulnerable such as child protection services. A joint survey of social workers by UNISON, employers and other organisations found that many reported widespread use of agency workers as a result of recruitment freezes. In October 2013 Ofsted found that vulnerable child care was inadequate in 1 in 7 councils. UNISON highlighted employers using 'bullying' tactics to pressurise social workers to accept additional workloads and concerns from members that some comments from employees in children's services suggested greater use of unqualified workers doing assessments that are then nominally signed off by social workers.

171 UNISON has embarked upon a nationwide study aimed at gauging the impact of the government's cuts to local services on women and their families. The survey aims to drill down into the impact of cuts to local government services on women across the country. This work will provide a comprehensive picture of the damage caused by the government's cuts to children's centres, community centres, sexual violence support services, libraries, leisure services, community safety and local bus services.

172 UNISON has also opposed further attacks on the reputation of local government by the ministerial team at the department for communities and local government (DCLG). This includes DCLG advice to councils on cutting trade union facility time, and petty rules attacking councillors who are members of trade unions, which suggest there is something improper about being a member of a trade union. These moves were the result of government prejudice against unions and are targeted at undermining the positive role trade unions play in all aspects of local government life and in negotiations across all councils. Branches across the country have been out fighting attacks on trade union members terms and conditions: UNISON's Carmarthenshire Council branch petitioned against Carmarthenshire Council's decision to remove the current and long-standing trade union facility time secondments; in Caerphilly UNISON members have been campaigning against the council's attack on their terms and conditions including the reduction of the casual mileage rate; a ballot of nearly 190 UNISON members at South Gloucestershire Council resulted in an overwhelming vote to take industrial action over attacks on their wages and the council's decision to

say that Saturday should now be regarded as a normal working day; and local government workers in Stirling took strike action against draconian cuts to their pay and conditions.

173 In 2013/14 UNISON continued to play a key role in Housing Voice, the campaign alliance established in 2011 to champion the need for more affordable homes to buy or rent. In the last year research for the campaign found that private sector rents and waiting lists for social housing will spiral out of control unless there is an increase in funding for affordable housing. Surveys for UNISON and Housing Voice found that while 93% of councillors are saying they want to build more council homes, just 10% say they have plans for an extensive programme of house building. Through Housing Voice UNISON has developed a large and determined house-building programme that would boost both social housing for councils and housing associations and create tens of thousands of jobs while stimulating economic activity across the UK.

174 The last year has seen some good news, with UNISON branches across the country successfully campaigning for improvements to terms and conditions for members. One example has been the payout to more than 150 Barnet Council workers after UNISON won a landmark Employment Tribunal decision last year. Despite Barnet Council admitting it had not fulfilled its requirements in relation to agency worker information, it appealed to the Employment Appeals Tribunal. Barnet Council was dragging its heels and attempting to delay payment to these workers, however UNISON successfully negotiated a settlement with the council that allows affected employees to be paid compensation without the need to re-litigate the matter in the tribunal.

175 In a collective agreement with UNISON, Barnsley Council last year gave a commitment to undertake a review of the living wage protocol. Subsequently the council made a decision to pay the Living Wage to its lowest paid employees – doing the right thing by its lowest paid staff, despite the massive funding cuts that central government is forcing on the council.

Community and voluntary sector (CVS)

176 Leading public figures attended the parliamentary launch of a groundbreaking report into the impact of austerity of workers and services in the community and voluntary sector. Members in the community service group have been badly affected as commissioners have targeted outsourced services as easier option for cuts, but not-for-profit providers have refused to walk away from under-funded contracts.

Anecdotes such as “blind people now have to buy their own white sticks when they lose them” were supplemented by statistics highlighting the impact on services (15% of children’s workers do not have enough time to monitor children and follow up concerns of neglect or abuse) and on the workers (24% of staff don’t get paid the Living Wage, and the same number need multiple jobs to get by).

177 Campaigning work against austerity has continued, specifically targeting CVS children’s services and helping develop a joint declaration between the TUC and Children England. This aims to break out of the race-to-the-bottom in contracts, and set minimum standards for commissioning and the treatment of the workforce.

Police and Justice

Police Staff (England and Wales)

178 Campaigning in England and Wales has been dominated by the following issues:

- Ensuring that police staff interests were protected in the transfer of employment for the majority of staff from police and crime commissioners to chief constables.
- Working with branches to fight off unreasonable transfer proposals.
- Seeking to ensure that New Fair Deal applies to police staff following the removal of police staff from its protection in 2012.
- Opposing volunteer police community support officers.
- Developing a relationship with the new College of Policing.
- Reinvigorating the Cut Crime, Not Police Staff Campaign.
- Providing the police staff input in the development of the new police code of ethics.

Police Staff (Scotland)

179 UNISON members in Police Scotland come under the public sector pay policy (PSPP) and there is a no compulsory redundancy policy attached to the PSPP currently.

Probation Staff (England and Wales)

180 Campaigning has focused exclusively on our fight against the government's Transforming Rehabilitation reforms for the probation service. The plans will divide the service in two and privatise local services. We have:

- Referred the UK government to the International Labour Organisation (ILO) over the way the plans will breach the ILO's forced labour convention.
- Lobbied MPs and police and crime commissioners.
- Leafleted the public and demonstrated outside probation offices and town centres.
- Threatened significant industrial action in early 2014 to achieve a positive outcome to negotiations over transfer protections.
- Worked with opposition politicians over the Offender Rehabilitation Bill.
- Jointly developed and launched the Probation Institute as a professional body for all probation workers, to uphold ethical and professional standards in the new delivery landscape.

CAFCASS

181 We have had a difficult year with many attacks on our ability to represent The Children and Family Court Advisory and Support Service (Cafcass) members by the reduction of the time we have been allowed by our employer to undertake these duties. In April 2013 we had a reduction of 20% and from April 2014 we have had this cut by 50% so that we now only have 70% full-time equivalents (FTE) (0.7) shared between two people. With less than full-time release it is proving to be extremely difficult to continue providing cover across the whole of England for members in difficulties.

182 It is likely that in 2015 after 12 months with the Ministry of Justice (MoJ) that this will be reduced further still and there is a need to consider how we in Cafcass can work within the branch structures to continue to provide effective support for our members who are facing increasing stresses on their professional capabilities and workloads which are causing a number of managers to place them into capability proceedings because they are having difficulties coping with all the competing demands on their time. It is not appropriate to meet by the use of video conferencing in many cases and in any event within the employment law provisions regarding such meetings individuals have the right to be accompanied.

183 At a time of increased need for our support, our members are faced with the employer, Cafcass, reducing the capacity of the lay members to provide that support. We will need to rely more on full-time officials to step in to assist on individual cases unless UNISON as an organisation can negotiate a revised facility time agreement with Cafcass. This needs to allow lay members to continue to provide flexible and responsive support, at short notice and with large distances between meetings (for example Bristol and Newcastle or Milton Keynes and Middlesbrough on the same day).

Education

184 UNISON continues to lead the campaign against cuts, low pay, outsourcing and marketisation in the education sector, from schools to further education colleges, universities and children's specialist services. Frozen budgets, rising costs and increasing pupil and student numbers have only increased these pressures and will continue to do so.

Teaching assistants

185 UNISON made a strong response to a backlash from right-wing think tanks that attacked the role of teaching assistants as expensive and ineffectual, on the basis of limited evidence. We launched a high-profile campaign that culminated in a celebration day in November 2013 to counter negative messages and highlight positive examples of work that directly improved pupils' education.

Pupil health needs

186 Increasingly school and early year's staff are being asked to look after increasingly complex pupil health needs and administer potentially lethal medicines. UNISON working with the public health alliance achieved a breakthrough in England when the government introduced an amendment to the Children and Families Bill to put a duty on schools to ensure pupil health needs are dealt with properly. UNISON is now working with the Department for Education (DfE) to produce guidance.

Living Wage

187 UNISON has also pursued a successful Living Wage campaign in schools, producing joint guidance with the Catholic Education Service, Church of England National Society and the Schools Co-operative Society

as well as agreements across the UK with local authorities, including every LA in Scotland.

Academies

188 UNISON continues to campaign against the ideological rush to create academies and free schools, working with the Anti-Academies Alliance with the support of the GPF, as well as negotiating with academy chains to protect the interests of UNISON members.

Further education

189 Savage funding cuts across the UK have caused major problems in further education (FE), particularly for adult services in England and Wales. In Scotland colleges have been merged into regional centres, but also seen proposals to introduce national bargaining. In Wales, colleges have been involved in negotiations towards an all-Wales national contract for FE workers. In Northern Ireland an independent review of industrial relations in FE has been published with consultation with unions planned.

Higher education

190 It has been another challenging year for UNISON members in higher education. The critical role that higher education plays in local as well as the UK-wide economy has raised its profile in policy debate. Increased student numbers and higher fees means that universities are sitting on surpluses and rising income. However, workers in higher education were not being rewarded for their hard work, with low-paid members bearing the brunt of cuts, low pay, redundancies and increased use of zero hours contracts. As a result, UNISON members took three days of strike action over pay in 2013/14 and further consultation of members will take place as the campaign continues. Together with the NUS, UNISON has also been campaigning for universities to pay the Living Wage. A joint report revealed that 57% of universities paid less than the Living Wage, affecting 12,952 employees. Seventeen universities have now become accredited Living Wage employers, including the London School of Economics, Wolverhampton University and Huddersfield University.

Energy, water, environment and transport

191 UNISON has campaigned around priority issues for members in water, environment, transport and

energy. This has included speaking up for members of the Environment Agency during the recent floods, and highlighting the catastrophic consequences of government budget cuts to the agency at a time of increasing flood risk. UNISON has been running a campaign called License to Pollute on the back of an Early Day Motion 947 supported by Dave Anderson MP.

192 A UNISON study into the state of the water industry and its sustainability was well received, and has fed into the debate about the cost of living. The report of the study is being used to influence policy makers.

193 Against a backdrop of escalating energy bills, UNISON has also continued to campaign against fuel poverty. UNISON is a co-sponsor of the Energy Bill Revolution campaign (EBR). We are currently working with EBR on a project aimed at finding solutions to the challenges around home energy insulation and efficiency, which we believe will help to bring down household bills and create thousands of jobs. Along with other energy unions, the union backed Ed Miliband's call for a price freeze, however we believe only a full review of the way the industry operates is likely to find the right solutions for the future. A review that simply deals with the manner in which the market operates will not be an effective tool and could damage our members' best interests.

194 In the context of further major cuts to bus services over the last year, UNISON has continued to engage with and give support to the high-profile Save Our Buses campaign, including writing a letter to the chancellor ahead of the budget urging alternatives to cuts to bus services.

Employment rights

195 The government showed no let-up in attacking workplace rights and trade union collective bargaining. UNISON continues to stand up for low-paid and vulnerable workers through our campaigning, collective bargaining and our legal work.

196 The new TUPE regulations coming into force in early 2014 significantly weakened pay, conditions of service and dismissal rights for some of the most vulnerable workers in the UK. Under the revised regulations there is now a one-year limit on the application of collective agreements following a transfer. After this time, employers will be free to negotiate any terms that have been incorporated as a result of collective bargaining as long as employees are placed in a 'no less favourable position'. The government had proposed removing the service

provision changes, but following responses from both trade unions and businesses, this has now been retained albeit being limited to where a service remains 'fundamentally' the same. UNISON argued that the proposals would lead to worsening pay and conditions for workers and in-work poverty as well as potentially breaching the Acquired Rights Directive. UNISON welcomed indications from the Labour Party that it would repeal the revisions to the TUPE regulations.

¹⁹⁷ The UNISON judicial review of new fees for Employment Tribunals is at the appeals stage and covered under Objective 4 below.

Zero hours contracts

¹⁹⁸ UNISON has been campaigning hard on zero hours contracts. The use of these contracts has risen so rapidly that records have not been able to keep up. In 2012 the ONS estimated that 250,000 people were on such contracts but in March 2014 they revised this figure up to 582,935 people. UNISON believes this still massively underestimates the growing numbers forced to sign up to accept contracts with no regular hours and who face uncertainty every week with paying bills and rent. All areas of public services are now seeing a rise in zero hours contracts. These contracts allow employers to define 'flexibility' to their advantage at the cost of a workers' ability to say no to bad pay and bad conditions of service.

¹⁹⁹ In June 2013 business secretary Vince Cable announced an informal review of zero hours contracts, which led to a formal consultation into proposals to ban exclusivity clauses and improve contract transparency for workers. UNISON's response to the consultation made clear that the proposals were inadequate and more wide-ranging measures were needed. UNISON has been lobbying MPs and peers on true costs of zero hours contracts as well as publicising the union's successful efforts in persuading employers to end or limit their use. We welcomed Ed Miliband's three-point plan to tackle zero hours contracts: banning exclusivity clauses; ending contracts which require people to be on call all day without a guarantee of work; and ending contracts where they are working regular hours without a regular contract. However, UNISON continues to press for wider measures to tackle the insecure and low-paid work that is endemic in the UK labour market.

Welfare reform and benefit cuts

²⁰⁰ Over the last year UNISON has continued to work with the Social Security Consortium (SSC –

previously called the Welfare Reform Consortium). The main priorities of the campaign have been to work jointly in formal consultation and campaign responses to ensure:

- **The real impact of welfare policies are heard and understood** by the government, opposition parties, Lords, professional bodies and providers, local and national authorities and the public.
- **The delivery and implementation of reform is effective and meets the real needs of both in- and out-of-work people.** That working tax credits, housing benefit changes, childcare provision, disability benefits and the roll-out of Universal Credit (UC) all meet the needs of claimants and sufficient support is available for claimants to navigate the changes when UC is rolled out. This includes ensuring employers' role, responsibilities and liabilities in participation of the Real Time Initiative (RTI) used to calculate UC are set out clearly alongside employees' roles, responsibilities and liabilities within a working framework to enable mistakes and complaints to be quickly addressed
- **Ongoing policy decisions support the needs of claimants.** Housing benefit changes, disability benefit changes, child and family support benefits, the work programme, youth apprenticeships, the welfare cap, the bedroom tax, the sanctions regime, work capability assessments and UC are fit for future purpose in providing social security and employment support both in and out of work.
- **Underlying factors leading to rising social security spending are addressed.** Government and opposition make proper assessment of underlying factors in rising social security budget and seek to address those instead of simply focusing on directly cutting social security spend. In particular to look at housing policy reform and address in-work progression for the low paid and low skilled, tackle underemployment and lack of affordable childcare provision.
- **Effective monitoring and evaluation is undertaken.** Government collects appropriate data and undertakes appropriate research to ensure effective evaluation of the impact of its welfare reform policies. To include the localisation of welfare through the introduction of council tax reduction schemes, discretionary housing payments (DHP) and the removal of the Social Fund. Data and review should take into account unintended consequences of impacting on other service provision (e.g. disability benefit changes and social care provision), cumulative impacts, targets in reducing household

and child poverty and identifying funding and service provision gaps in local services.

- **Proposals for improvements to policy are identified and considered** by supporting representative legal challenges to remove unworkable anomalies, breaches of equality duties and human rights in the unfairness of recent welfare legislation. This includes the introduction of caps and cuts and the abolition of some benefits to ensure protection for the most vulnerable; child poverty is tackled; work pays for all; and universal credit does simplify the social security system.

201 Alongside working with the SSC, UNISON has also represented UNISON members as an advisory stakeholder in the Social Security Advisory Committee (SSAC). UNISON has voiced the working concerns of welfare reform for the low paid, women and families, young and 50+ members and disabled members in particular, along with raising concerns around current proposals of employment and the in-work conditionality regime that may affect low-paid and part-time members and families or unpaid carers.

202 Working with service groups, UNISON has represented service group members by:

- Campaigning for more local government funding for welfare support services and a role for UNISON's 20,000 housing benefit staff under universal credit.
- Hosting a parliamentary roundtable to request a rethink of the funding of the community and voluntary sector and the need for more support – for staff dealing with the impact of welfare reforms on service users.
- Calling for the immediate abolition of the bedroom tax and working with UNISON housing members to promote joint partnership working with other unions, employers and social housing providers, tenants associations, community and welfare support groups and councils to demonstrate the hidden costs, impracticalities and unfairness of the bedroom tax.

203 With UNISON national and regional self-organised groups (SOGs), UNISON's welfare charity 'There for You' and regional welfare committees UNISON has:

- Worked with our regional welfare officers and activists to understand the changes that may affect our members needing UNISON welfare support.
- Promoted UNISON's credit unions partnership scheme.

- Worked with our women and disabled members and committees, who are disproportionately affected by the reduction or removal of much-needed child support credits and living support payments with the replacement of Disability Living Allowance (DLA) with Personal Independence Payments (PIP).

- Promoted the need for welfare reform to assist with wider labour market and employment concerns for e.g. gender issues with regard to both young and older women, people with family and carers needs, people with disabilities.

- Campaigned for the immediate withdrawal and replacement of the Work Capability Assessment (WCA) and the main provider ATOS implementing the WCA.

204 As Universal Credit is rolled out further in 2014/15 our campaign will focus on ensuring that workplace issues for members working in jobs affected by welfare reforms are addressed:

- Adequate staffing levels for excessive workloads to be tackled.
- Proper staff training to support tenants or other service users especially if staff are having to give out debt and welfare advice.
- Stress as a growing problem for staff trying to tackle the problems the bedroom tax causes are addressed.

205 UNISON will also continue to campaign for better funding and improvements on all aspects of welfare reform to ensure that they meet the needs and social security entitlements of all groups both in and out of work and will continue to provide briefings, updates and guidance on further welfare changes and reforms.

Labour Link

206 UNISON's affiliated political fund (known as Labour Link) has continued its work in opposing the coalition government's attack on our public services and promoting UNISON policies within the Labour Party.

207 Across the party, Labour Link is working closely with Labour representatives to oppose government legislation and expose the dire effects on services and communities. Local government funding has suffered the largest cuts of any sector and those areas with the greatest need have had the largest cuts.

208 Despite the strong union and Labour campaign

against the Health and Social Care Act its introduction has further promoted competition and the privatisation of our NHS. We have highlighted how a few big private sector companies are again winning most of the contracts and the NHS is being broken apart.

209 Labour Link has provided support and briefings for MPs to challenge the coalition government on a range of other issues including welfare reform, immigration, cuts to sure start and the undermining of equality legislation.

210 UNISON won support at Labour conference 2013 for the party to tackle the crisis of low pay and to end the pay freeze across the public sector along with action on promoting the Living Wage and ending the abuse of zero hour contracts.

211 Following Ed Miliband's proposals in the summer that union members should have a positive choice on paying an affiliation fee to the Labour party, Ray Collins was asked to consult widely across the party and come forward with proposals. UNISON's key principles in these discussions were that the union collective affiliation should be protected and that our political fund structures in the UNISON rule book and our system of choice for members would not be changed. The final Collins report protected the collective union voice in the party and approved UNISON's current system while giving other unions a transition period of five years to adapt their procedures to the framework agreed at the special conference.

212 We have continued to promote UNISON's key policies in Labour's policy development process and provide evidence to the detailed reviews that are taking place.

213 Among the issues we are pursuing are fair funding for local government, the repeal of the Health and Social Care Act to replace competition with collaboration and make the NHS the preferred provider, a major house building programme, steps to tackle youth unemployment and the abolition of the bedroom tax.

214 In Scotland and Wales, UNISON Labour Link continues to promote UNISON policies within the party in the different political landscapes in which they operate.

against the austerity agenda, and how we recruit members to maintain and build our political influence.

216 The GPF committee agreed funding towards the television and press advertising that accompanies our ongoing recruitment campaign. Funding was also provided for important research demonstrating the affordability and positive effects of the Living Wage, the NHS demo at the Conservative Party conference and campaign activity around payday lenders and the need for a credit union alternative.

217 Support has also been provided for political influencing work and branch campaign activity related to the Worth It pay campaign. This has included the spot bids pilot, under which branches were invited to make small bids up to a value of £500 for work or community-based events highlighting the cause of fairer pay.

218 The GPF has continued to fund the provision of materials and promotional items to support local campaigning on public services. This aims to ensure that local campaigns are professional and give the union a high profile.

219 The GPF has provided for a UNISON presence at a range of equality related activities including local prides and Melas.

220 The GPF has supported activities aimed at combating the political right, including Hope not Hate and Unite Against Fascism, and important labour movement events such as the Durham Miners Gala.

221 The GPF has continued to fund a major programme of parliamentary activity providing political advice and monitoring for the union.

222 A successful one-day seminar was held in the autumn to develop the GPF committee's strategy in the period up to May 2015. The committee received and considered the implications of the government's lobbying act, which imposes new regulations on how we campaign. The committee is developing its plans accordingly, and awaiting further advice and guidance from the electoral commission. An invitation to bid has been issued to regions and branches inviting bids focused on the union's Million Voices campaign plan.

General political fund

215 Over the last year the priority for union's general political fund (GPF) has continued to be how we support campaign work that defends our members

Political fund membership

223 Political fund membership at 31 December 2013:

224 Affiliated political fund contributors — 391,593

225 General political fund contributors — 812,760

Political fund ballot

226 The union is required by law to hold a members ballot on having a political fund every 10 years. The NEC has decided to bring this forward by a few months and hold it in November 2014 and is in the process of consulting the certification officer about the formal arrangements. The ballot will cover all members in Great Britain and in an identical way to the last successful ballot in 2005. The NEC has formally decided to campaign for a 'Yes' vote to retain the union's political voice and our current political fund arrangements with two sections: the general political fund and the affiliated political fund.

Transparency of Lobbying

Transparency of Lobbying – Non-party Campaigning and Trade Union Administration Act.

227 Shortly before the summer 2013 parliamentary recess the government announced legislation that would introduce a statutory register for lobbying agencies, update the law around the regulation of campaigning activities by non-party campaigners and create a new system for verifying the membership records of trade unions.

228 In the interests of transparency and openness in the British political system, UNISON had previously argued for a statutory register of lobbyists that would cover all persons and organisations involved in lobbying as part of their core business activity. We recognised that the proposals within this legislation would only cover a small group of lobbying agencies and that it would not address the concerns that had been highlighted in the scandal surrounding News International and their lobbying activities regarding BSkyB that had prompted the announcement of legislation.

229 As one of the UK's largest activist-led campaigning organisations, UNISON also recognised that the restrictions on non-party campaigning would severely limit the union's ability to undertake campaigns and make representations on behalf of its members during an election period. The huge reduction in spending limits for non-party campaigners coupled with the broadening of the activities covered by those limits were a direct attack on the role of trade unions and other large campaigning organisations such as Hope Not Hate, 38 Degrees and Friends of the Earth – many of whom had been vocally critical of the coalition government's policies. This politically motivated attack would have a chilling effect on public debate by limiting how much organisations could say during an election

campaign and thus denying a voice to large sections of society.

230 The third section of the proposals were a direct attack on trade unions, further restricting their ability to function as independent membership organisations and undermining their duty of care to their members' privacy. These provisions would require trade unions to have their membership records certified by a government-approved certification officer and could potentially expose the data held by trade unions to a third party without permission.

231 UNISON campaigned against the legislation both on its own, in co-operation with sister trade unions and in alliance with charities and other campaigning organisations. UNISON lobbied ministers, parliamentarians, civil servants and the Electoral Commission (as those overseeing the passage of the legislation) in an attempt to mitigate the impact of the proposals. UNISON stood side by side with other trade unions and the TUC to argue against further limits on the internal matters of trade union administration – including providing crucial legal advice to parliamentarians. Joining forces with campaigning organisations from across the political spectrum, UNISON supported widespread campaigning against changes to the laws on non-party campaigning. UNISON did this through the informal alliance set up to argue against the "gagging law" through its active social media channels, national media operations and in a financial capacity through its membership of TULO.

232 Campaigners were successful in securing concessions on non-party campaigning in the legislation during its passage through the House of Lords, thanks in part to the work done by Lord Harries of Pentregarth and his Commission on Civil Society and Democratic Engagement. While these concessions would still have meant tight restrictions on the activities of non-party campaigners during an election period, they would have made the legislation more workable and less of an affront to free speech. Unfortunately these concessions were overturned by Conservative and Liberal Democrat MPs when the legislation returned to the House of Commons. On the regulation of trade union membership, a delay in the implementation of the new rules was secured – meaning they will not come into force until after the 2015 general election.

233 UNISON continues to work with non-party campaigners, including sister trade unions and the TUC, to campaign against this draconian legislation. We are exploring all possible measures, including possible legal action, to ensure that the voice of UNISON members continues to be heard.

Campaigning against the far right

234 As the political fortunes of the far right have waned at the ballot box, 2013 saw the resurgence of street violence from the English Defence League particularly in the aftermath of the murder of soldier Lee Rigby in Woolwich. An open letter organised by Hope not Hate was published in the Daily Mirror, together with a centre page spread talking about the events in Woolwich. General secretary Dave Prentis, on behalf of UNISON members, was a key signatory to the letter along with 47,000 members of the public as part of a social media campaign mobilising against the far-right. While the EDL were able to gain some prominence in the wake of Woolwich, increased public scrutiny also led to internal tensions and splintering. This led to the departure of Tommy Robinson, the leader of the EDL along with Kevin Carroll his deputy.

235 UNISON has continued its targeted campaigning against the far right both at the ballot box and beyond, working effectively with a range of anti-far right groups in local areas. However, the toxic nature of the immigration debate and the rise of UKIP has meant new challenges for UNISON's commitment to building tolerant and peaceful communities. Building on the effective strategies used in previous election campaigns, UNISON has supported Hope not Hate activities including: registering voters, particularly within universities and among faith communities; targeted materials; and turning out the anti-racist vote. UNISON also continues to put an emphasis on getting our members to turn out to vote through targeted local campaigns promoting a positive public services message.

236 UNISON played a key part in a day of action against racism across Europe to mark the United Nations International Day for the Elimination of Racial Discrimination, which took place on 22 March. UNISON supported a major rally in London, which drew attention to the UK's international obligations to tackle racism and xenophobia as well as the opposition of trade unions and anti-racist campaigners to the targeting of vulnerable communities and migrant workers. Gloria Mills, UNISON's national secretary for equalities was one of the speakers at the event, which saw thousands of anti-racist activists gather in Trafalgar Square.

International

237 Austerity and the attack on public services are policy measures that are driven globally by international bodies such as the World Bank and the International Monetary Fund. UNISON continues to

use its strong global links to campaign against this agenda both at home and internationally through solidarity and practical support to sister trade unions.

238 At the end of 2012 a new leadership of the global union federation Public Services International (PSI) was elected with Dave Prentis as president and Rosa Pavanelli as general secretary. This new leadership is pushing through changes in both PSI's structures and policies to make it a dynamic campaigning organisation that can become a genuine global advocate for public service workers.

239 With PSI and its European region, EPSU, UNISON began to campaign against the Transatlantic Trade and Investment Partnership (TTIP), a new generation of free trade agreement between the European Union and the USA that aims to liberalise trade in services, including public services and drive down regulation in the public interest.

240 UNISON also works closely with a range of solidarity organisations in the UK. One of these is the Palestine Solidarity Campaign (PSC). UNISON took part in two PSC trade union delegations to Palestine meeting not only the Palestinian trade union movement but a range of civil society organisations fighting for justice and self-determination for the Palestinian people. UNISON was also one of the main sponsors of the recent PSC trade union conference in London that brought UK trade unions together to look at how we can strengthen our campaigning work. Through the UNISON International Development Fund (UIDF) we have continued to support trade union and labour rights projects defending the rights of migrant and Palestinian workers in Israel and Palestine.

241 Latin America remains a key focus for UNISON's solidarity work. In Colombia we continue to support the work of Justice for Colombia (JfC) in promoting a peace process based on social and economic justice for all Colombians. We also fully supported JfC's campaign against the EU-Colombia Free Trade Agreement, which unfortunately was unsuccessful in stopping the agreement. However, it did put trade union rights at the centre of the debate about the agreement and will remain a central focus in monitoring the implementation of the agreement. The UIDF also continues to fund a range of projects with sister trade unions in Colombia.

242 UNISON has continued our support for the Miami 5. Dave Prentis spoke at the annual vigil for the five outside of the US embassy in London in the autumn. UNISON was a major donor towards the international commission on the Miami 5 organised by the Cuba Solidarity Campaign (CSC), which was held in London in the spring.

243 UNISON remains committed to working with the Venezuela Solidarity Campaign (VSC) and supported its conference marking the first anniversary of the death of Hugo Chavez. The UIDF is funding a project supporting the legal office of our Nicaraguan sister union UNE. Finally, UNISON has begun to highlight the increased attacks against the trade union movement in Guatemala.

244 UNISON has reached out to the thousands of migrant workers from the Philippines working in public services in the UK by setting up a Filipino Activist Network. UNISON continues to work with sister unions and others fighting for social justice in the Philippines, and currently funds a number of projects supporting a public service union to build its capacity, a water federation to challenge proposed privatisation of the water industry and a local NGO (non-governmental organisations) in Mindanao to campaign against the degradation of their land and water and the displacement of local people by the mining industry. To help to build links between UNISON and partners in the Philippines, a small delegation visited the country last year, and met with a range of organisations including sister unions, civil society organisations and human rights defenders.

245 UNISON responded to the typhoon in the Philippines, which killed over 6,000 people by making a financial donation to the Disasters Emergency Committee (DEC), and hopes to support rebuild projects for unions in the areas most affected.

246 Burma/Myanmar continues to be a priority for UNISON not least because many in the international community have taken their eye off the ball by lauding the nominal democratic government with whom they are keen to do business. UNISON is establishing links with emerging independent trade unions, and continues its support for Burma Campaign UK, especially its campaign to end violence against women.

247 In 2013 the government of South Korea escalated its privatisation programme and attacks on the trade union movement. UNISON hosted a number of visiting South Koreans, and, through social media and protest letters, raised the profile of the struggles facing trade unionists in the country.

248 Following an emergency motion to national delegate conference, UNISON pledged to support the independent trade union movement in Bangladesh. This was as a result of the terrible events at Tazreen and Rana Plaza factories where over 1,000 people died and scores more were horribly injured due to negligence and the absence of independent factory inspections. UNISON is now supporting two garment

worker federations to build their capacity and involve the more than 80% women garment workers in the industry. A central tenet of the project is to garner support for a compensation fund for all those affected by the tragedy of Rana Plaza and to get global brands to sign up to a legally binding accord of factory inspections that involve trade union reps.

249 Southern Africa remains a priority for UNISON and we have maintained strong relations with our sister trade unions in South Africa. UNISON has worked closely with Action for Southern Africa (ACTSA) and was able to facilitate a speaking tour by the Swaziland Democracy Campaign to the UK.

250 The UNISON International Development Fund (UIDF) is an important component of providing vital support and solidarity to trade unions and civil society organisations around the world. We currently have projects in Bangladesh, Cambodia, Colombia, Israel, Palestine, Peru, the Philippines, Nicaragua, South Africa and Swaziland. The UIDF is funded entirely from commission received from affinity partners in UNISON Plus.

TUC demo 18 October 2014

251 UNISON has been working with the TUC on plans for another successful large national demonstration. It will be on Saturday October 18th in London and called "Britain needs a pay rise". Discussions are taking place on whether there will be additional demonstrations in other cities or not. The NEC will be putting plans together so as many members and their friends and families can attend as possible.

Objective 4: Resources

RMS

252 UNISON's membership and subscription income system, the RMS, continues to support the union in its core activities and campaigns.

253 The ability to join UNISON online has continued to be very successful for potential members, especially those who work at smaller employers as this service is available 24 hours a day. About 260,000 applicants have applied to join UNISON this way. Another 12,000 join directly over the phone.

254 UNISON continues to support the My Details service on the UNISON website. It gives members the ability to maintain their own membership details online. The number of members who access this service continues to grow and is another platform for members to engage with UNISON when membership details need to be updated quickly and efficiently.

255 During September 2013, UNISON launched a new secure web-based membership system for branches, called WARMS. It provides key organising information, allows quick updates to members' records and has a powerful communication tool including an integrated bulk email facility. It is available for all branch secretaries, membership officers and branch administrators. Access to WARMS is via a modern and sophisticated e-learning platform that allows users to learn at their own pace while being able to access this resource for refresher training. Almost 900 users now access the WARMS system covering almost 600 branches. Based on feedback from our branches, improvements are being made and we hope that all branches will be using this system during 2014.

Legal services

256 In 2013, UNISON's legal services mounted a challenge to the government's decision to introduce a fees regime in the Employment Tribunals and Employment Appeal Tribunals.

257 Although the claim was unsuccessful, the decision highlighted a number of issues in relation to the implementation and effect of fees. The High Court made clear it expects the government to keep this issue under review and to revoke or amend the scheme if UNISON's arguments are borne out. UNISON is

confident they will be. UNISON is in the process of appealing this decision to the Court of Appeal.

258 Pressure from UNISON during the hearing brought a significant concession from the Lord Chancellor, so that successful claimants will now generally have their Employment Tribunal and Employment Appeal Tribunal fees reimbursed by the respondent.

259 In Scotland, in the first equal pay claim to reach the Supreme Court, UNISON successfully appealed on behalf of several thousand UNISON members in schools, nurseries, libraries and offices. The employers had argued that women in clerical grades could not compare themselves with male bonus-earning manual workers because they had different workplaces and different terms and conditions.

260 The Supreme Court overturned the Inner House of the Court of Session and found that the comparison could be made provided the men's terms would remain unchanged if, hypothetically, they were moved to the same workplace as the women. This was a huge victory for women – whether UNISON members or not.

261 In another case run by UNISON legal services, the Advocate General of the CJEU handed down his opinion on the proper interpretation of "paid annual leave" in Article 7 of the Working Time Directive. In his view, UNISON member Mr Lock, an internal energy sales consultant working for British Gas was entitled to have his commission payments included in his holiday pay. After this positive opinion, the judgment of the full court is awaited.

262 In the first case of its kind, the Employment Tribunal in Watford ruled that Barnet Council had failed to provide information on the number of agency workers employed by Barnet Council as required following the changes to s.188 TULRCA and regulation 13 of TUPE brought in by the Agency Workers' Regulations. The employers appealed but settled by paying the members 85% of the award awarded at tribunal.

Professional Services Unit (PSU)

263 The professional services unit (PSU) is UNISON's specialist team that provides advice and deals with cases where a member is a professional registrant

facing investigation and potential action by their registration body. During 2013, the PSU closed 77 cases and provided representation in 415 cases – an increase of 41% on 2012.

264 Roughly two-thirds of this caseload originated from nursing and midwifery cases, while the remainder was comprised of non-nursing / midwifery professionals such as social workers, occupational therapists, paramedics and others. The majority of cases have been resolved with a satisfactory outcome.

265 The PSU continued to work in partnership with professional bodies and the regulators to raise issues and try to improve health and social care regulatory processes in the future. It also continued its regional training programme by organising five courses and two events across the country for both full-time and lay officials.

Fighting fund

266 The fighting fund has run since the end of 2011, towards the autumn 2013 the general secretariat decided that an operation review was necessary. The provision of the fund is subject to annual review by the national executive council and has been used to finance the employment of some 350 organisers since its inception. The fund has also attracted over three million pounds by way of match funding from branches significantly expanding its capacity and reach. Regions, branches, services groups and fighting fund organisers were consulted about what they felt worked well and aspects of the scheme that could be improved. The detailed and thoughtful feedback identified the need to tighten up a range of processes and procedures to enable us to make best use of the scheme and help UNISON build organisational intelligence about recruiting and organising. Those submitting fighting fund bids are asked to produce a project plan with milestones and targets that can be used to track progress. UNISON's project office is providing workshops on best practice. A new monitoring and evaluation scheme is being rolled out to enable us to gather information about what works on a project-by-project basis. The review also raised a number of issues about the management of fighting fund organisers (FFOs). As a consequence, a new induction scheme is being developed and workshops are being offered to those who manage FFOs.

267 The review having been completed, regions started resubmitting bids in the spring of 2014. They were joined by the community and voluntary service group committee, which has successfully bid to employ FFOs to recruit in the housing sector. The project

co-ordinators are particularly keen to gather information about what makes for sustainable project outcomes and how we recruit, organise and represent members in the third and private sector.

Branch resources review

268 The national executive council continued the branch resources review. There are NEC motions and a report to conference on this subject.

Financial governance

269 UNISON's detailed and audited financial statements are produced and published separately from the annual report.

270 During 2013, the union and its members faced continued cuts in public spending and attacks on public service jobs and our members. Our finances show that general fund reserves effectively remained flat at £193 million compared to the previous year despite subscription income falling to just over £168 million. UNISON has achieved this through its continued planned approach of ensuring both long-term viability and continuing to meet future demands by:

- continuing to maintain reserves
- operating within budgets to ensure reserves are maintained
- ensuring sufficient cash is available to meet our objectives and capital requirements.

271 In the current economic climate, like so many other defined benefit pension schemes, there remains a deficit in the staff pension schemes as shown in the financial statements. The figures reported are calculated under Financial Reporting Standard 17 although they fluctuate year to year. However it is envisaged that the recovery plan agreed and put in place in 2009 and reaffirmed in 2012 following the latest actuarial valuation, should reduce the deficit over the long term.

272 The union continues to have a solid financial platform to deliver the planned work ahead and to meet the challenges it faces going forward by making best use of its resources at every level.

273 The outlook for 2014 is challenging but manageable with subscription income budgeted to fall further as a result of continued attacks on public

sector finances. Clearly raising income must be the direction to be taken and the initiatives of a fighting fund and targeted recruitment campaigns are crucial to this. In the shorter term, as a result of reducing income, expenditure must continue to be reviewed at all levels of the union to ensure it is in line with planned income. There are and will be pressures at all levels but simply looking to shift the total resources the union has between differing parts of the union will not address the issues being faced or which will be experienced across all parts. The approach has to be to look to continue to use the resources that are available more effectively and to look to share these wherever possible.

UNISON staff pension scheme and shareholder engagement

274 The staff pension scheme is a leader in the trade union movement for share owner engagement with the companies it invests in. Alongside the TUC and UNITE staff pension funds we have established TUSO (Trade Union Share Owners). This is a voting and engagement project, where the group only votes yes to director's pay packets if they are 20 times – or less – the value of average worker's pay. Trustees are also involved with the UNPRI (United Nations principles for responsible investment). Ours is the only trade union staff fund that has signed up to the six key principles, which we then take to a practical level with an engagement programme with 40 retail multinationals on how best to employ their workers.

Mabledon Place refurbishment update

275 Planning consent was obtained at the end of 2011 to allow our development partner to completely refurbish Mabledon Place to provide up-to-date and more efficient office accommodation. Some changes will be made to the external appearance of the building, and energy consumption will be reduced by including a range of energy efficient systems. We have sold the developer a 153-year lease and the refurbishment works will complete this summer. The building has been marketed to prospective tenants and we are expecting that a long lease will be agreed for the complete building. UNISON will receive a share of the rental income for the length of the lease once the tenant moves in, while the developer will continue to manage and maintain the property and fund all outgoing expenditure including rates.

Investors in People

276 UNISON was highly successful in our reaccreditation as an Investor in People in July 2013. We were assessed against the full wider framework for the first time and gained a strong Silver award, valid for three years. This prestigious award is held by less than 3% of IIP organisations. To celebrate our success, all staff received a letter of appreciation from the general secretary and a copy of our new staff guide *This is UNISON – a great place to work*. An action plan is in place to address areas for improvement, which will be monitored through our annual staff survey. As this work progresses consideration will be given to the timing of our next assessment.

Apprentices

277 During 2013 UNISON developed and launched a UNISON centre pilot, to employ local young people on apprenticeships. Paying the London Living Wage we were successful in recruiting five highly able young local people to undertake business administration apprenticeships at the advanced level. Employed on supernumerary fixed term contracts of 18 months, they are engaged in work in HR, systems management, member liaison, conference and strategic organising. In addition to their line managers, each has been provided with a buddy within the department and a mentor outside of their work area, to provide additional support and build greater understanding of the range of the union's work. The pilot is being evaluated to consider its potential for roll-out to the regions.

Living Wage accreditation

278 In October 2013 UNISON was accredited as a Living Wage employer by the Living Wage Foundation. We will seek to maintain this every year with the new rates and put the logo on our internal and external communications and website in the same way as the IIP accreditation.

Appendix 1

Monitoring information

Since its foundation, UNISON has pursued a policy of proportionality and fair representation to ensure that our members are properly represented at all levels of the union. UNISON monitors participation and membership of all national and regional conferences and committees.

We remain committed to ensuring that our organisation remains relevant and reflects our membership. This includes our local lay representatives as well as our members on national bodies.

Of UNISON members, the percentage of women is:

Membership	75%
Accredited stewards	52%
Health and safety reps	42%
Branch secretaries	50%

Every effort is made to ensure that every new member recruited to UNISON completes full monitoring information. We continue to work to ensure that our RMS records are up to date.

2013 National delegate conference – information on delegates

Monitoring identified the following levels of participation at last year's conference:

Female	56%
Part-time workers	12%
Black members	10%
Disabled members	13%
Young members (under 27)	4%

Service group breakdown:

Local government	45%
Water, environment, transport	3%
Health care	30%
Energy	2%
Police and justice	5%
Community	4%
Higher education	6%
No response	5%

Subscription band:

A Up to 2,000	1%
B 2,001 – 5,000	1%
C 5,001 – 8,000	2%
D 8,001 – 11,000	3%
E 11,001 – 14,000	4%
F 14,001 – 17,000	10%
G 17,001 – 20,000	14%
H 20,001 – 25,000	18%
I 25,001 – 30,000	16%
J 30,001 – 35,000	9%
K Over 35,000	8%
Member in education / apprenticeship or on unpaid leave	1%
No response	13%

National executive council 2013 – 2014

Female	63%
Male	37%

Ethnicity:

Black African	3%
Black UK	15%
Irish	3%
White UK	70%
White other	9%

Disabled:

Yes	18%
No	82%

Service group:

Local government	41%
Health care	29%
Community	12%
Police and justice	6%
Water, environment, transport	3%
Higher education	9%

Subs band

A – D (up to £11k)	15%
E – G (£11,001 - £20k)	24%
H – K (above £20k)	61%
Member in education/apprenticeship	0%

Age

16 – 26	0%
27 – 39	0%
40 – 49	18%
50 +	79%
Not answered	3%

