

EQUALITY SURVEY 2017

General

11590 UNISON members working across the different UNISON service groups and regions responded to our on-line survey during the period 12.6.17 – 7.8.17.

Despite asking for members only to take part in this survey, a further 65 responses were from non-members. These have been filtered out of the results in this report.

645 members did not proceed beyond answering whether they were a UNISON member or not.

The survey was promoted through our activist networks and was also advertised via the UNISON website and through social media.

It is important to note that not all respondents answered all questions, so the figures given in the headline section must be read in conjunction with the statistical report that accompanies this summary.

As with last year, approximately 20% of participants were from our activist base.

Significant variations (at least 3% or more) from last year are underlined.

Response and respondent characteristics and employment (Questions 2 – 6, and 32-36)

- 11950 (4587) UNISON members responded to this survey.
- 29% (29%) paid subscriptions relating to an income of under £17,000 per annum, and would qualify as low-paid under UNISON's definition for its reserved low paid seats currently at £9.72 per hour, assuming a 35 hour working week, 52 weeks a year.
- 50% (47%) paid subscriptions relating to bands covering the range £17,000 - £30,000 per annum.
- 50% (45%) had over 11 years' membership of UNISON.
- 85% (88%) were employed in the public sector; 9% (7%) in the private sector; 3% (2%) in the voluntary sector. 3% (3%) did not which sector they were employed in.
- 48% (45%) were from the local government service group. 9% (8%) did not know which service group they are in.
- 20% (-) of all responses came from UNISON's Scotland region, the next highest being North West with 13%.
- 70% (71%) described their gender as female.
- 4% (6%) were Black members i.e. ethnic origin Asian UK, Asian other, Bangladeshi, Indian, Pakistani, Black African, Black Caribbean, Black Other, Black mixed heritage, Chinese.
- 6% (7%) identified as LGB, 0.4% (0.5%) identified as transgender or having a trans history.
- 14% (17%) said that they would describe themselves as disabled.
- 51% (52%) were 50 years of age or older. 4% (4%) were under 27 years of age i.e. young members.

Participation in UNISON (Questions 7 – 10 and 12 - 14)

- 18% (25%) said they held an official lay-member UNISON position at branch level.
- 5% (8%) said they held an official lay-member UNISON position at regional level.
- 3% (4%) said they held an official lay-member UNISON position at national level.
- 22% (27%) said they were more likely to get more involved in UNISON compared with a year ago.

The following two bullet points are taken from questions asked that were not strictly comparable, so caution is advised on interpreting this information.

- 61% (-) said they had not taken part in any UNISON activity at any level of the union. If those who hold lay official positions are excluded (assuming they would take part) this figure rises to 80%.
- Of those who said they had taken part in UNISON activity, 60% (33%) said they had taken part in workplace meetings and 60% (29%) also in branch meetings, (including branch AGMs).
- 40% (45%) cited pressure of work as the main barrier to becoming more active within the union. The next biggest barrier - 26% (21%) - was not being interested in getting more involved.
- 19% (17%) said becoming active looked like too big a commitment.

Participation in UNISON self-organisation/young members (Question 11)

- 6% (7%) of survey respondents had taken part in a self-organised group/young members meeting at branch level.
- 60% (64%) of Black members had taken part in a branch Black members group.
- 54% (55%) of disabled members had taken part in a branch disabled members group.
- 57% (56%) of LGBT members had taken part in a branch LGBT group.
- 58% (48%) of women members had taken part in a branch women's group.
- 57% (53%) of young members had taken part in a branch young members group.

Workplace Equality Policies and Training (Questions 15 and 16)

- 31% (32%) said their employer did not keep them informed about its equality policies.
- 41% (38%) of respondents had had no employer-organised equality training, and only 22% (22%) had had any such training in the past year.

Discrimination in the workplace (Questions 17 – 22)

- 32% (32%) had experienced or had witnessed one or more incidents of unfair discrimination in their workplace.
- 66% (29%) said the discriminatory act(s) had been by a manager.

- 20% (23%) said the discriminatory act(s) had been a colleague.
- 2% (14%) said the discriminatory act(s) had been by a service user
- 2% (13%) said the discriminatory act(s) had been by a member of the public.
- 10% (-) said the discriminatory act(s) had been by someone else – most specifying a combination of the categories above. (This option was not offered last year. Of those who specified, the most common comment was a combination of the categories above. This question needs to be revised for next year to take this multiple possibility into account.)
- 44% (42%) of those who did not report an instance of discrimination they had experienced or witnessed cited fear of being picked on or victimised, and well over a third thought the issue would not be taken seriously.

Flexible working (Questions 22 – 26) (questions on this subject were not asked last year)

- 37% had requested flexible working, 71% of whom were women.
- 66% of requests were agreed, and 19% only agreed when the member compromised on their request.
- 15% were initially refused flexible working, but 2% won on appeal. 12% did not appeal the refusal. 1% appealed and lost.
- Main reasons for requesting flexible working: 41% of requests were for childcare, 26% to reduce the member's level of stress, and 23% to help manage a health condition/impairment.
- Main reasons for refusing requests: 32% of employers cited inability to reorganise work amongst existing staff as grounds for refusal; 22% cited detrimental effect on ability to meet customer demand; and 13% cited planned structural change(s) to the business.

Cost of / standard of living (Questions 27 – 31)

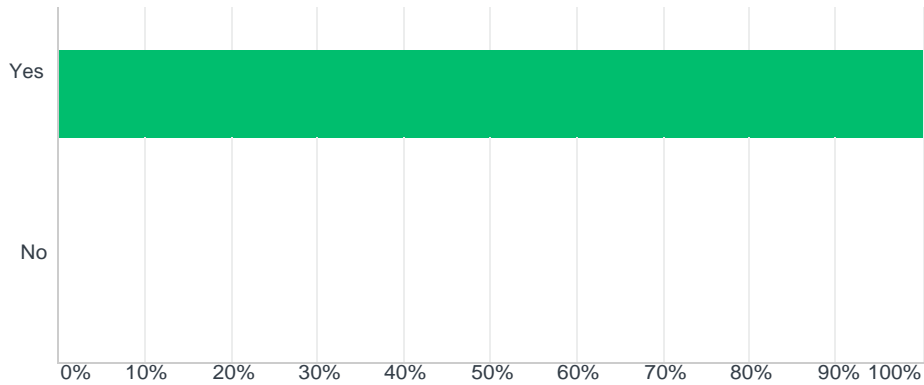
- 43% (34%) described their standard of living as worse than it was a year ago.
- 26% (24%) say they have seen an increase in their debts in the last year.
- 6% (7%) say they get less in total benefit than a year ago.
- Spending – NB figures relate to percentage of people spending more on an item etc. not the percentage that an item has increased in cost.

Item	2017	(2016)
Spend more on rent	13	(14)
Spend more on mortgage	11	(9)
Spend more on fuel (gas/elec)	<u>59</u>	(48)
Spend more on food	<u>68</u>	(54)
Spend more on travel to work	<u>50</u>	(43)
Spend more on Council Tax	<u>71</u>	(64)
Spend more on education eg uni fees	10	(10)
Spend more on clothing	<u>35</u>	(27)
Spend more on child care	7	(7)
Spend more on health care (medicines, eqpt, prescriptions, dentists, opticians, etc.)	39	(41)
Gone without regular daily meal	9	(9)
Gone without keeping home warm	17	(18)
Gone without annual holiday	50	(49)
Gone without a night out	<u>54</u>	(49)
More in debt than a year ago	26	(24)
Get less in benefit than a year ago	6	(7)

Equality survey 2017 - summary results

Q1 This survey is for members of UNISON only. Are you a member of UNISON?

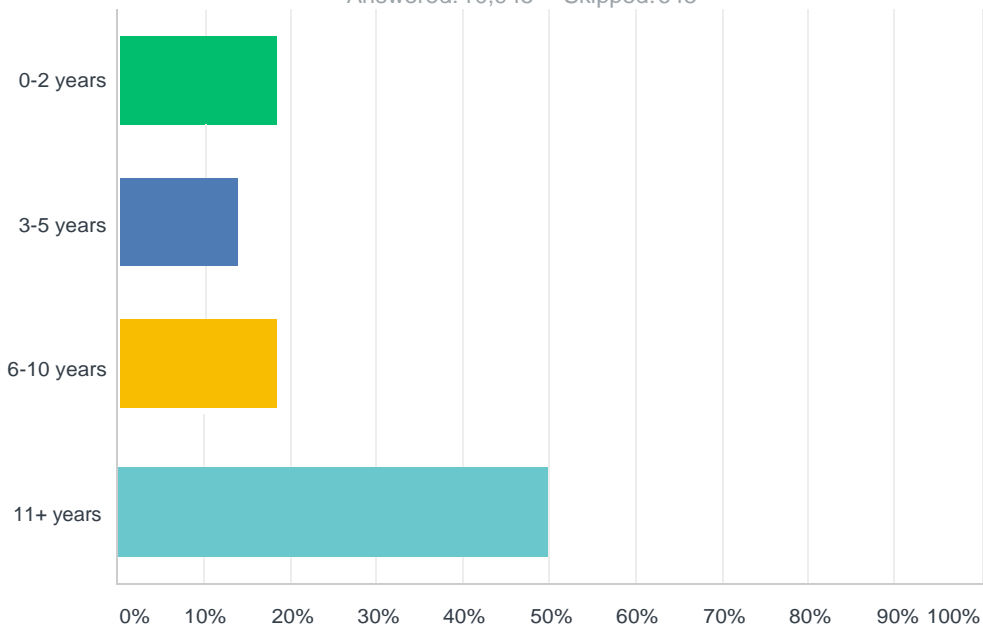
Answered: 11,590 Skipped: 0



Answer Choices	Responses
Yes	100.00% 11,590
No	0.00% 0
TOTAL	11,590

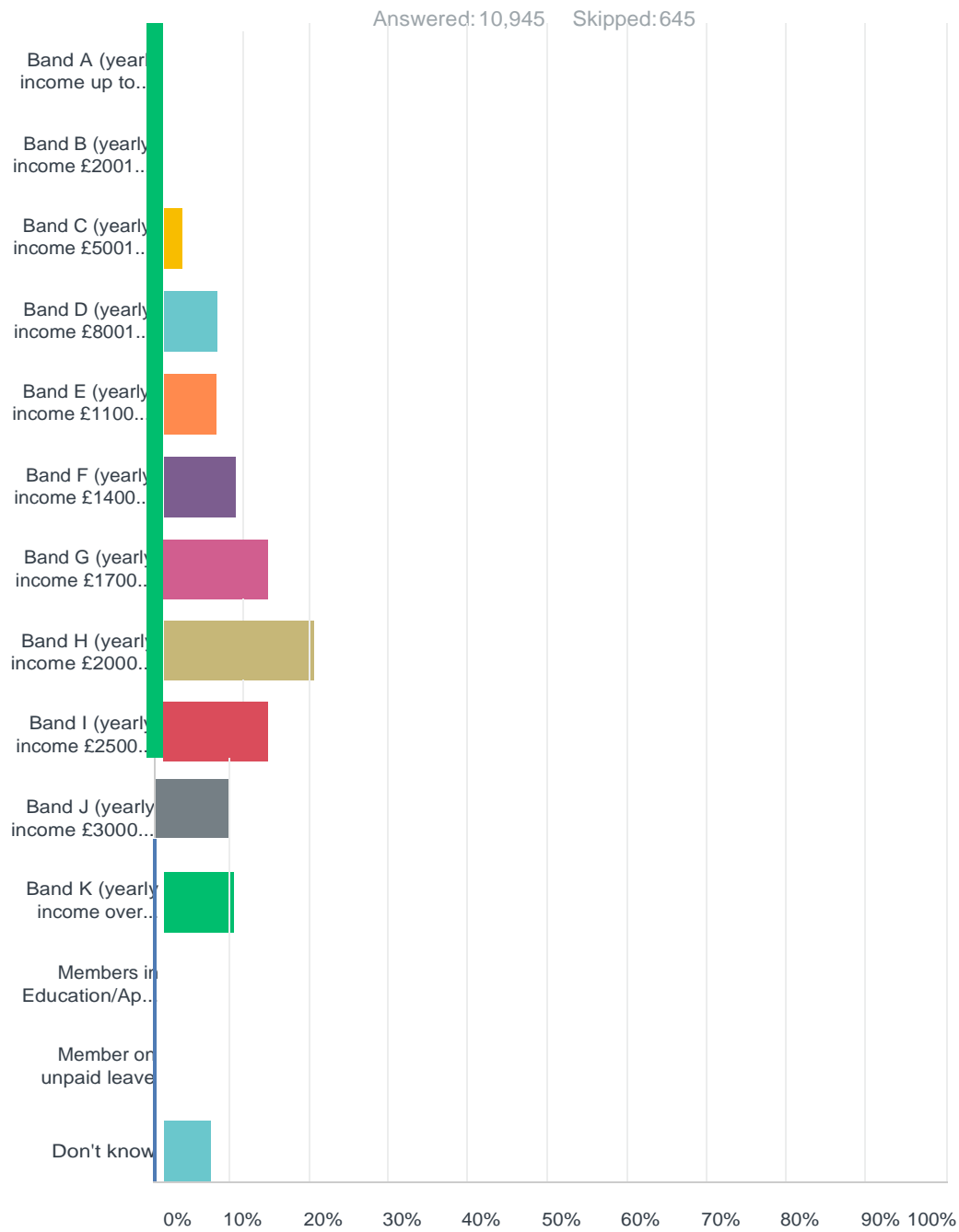
Q2 How long have you been a UNISON member?

Answered: 10,945 Skipped: 645



Answer Choices	Responses
0-2 years	18.77% 2,054
3-5 years	13.87% 1,518
6-10 years	17.70% 1,937
11+ years	49.67% 5,436
TOTAL	10,945

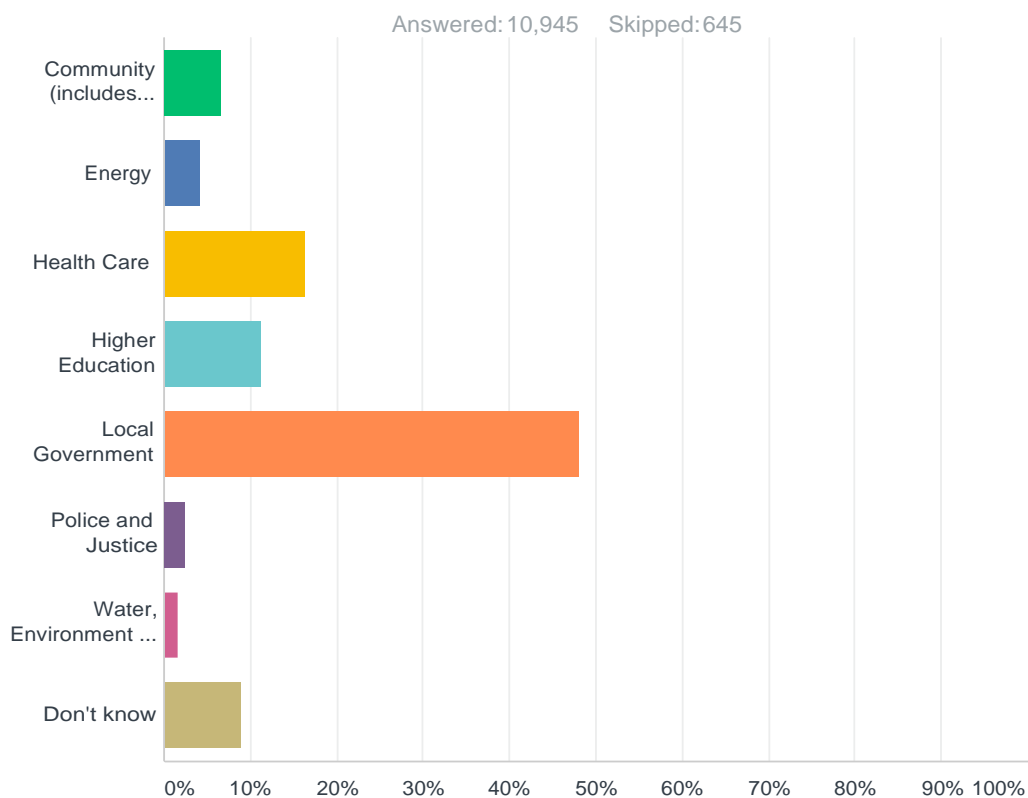
Q3 Which UNISON subscription band are you in?



Answer Choices	Responses
Band A (yearly income up to £2000)	2.07% 227
Band B (yearly income £2001 - £5000)	1.45% 159
Band C (yearly income £5001 - £8000)	2.46% 269
Band D (yearly income £8001 - £11000)	6.83% 747
Band E (yearly income £11001 - £14000)	6.75% 739
Band F (yearly income £14001 - £17000)	9.30% 1,018
Band G (yearly income £17001 - £20000)	13.14% 1,438
Band H (yearly income £20001 - £25000)	19.06% 2,086

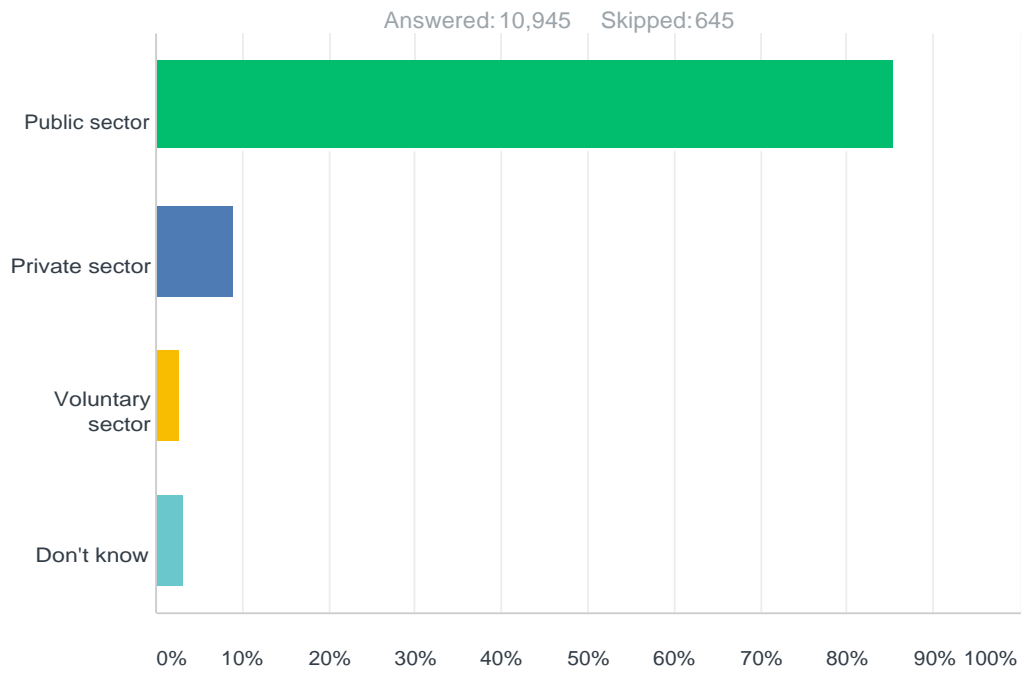
Band I (yearly income £25001 - £30000)	13.35%	1,461
Band J (yearly income £30001 - £35000)	9.89%	1,082
Band K (yearly income over £35000)	9.10%	996
Members in Education/Apprenticeship	0.39%	43
Member on unpaid leave	0.22%	24
Don't know	5.99%	656
TOTAL		10,945

Q4 Which UNISON service group are you in?



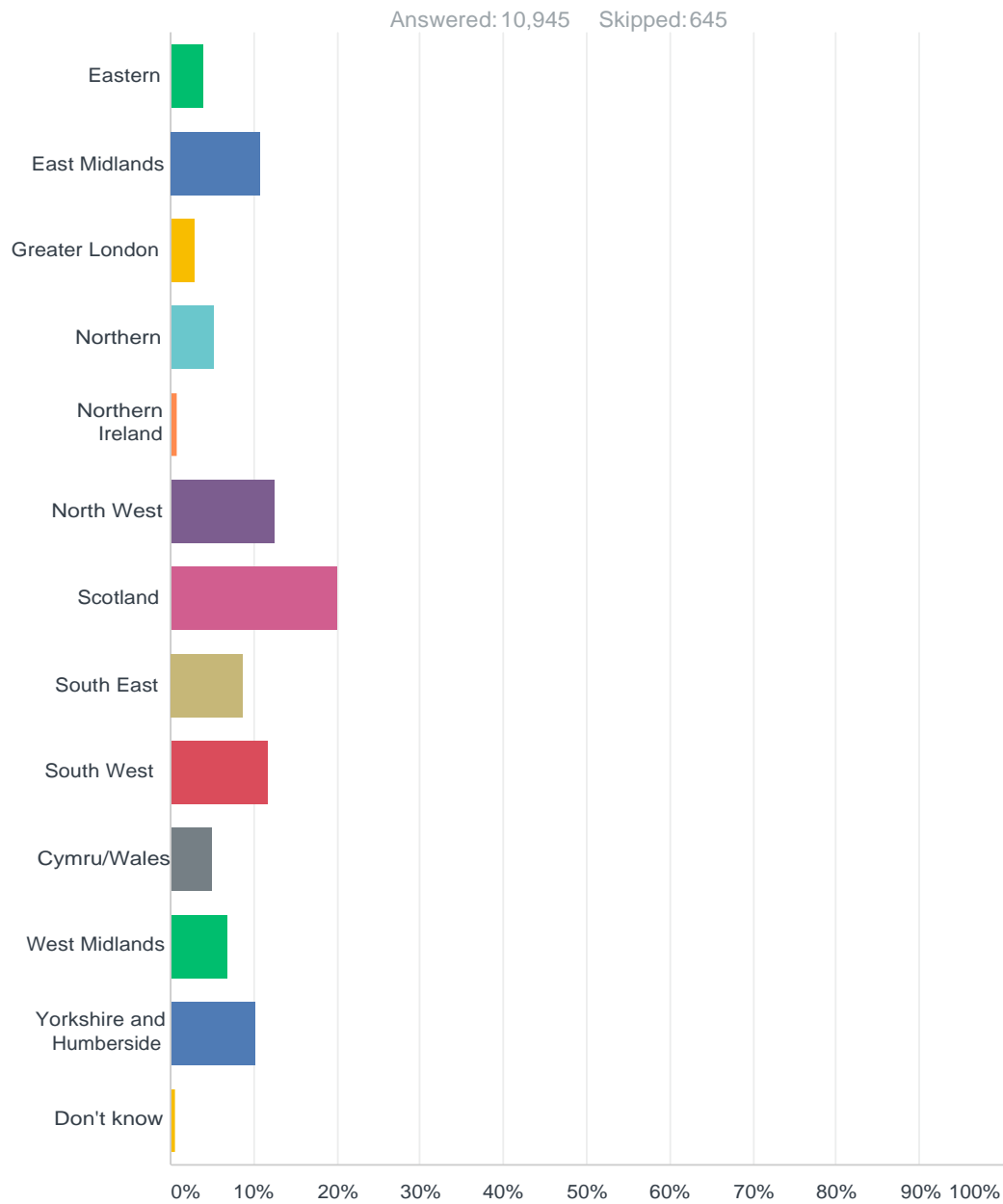
Answer Choices	Responses	
Community (includes voluntary, charitable, and housing associations)	6.79%	743
Energy	4.25%	465
Health Care	16.24%	1,778
Higher Education	11.38%	1,246
Local Government	48.20%	5,276
Police and Justice	2.58%	282
Water, Environment and Transport	1.59%	174
Don't know	8.96%	981
TOTAL		10,945

Q5 Which sector do you work in?



Answer Choices	Responses
Public sector	85.25% 9,331
Private sector	8.98% 983
Voluntary sector	2.65% 290
Don't know	3.12% 341
TOTAL	10,945

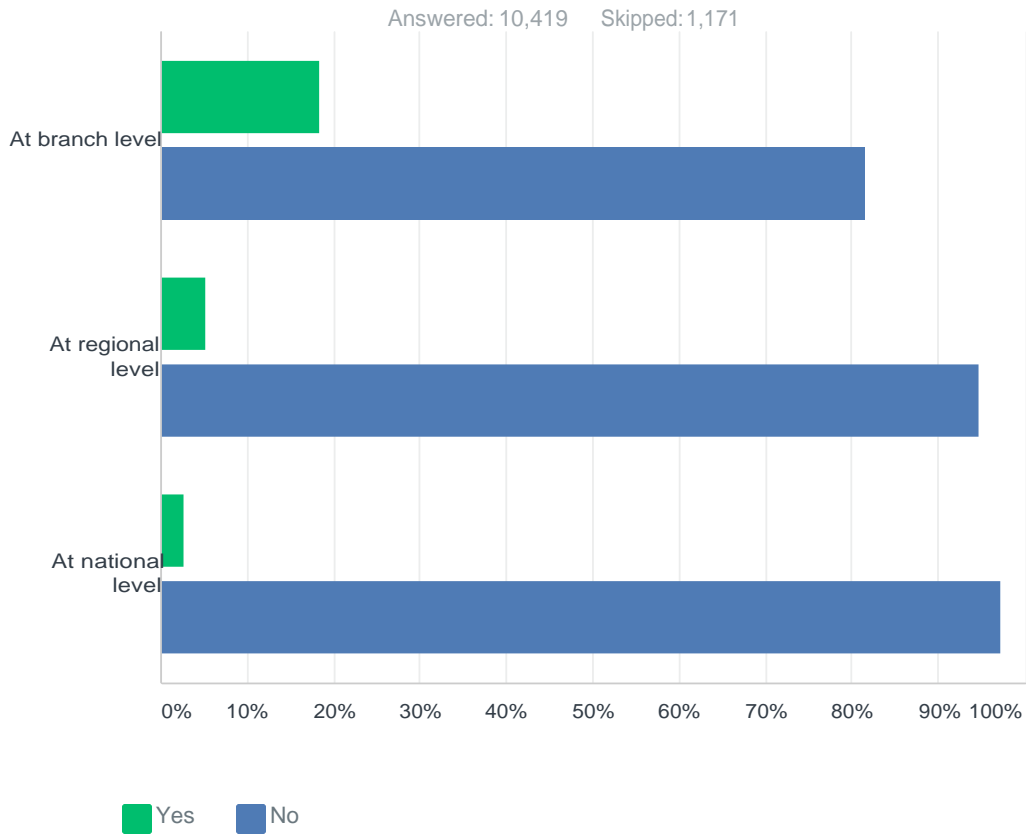
Q6 Which region do you work in?



Answer Choices	Responses	Count
Eastern	3.97%	434
East Midlands	10.84%	1,186
Greater London	2.87%	314
Northern	5.30%	580
Northern Ireland	0.76%	83
North West	12.54%	1,372
Scotland	20.13%	2,203
South East	8.82%	965
South West	11.81%	1,293
Cymru/Wales	5.01%	548

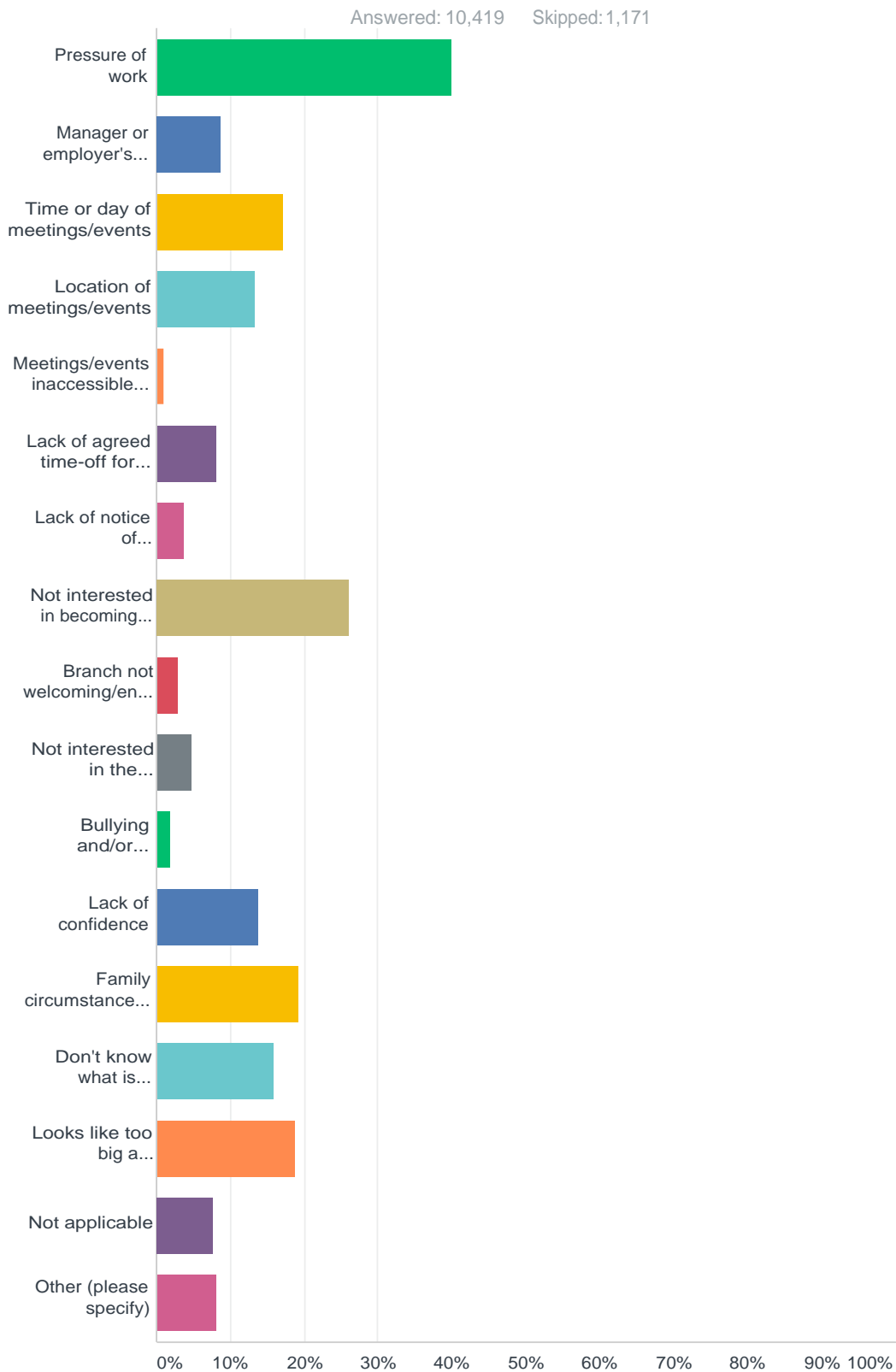
West Midlands	6.93%	758
Yorkshire and Humberside	10.32%	1,129
Don't know	0.73%	80
TOTAL		10,945

Q7 Do you hold any official lay-member UNISON position(s) e.g. steward, workplace rep, branch officer, regional committee member, conference delegate etc.?



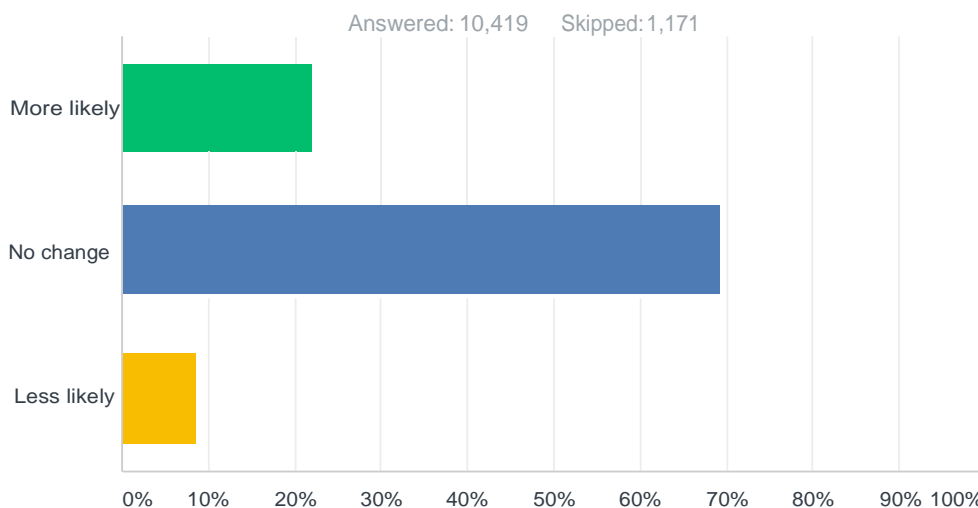
	Yes	No	Total
At branch level	18.31% 1,908	81.69% 8,511	10,419
At regional level	5.21% 543	94.79% 9,876	10,419
At national level	2.81% 293	97.19% 10,126	10,419

Q8 Which of the following are a barrier to you getting more involved in UNISON? Please tick all those which apply to you.



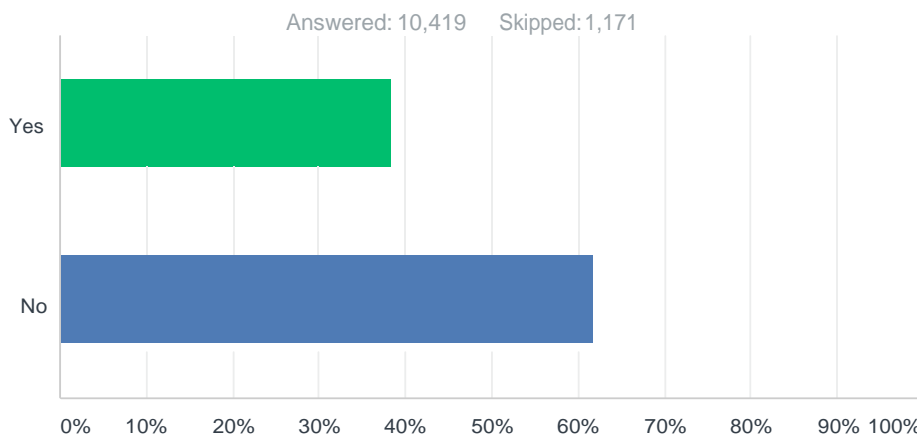
Answer Choices	Responses	
Pressure of work	39.95%	4,162
Manager or employer's negative attitude to UNISON	8.71%	907
Time or day of meetings/events	17.20%	1,792
Location of meetings/events	13.32%	1,388
Meetings/events inaccessible to me as a disabled person	0.99%	103
Lack of agreed time-off for trade union activities	8.20%	854
Lack of notice of meetings/events	3.87%	403
Not interested in becoming more active	26.11%	2,720
Branch not welcoming/encouraging	2.90%	302
Not interested in the meetings/events	4.82%	502
Bullying and/or harassment	1.92%	200
Lack of confidence	13.73%	1,431
Family circumstances e.g. dependent care needs	19.24%	2,005
Don't know what is required	15.91%	1,658
Looks like too big a commitment	18.73%	1,951
Not applicable	7.84%	817
Other (please specify)	8.09%	843
Total Respondents: 10,419		

Q9 Compared with a year ago, how likely are you to get more involved in UNISON?



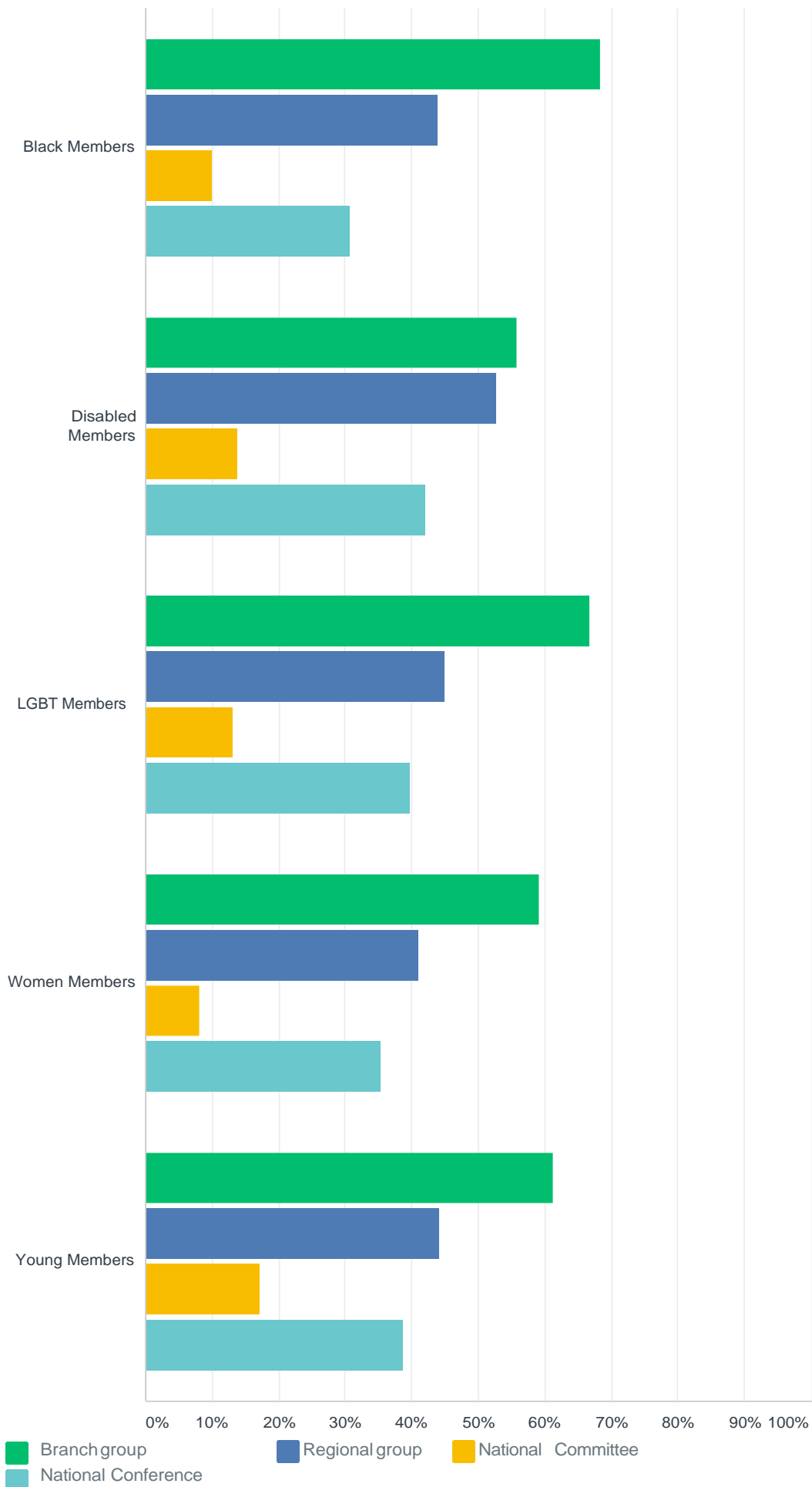
Answer Choices	Responses	
More likely	22.04%	2,296
No change	69.33%	7,224
Less likely	8.63%	899
TOTAL		10,419

Q10 In the past year, have you attended any UNISON activities at branch, or region, or national level? e.g. any UNISON workplace meeting, branch meeting, self-organised group, young members, or retired members meetings, Annual General Meeting, conference, training, industrial action, demonstrations/rallies etc.



Answer Choices	Responses
Yes	38.30% 3,990
No	61.70% 6,429
TOTAL	10,419

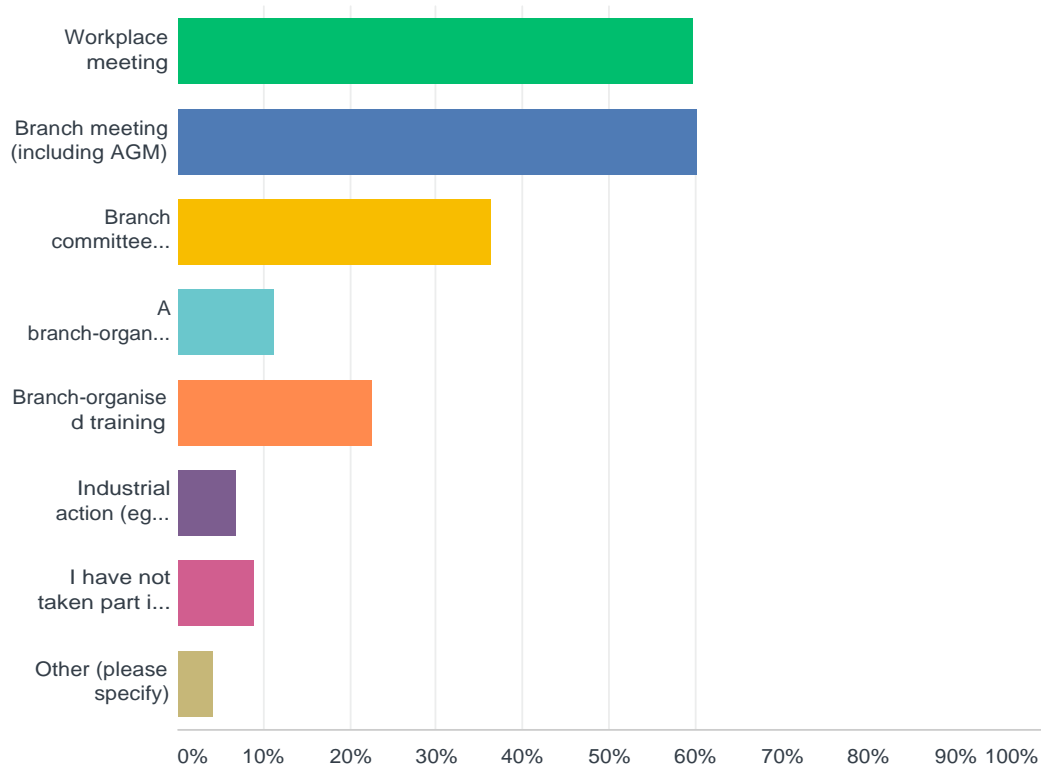
Q11 Which, if any, of the following UNISON meetings or activities for our equality/self-organised groups only have you attended in the past year? (Please tick all that apply.) Answered: 901 Skipped: 10,689



	Branch group	Regional group	National Committee	National Conference	Total Respondents
Black Members	68.46% 178	43.85% 114	10.00% 26	30.77% 80	260
Disabled Members	55.90% 109	52.82% 103	13.85% 27	42.05% 82	195
LGBT Members	66.82% 141	45.02% 95	13.27% 28	39.81% 84	211
Women Members	59.28% 230	40.98% 159	8.25% 32	35.31% 137	388
Young Members	61.26% 68	44.14% 49	17.12% 19	38.74% 43	111

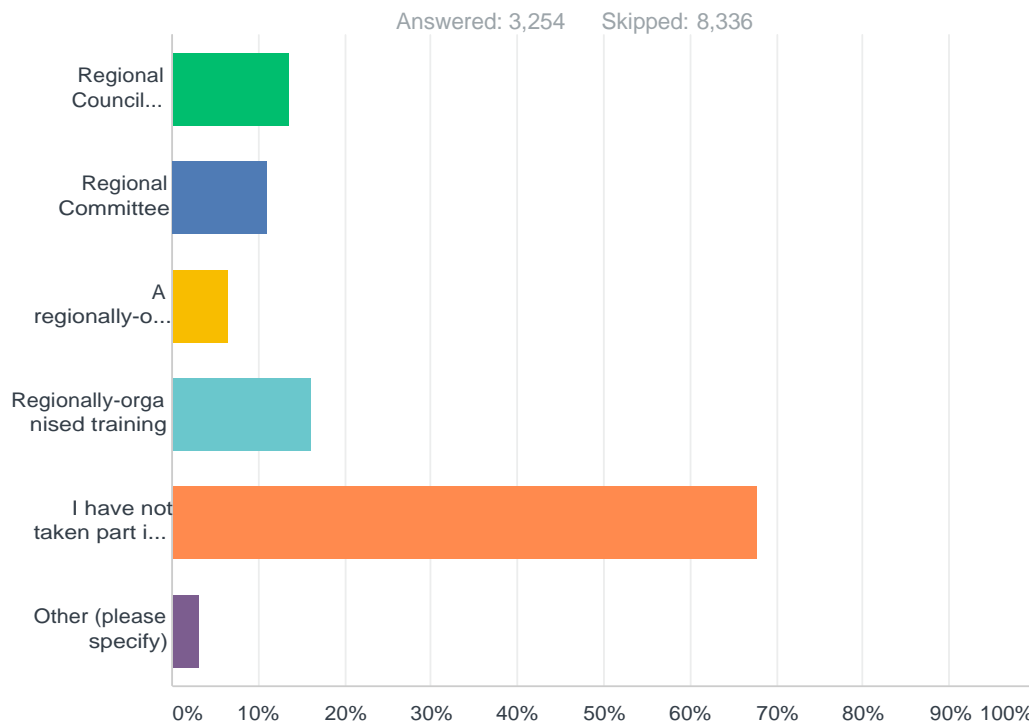
Q12 Which of the following UNISON BRANCH activities that are not specifically for self-organised groups or young members have you taken part in, in the past year? (Please tick all that apply.)

Answered: 3,726 Skipped: 7,864



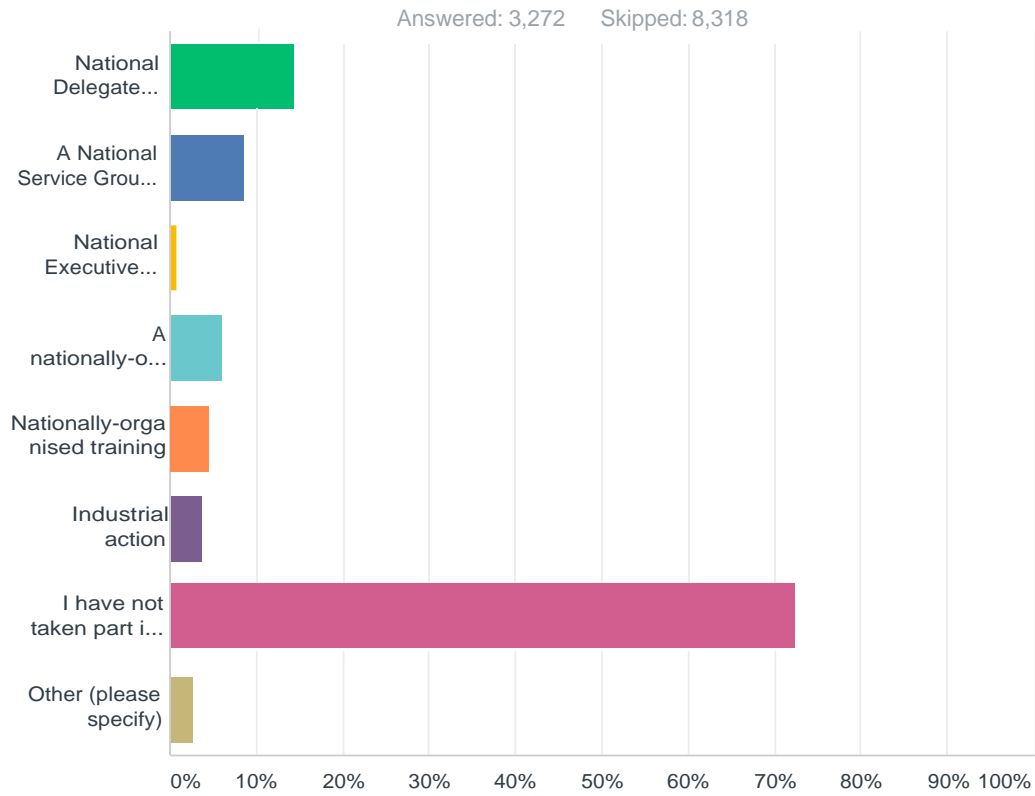
Answer Choices	Responses
Workplace meeting	59.77% 2,227
Branch meeting (including AGM)	60.28% 2,246
Branch committee meeting	36.34% 1,354
A branch-organised demonstration or march	11.30% 421
Branch-organised training	22.68% 845
Industrial action (eg strike action or action short of strike)	6.84% 255
I have not taken part in any UNISON branch activities	9.07% 338
Other (please specify)	4.11% 153
Total Respondents: 3,726	

Q13 Which of the following UNISON REGIONAL activities that are not specifically for self-organised groups or young members have you taken part in, in the past year? (Please tick all that apply)



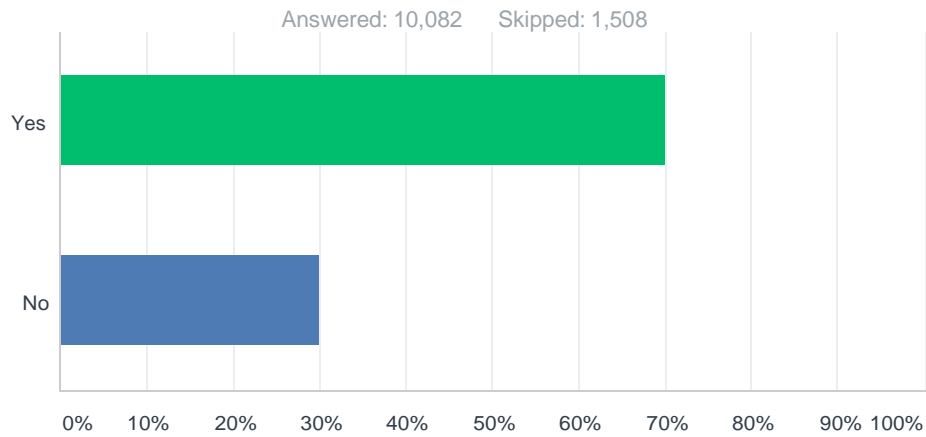
Answer Choices	Responses	
Regional Council (including AGM)	13.55%	441
Regional Committee	11.19%	364
A regionally-organised demonstration or march	6.42%	209
Regionally-organised training	16.10%	524
I have not taken part in any UNISON regional activities	67.89%	2,209
Other (please specify)	3.10%	101
Total Respondents: 3,254		

Q14 Which of the following UNISON NATIONAL activities that are not specifically for self-organised groups or young members have you taken part in, in the past year? (Please tick all that apply)



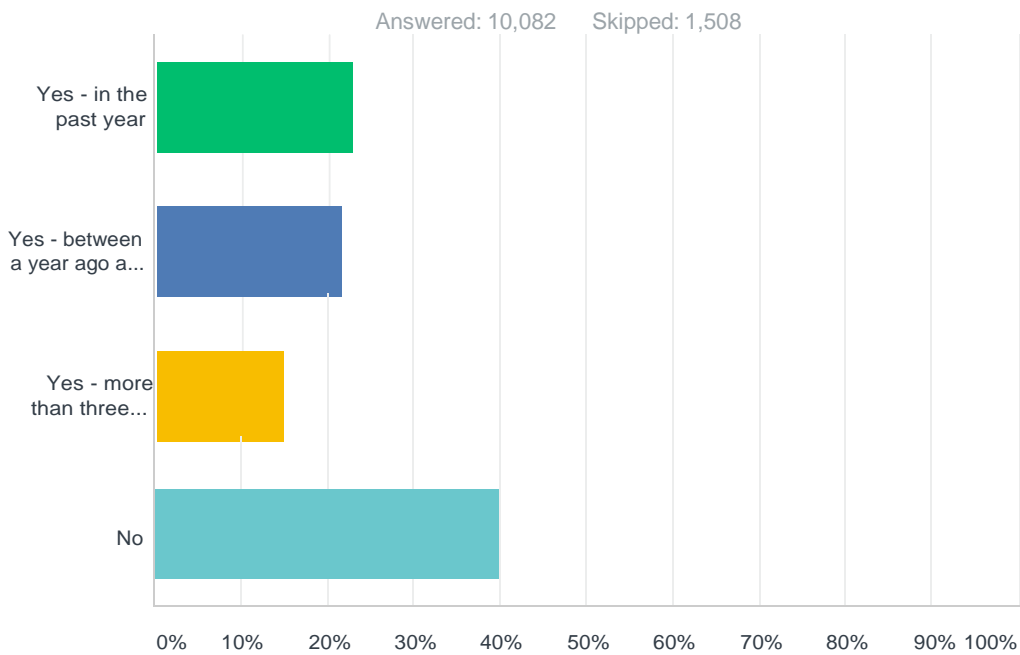
Answer Choices	Responses
National Delegate Conference	14.46% 473
A National Service Group Conference	8.53% 279
National Executive Council	0.83% 27
A nationally-organised march or demonstration	6.08% 199
Nationally-organised training	4.71% 154
Industrial action	3.67% 120
I have not taken part in any UNISON national activities	72.37% 2,368
Other (please specify)	2.69% 88
Total Respondents: 3,272	

Q15 Does your employer keep you informed about its equality policies?



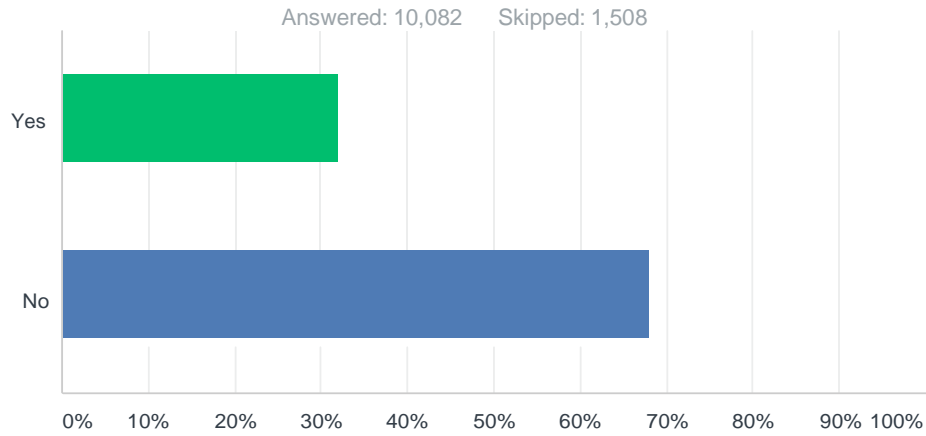
Answer Choices	Responses
Yes	69.40% 6,997
No	30.60% 3,085
TOTAL	10,082

Q16 Have you had any employer-organised training on equality issues?



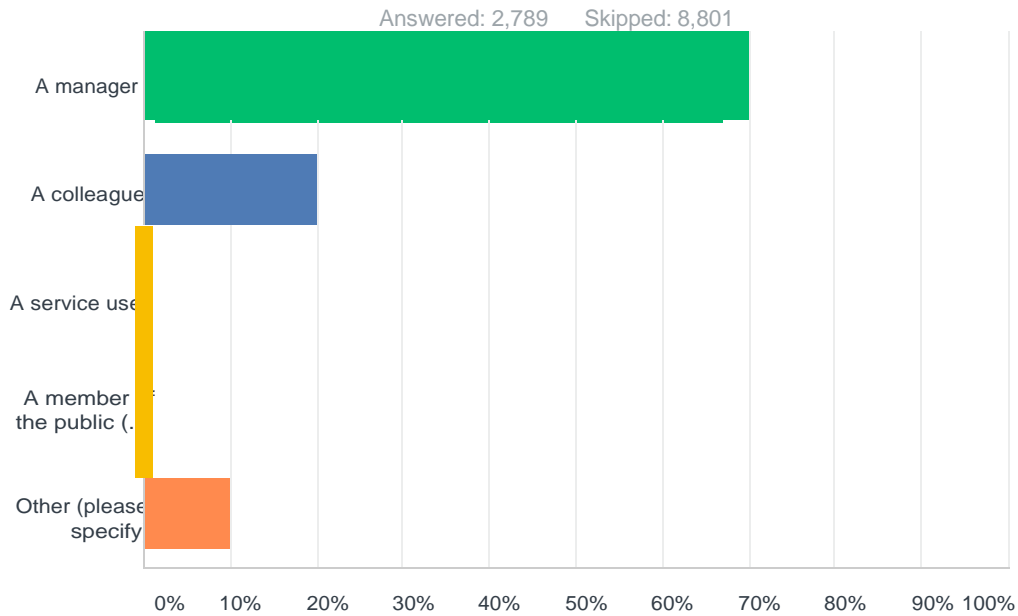
Answer Choices	Responses
Yes - in the past year	22.84% 2,303
Yes - between a year ago and three years ago	21.64% 2,182
Yes - more than three years ago	14.75% 1,487
No	40.77% 4,110
TOTAL	10,082

Q17 Have you been unfairly discriminated against or unfairly treated, or witnessed someone else being discriminated against or unfairly treated, at work in the past year?



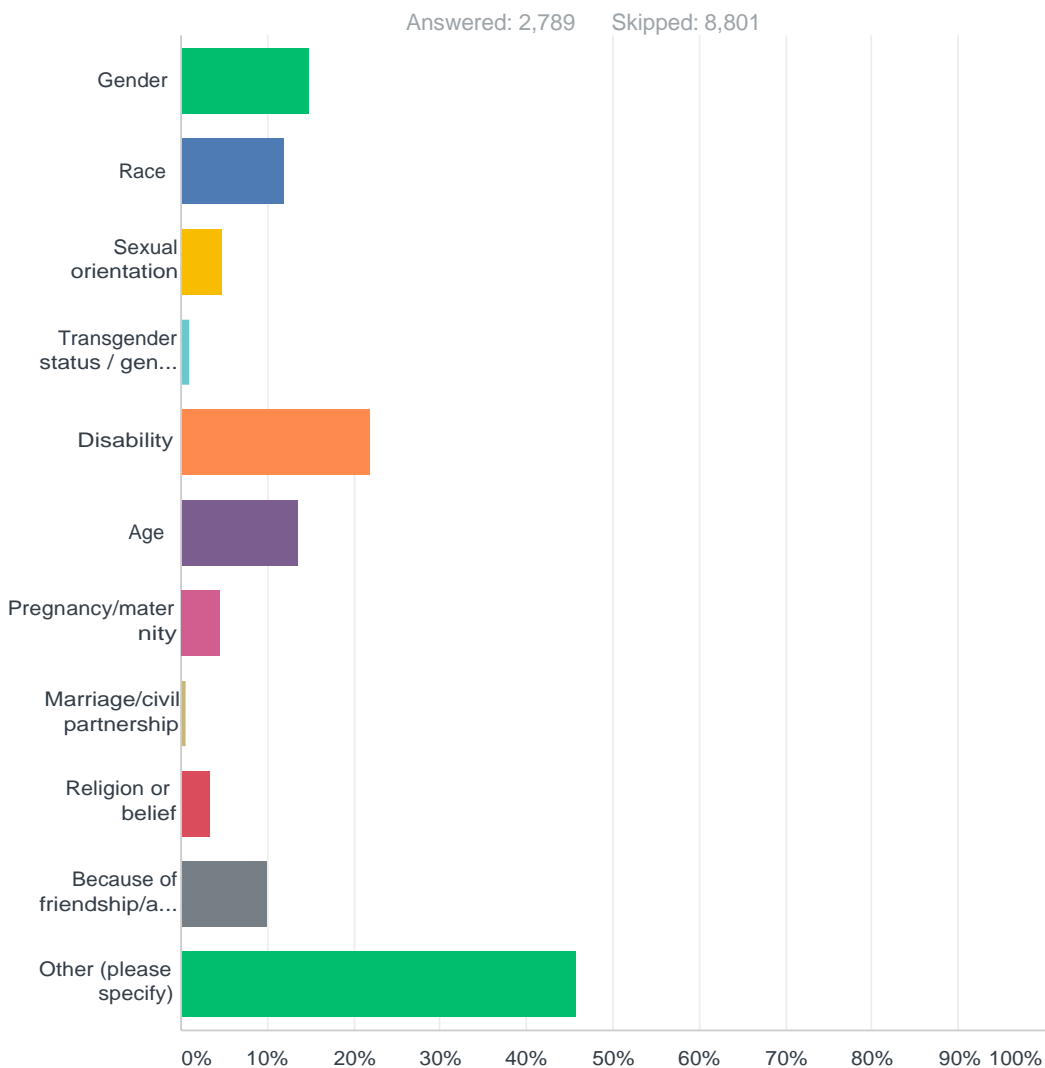
Answer Choices	Responses
Yes	32.02% 3,228
No	67.98% 6,854
TOTAL	10,082

Q18 Who was the discrimination or unfair treatment by?



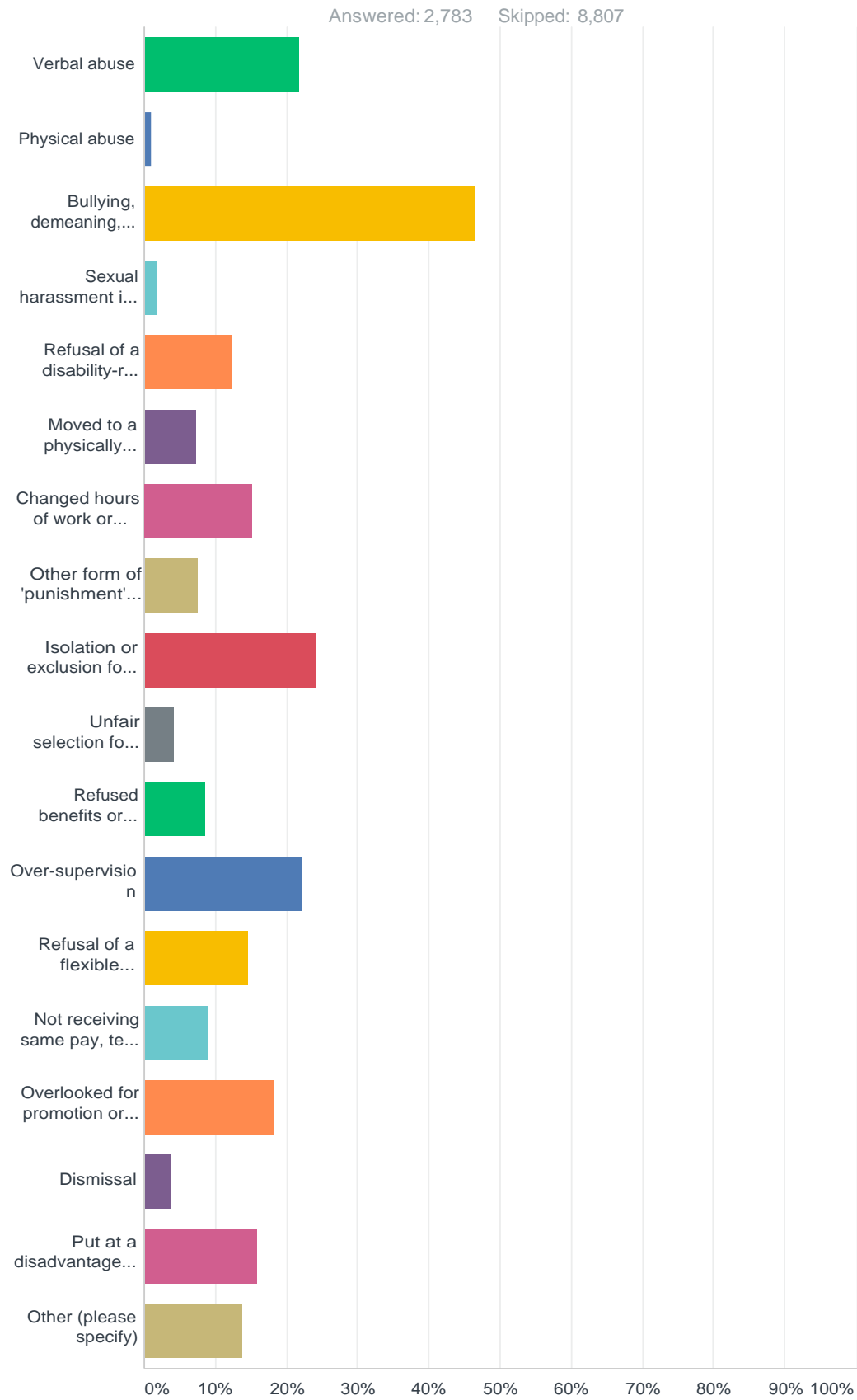
Answer Choices	Responses
A manager	65.97% 1,840
A colleague	20.08% 560
A service user	2.04% 57
A member of the public (not a service user)	1.51% 42
Other (please specify)	10.40% 290
TOTAL	2,789

Q19 Was the discrimination or unfair treatment because of any of the characteristics below (please tick as many as apply)



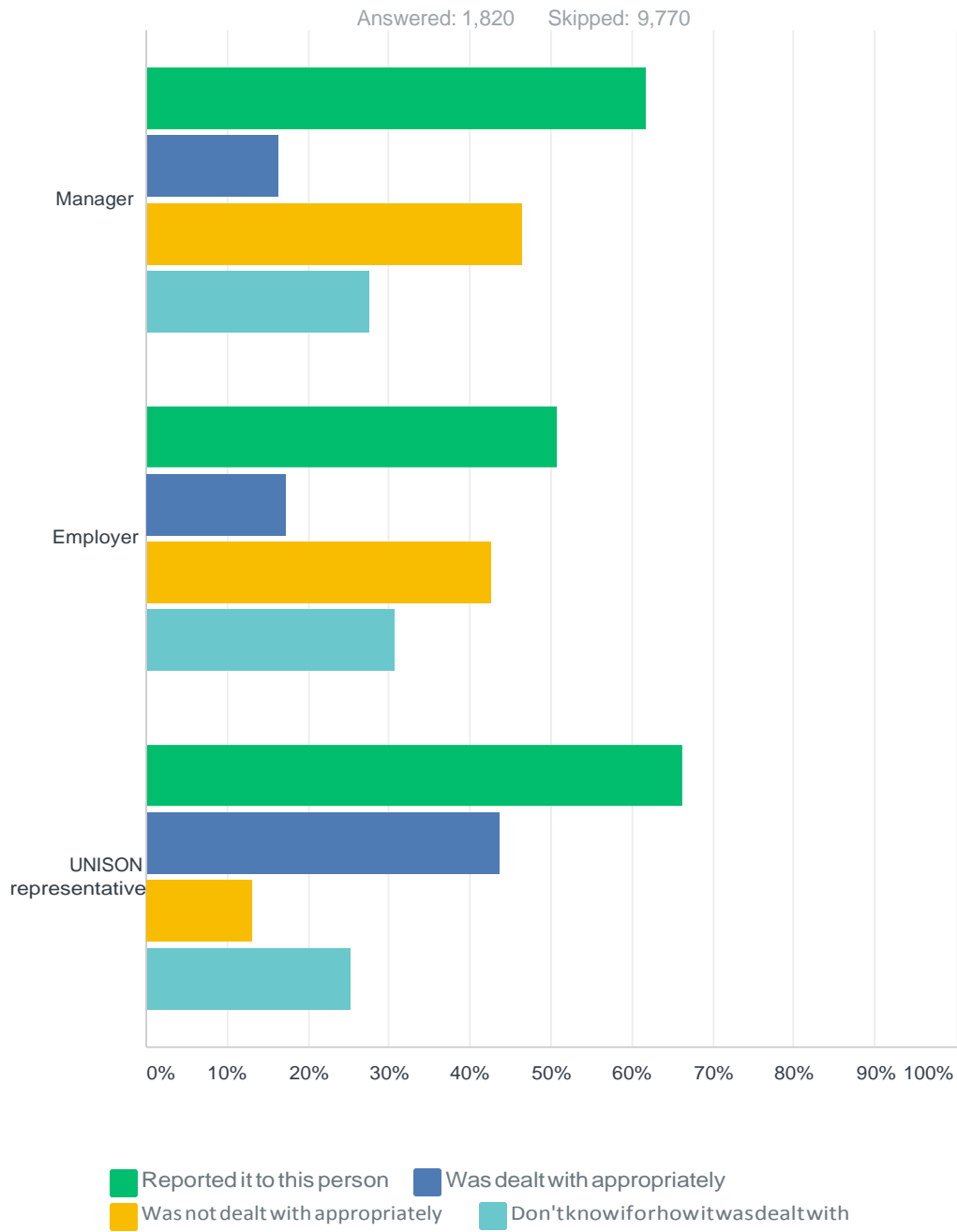
Answer Choices	Responses	
Gender	14.77%	412
Race	12.01%	335
Sexual orientation	4.77%	133
Transgender status / gender identity	1.08%	30
Disability	21.87%	610
Age	13.62%	380
Pregnancy/maternity	4.59%	128
Marriage/civil partnership	0.68%	19
Religion or belief	3.41%	95
Because of friendship/association with someone or people with one of the characteristics above	10.00%	279
Other (please specify)	45.75%	1,276
Total Respondents: 2,789		

Q20 What form did the discrimination or unfair treatment take? Please tick all those that apply.



Answer Choices	Responses
Verbal abuse	21.85% 608
Physical abuse	1.04% 29
Bullying, demeaning, humiliating behaviour or harassment	46.39% 1,291
Sexual harassment i.e. specifically any unwelcome behaviour of a sexual nature	1.98% 55
Refusal of a disability-related request for reasonable adjustments	12.40% 345
Moved to a physically uncomfortable work environment e.g. more cramped, hot, cold, noisy, isolated	7.26% 202
Changed hours of work or shift pattern	15.27% 425
Other form of 'punishment'/detrimental treatment that ignores your specific needs e.g. gender identity, pregnancy, caring responsibilities, etc.	7.44% 207
Isolation or exclusion from activities, conversations etc.	24.18% 673
Unfair selection for redundancy	4.17% 116
Refused benefits or perks offered to others, such as training, overtime, partner benefits	8.62% 240
Over-supervision	22.13% 616
Refusal of a flexible working request	14.66% 408
Not receiving same pay, terms and conditions, or benefits (such as pension or annual leave) as others doing the same job	9.02% 251
Overlooked for promotion or for a job or a role	18.25% 508
Dismissal	3.84% 107
Put at a disadvantage by arrangements, assumptions, or expectations that you could not meet/had difficulty meeting due to a protected characteristic	15.88% 442
Other (please specify)	13.80% 384
Total Respondents: 2,783	

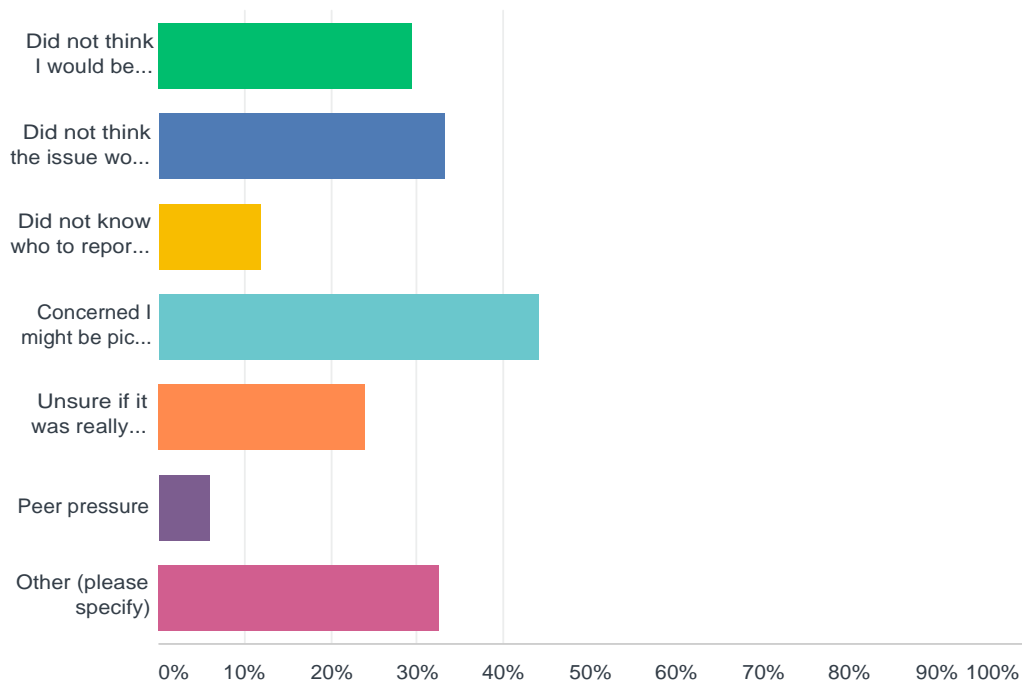
Q21 If you reported the discrimination or unfair treatment, who did you report it to, and do you think they took appropriate action to deal with this matter?



	Reported it to this person	Was dealt with appropriately	Was not dealt with appropriately	Don't know if or how it was dealt with	Total Respondents
Manager	61.72% 827	16.42% 220	46.34% 621	27.69% 371	1,340
Employer	50.87% 467	17.32% 159	42.70% 392	30.83% 283	918
UNISON representative	66.37% 748	43.66% 492	13.22% 149	25.38% 286	1,127

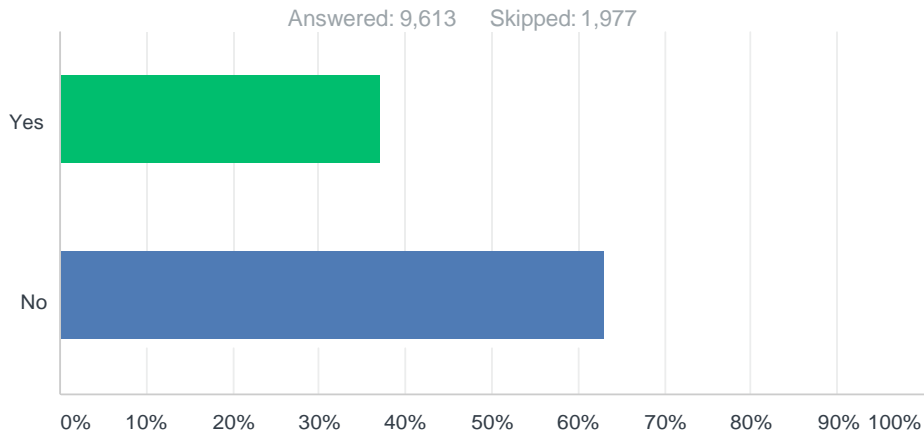
Q22 If you did NOT report the discrimination or unfair treatment, why not? Please tick as many as apply.

Answered: 1,498 Skipped: 10,092



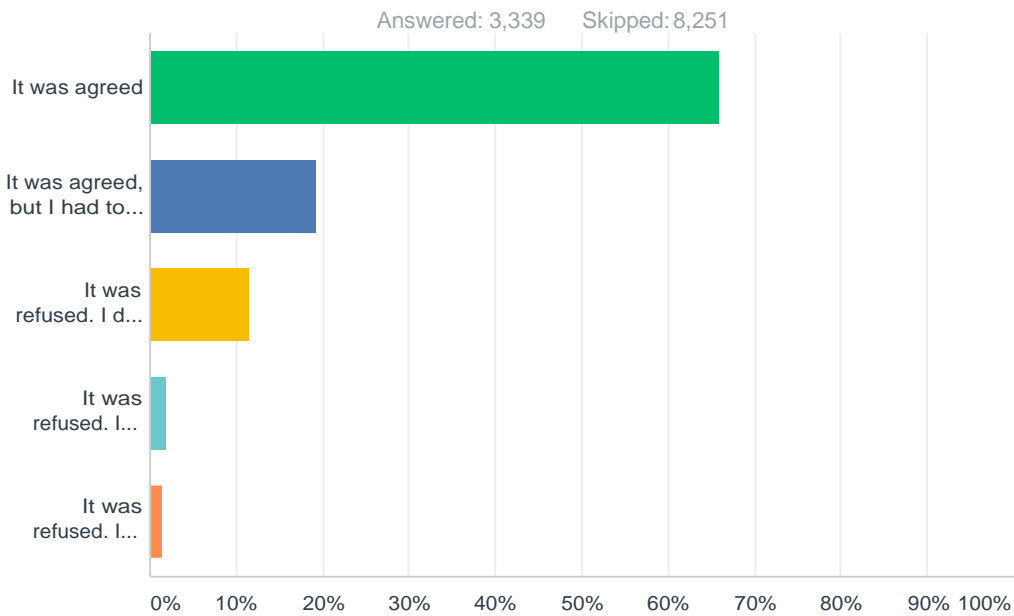
Answer Choices	Responses	
Did not think I would be taken seriously	29.44%	441
Did not think the issue would be taken seriously	33.24%	498
Did not know who to report it to	11.95%	179
Concerned I might be picked on/victimised	44.13%	661
Unsure if it was really discrimination	23.97%	359
Peer pressure	6.01%	90
Other (please specify)	32.64%	489
Total Respondents: 1,498		

Q23 Have you ever requested a flexible working arrangement?



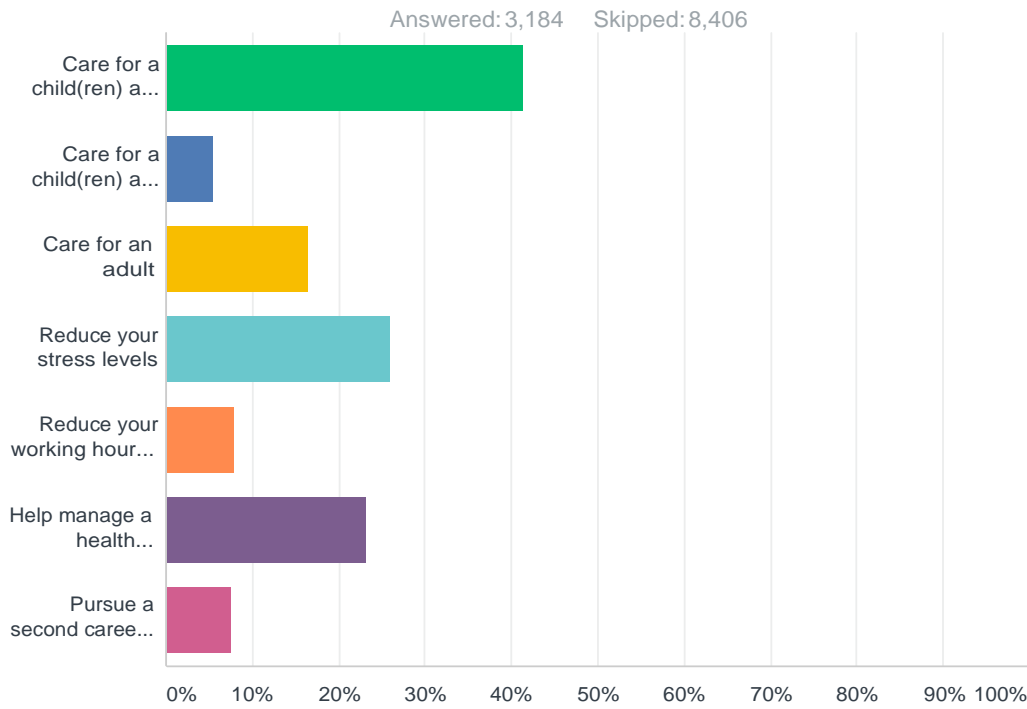
Answer Choices	Responses	Count
Yes	36.96%	3,553
No	63.04%	6,060
TOTAL		9,613

Q24 What was the outcome of your request? (Please choose the answer closest to your own situation.)



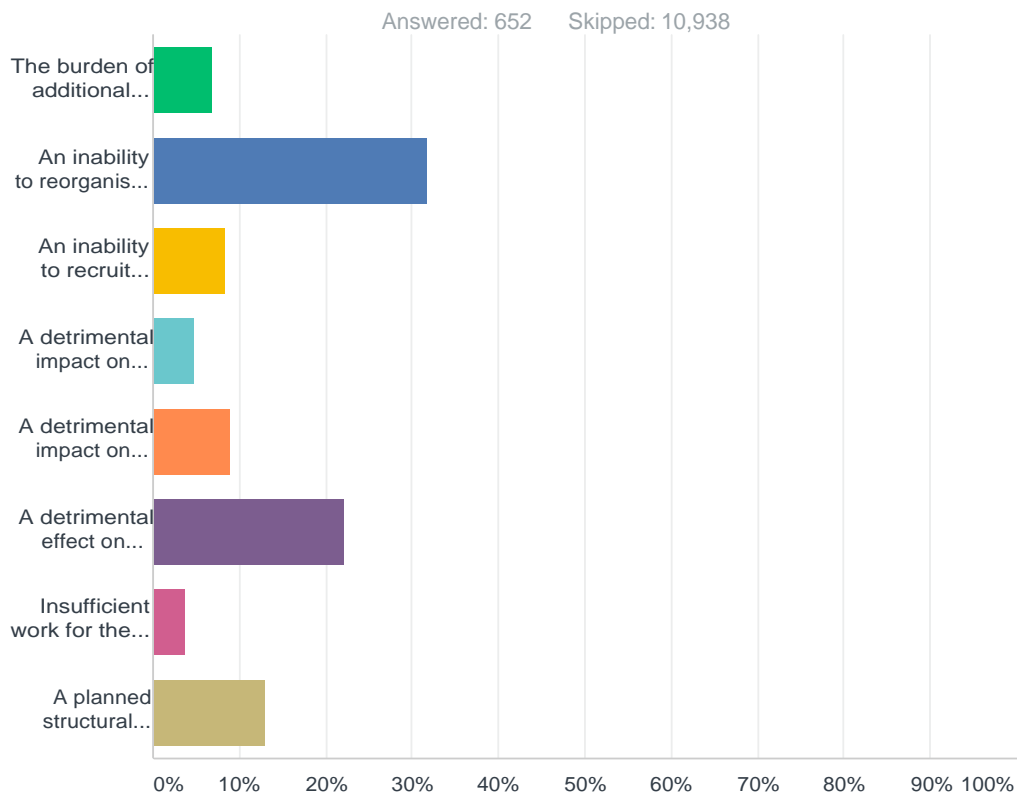
Answer Choices	Responses	Count
It was agreed	65.98%	2,203
It was agreed, but I had to compromise	19.32%	645
It was refused. I did not appeal	11.50%	384
It was refused. I appealed and won	1.80%	60
It was refused. I appealed and lost	1.41%	47
TOTAL		3,339

Q25 Why did you request flexible working? (please tick all that apply)



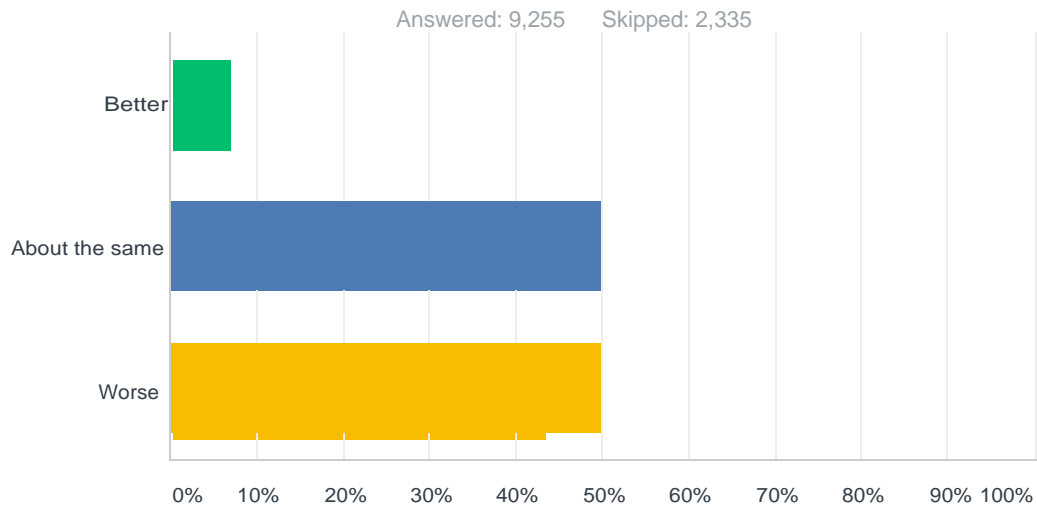
Answer Choices	Responses	
Care for a child(ren) as a parent	41.46%	1,320
Care for a child(ren) as another carer e.g. grandparent etc.	5.50%	175
Care for an adult	16.43%	523
Reduce your stress levels	26.04%	829
Reduce your working hours in the run-up to retirement	8.01%	255
Help manage a health condition/impairment	23.27%	741
Pursue a second career, further education or hobby/outside interest	7.44%	237
Total Respondents: 3,184		

Q26 If your request for flexible working was refused, what grounds did your employer state were the reason for refusal? (These are the only grounds to refuse a reasonable request.) Please select all that apply.



Answer Choices	Responses
The burden of additional costs	6.90% 45
An inability to reorganise work amongst existing staff	31.90% 208
An inability to recruit additional staff	8.44% 55
A detrimental impact on quality	4.91% 32
A detrimental impact on performance	9.05% 59
A detrimental effect on ability to meet customer demand	22.09% 144
Insufficient work for the periods you proposed to work	3.83% 25
A planned structural change(s) to the business	12.88% 84
TOTAL	652

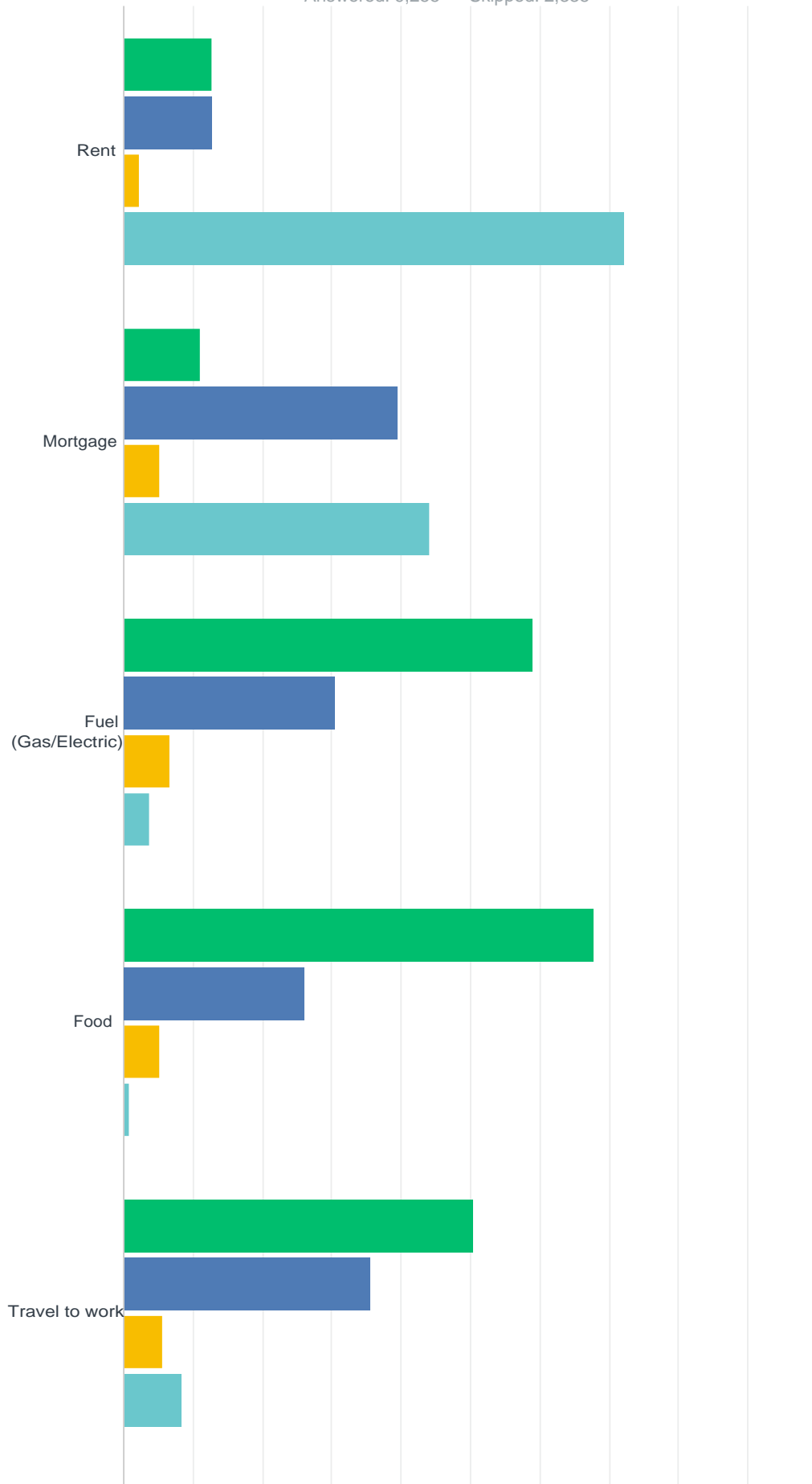
Q27 Compared with a year ago, how would you describe your standard of living?

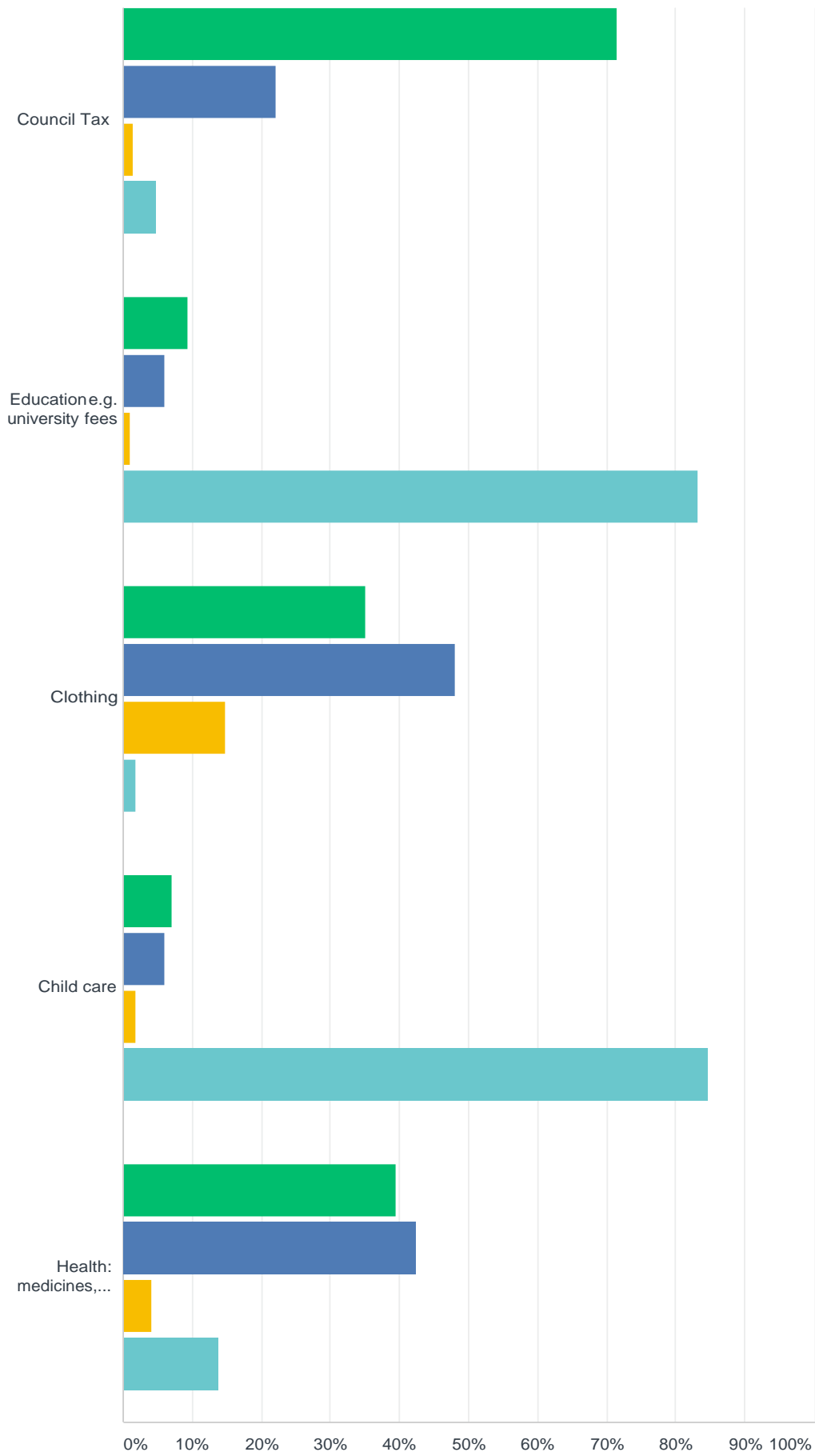


Answer Choices	Responses	
Better	6.99%	647
About the same	49.69%	4,599
Worse	43.32%	4,009
TOTAL		9,255

Q28 Compared with a year ago, please tell us about your spending on these items.

Answered: 9,255 Skipped: 2,335



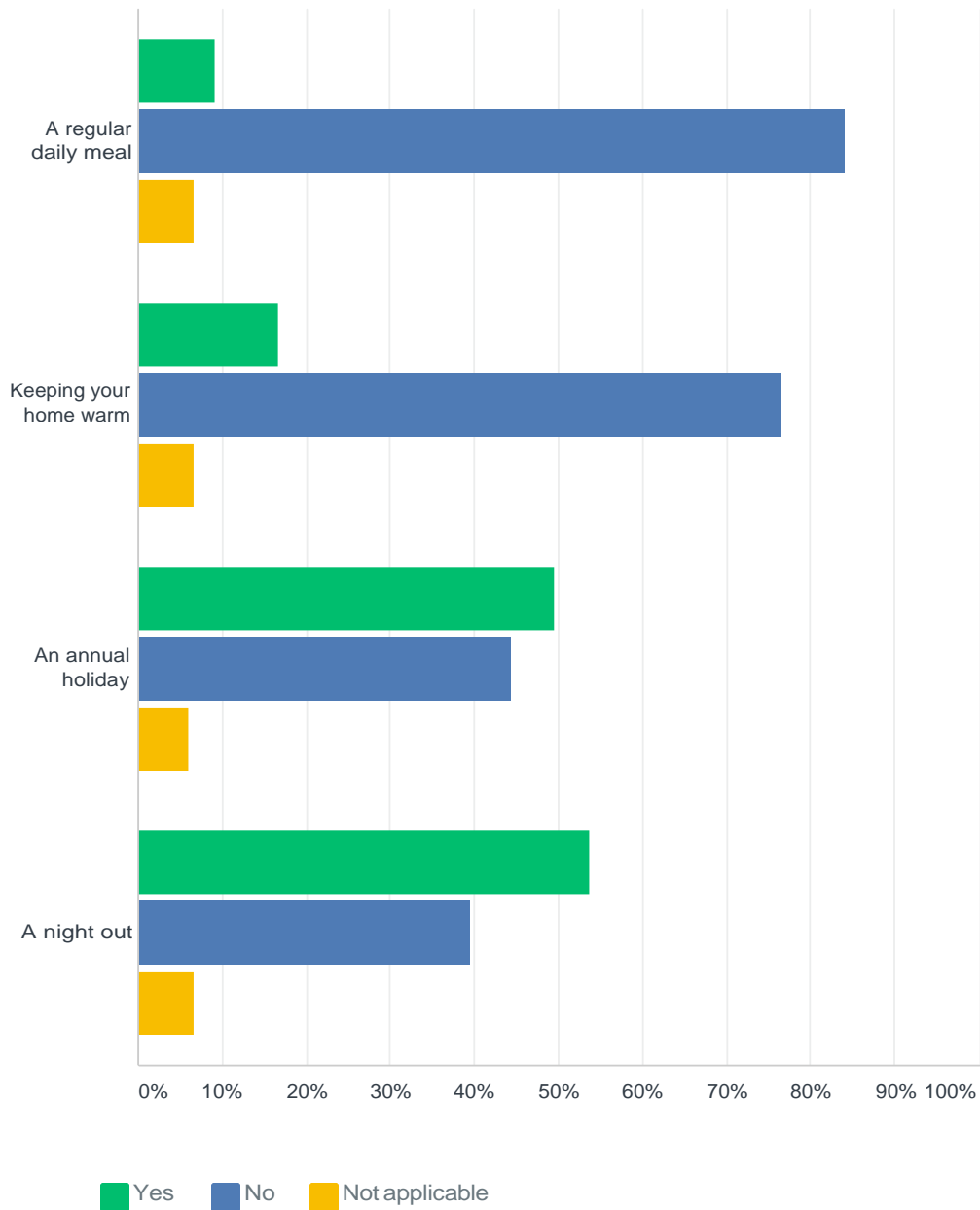


■ Spend more than a year ago ■ Spend about the same as a year ago
■ Spend less than a year ago ■ Not applicable

	Spend more than a year ago	Spend about the same as a year ago	Spend less than a year ago	Not applicable	Total
Rent	12.85% 1,189	12.78% 1,183	2.23% 206	72.14% 6,677	9,255
Mortgage	11.09% 1,026	39.58% 3,663	5.27% 488	44.06% 4,078	9,255
Fuel (Gas/Electric)	59.03% 5,463	30.62% 2,834	6.67% 617	3.68% 341	9,255
Food	67.83% 6,278	26.12% 2,417	5.20% 481	0.85% 79	9,255
Travel to work	50.32% 4,657	35.63% 3,298	5.59% 517	8.46% 783	9,255
Council Tax	71.56% 6,623	22.17% 2,052	1.55% 143	4.72% 437	9,255
Education e.g. university fees	9.51% 880	6.12% 566	1.06% 98	83.32% 7,711	9,255
Clothing	35.12% 3,250	48.10% 4,452	14.94% 1,383	1.84% 170	9,255
Child care	7.20% 666	6.09% 564	1.97% 182	84.74% 7,843	9,255
Health: medicines, equipment, prescriptions, dentists, opticians, etc.	39.45% 3,651	42.51% 3,934	4.24% 392	13.81% 1,278	9,255

Q29 Have you had to go without any of the following to help balance your budget?

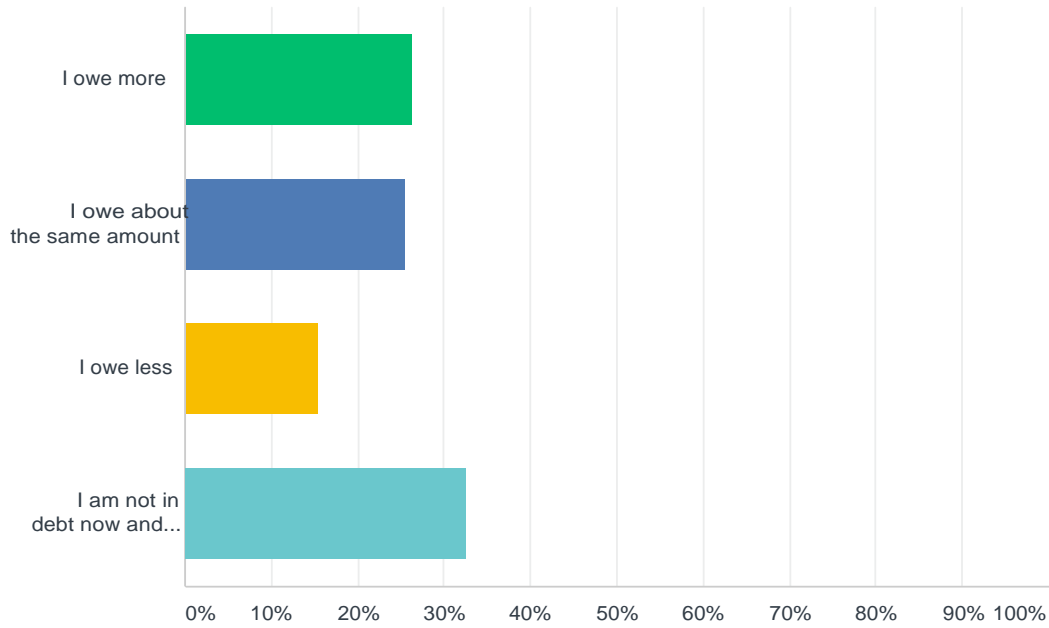
Answered: 9,255 Skipped: 2,335



	Yes	No	Not applicable	Total
A regular daily meal	9.29% 824	84.00% 7,447	6.70% 594	8,865
Keeping your home warm	16.84% 1,499	76.55% 6,815	6.62% 589	8,903
An annual holiday	49.59% 4,553	44.31% 4,069	6.10% 560	9,182
A night out	53.76% 4,924	39.57% 3,625	6.67% 611	9,160

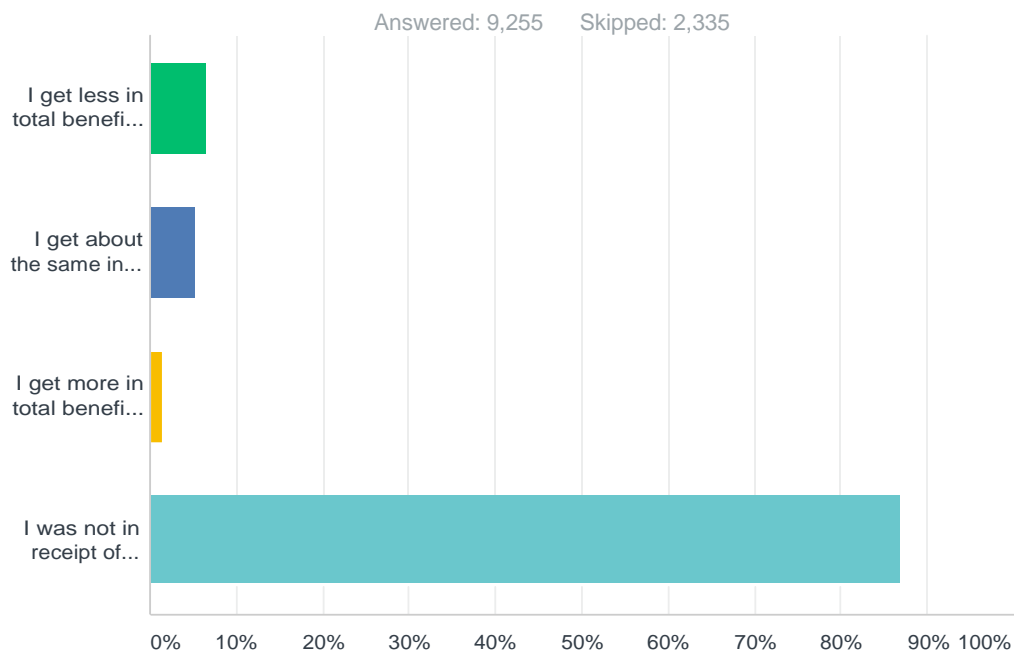
Q30 Compared with a year ago, how much in debt are you (how much money do you owe someone or an organisation)?

Answered: 9,255 Skipped: 2,335



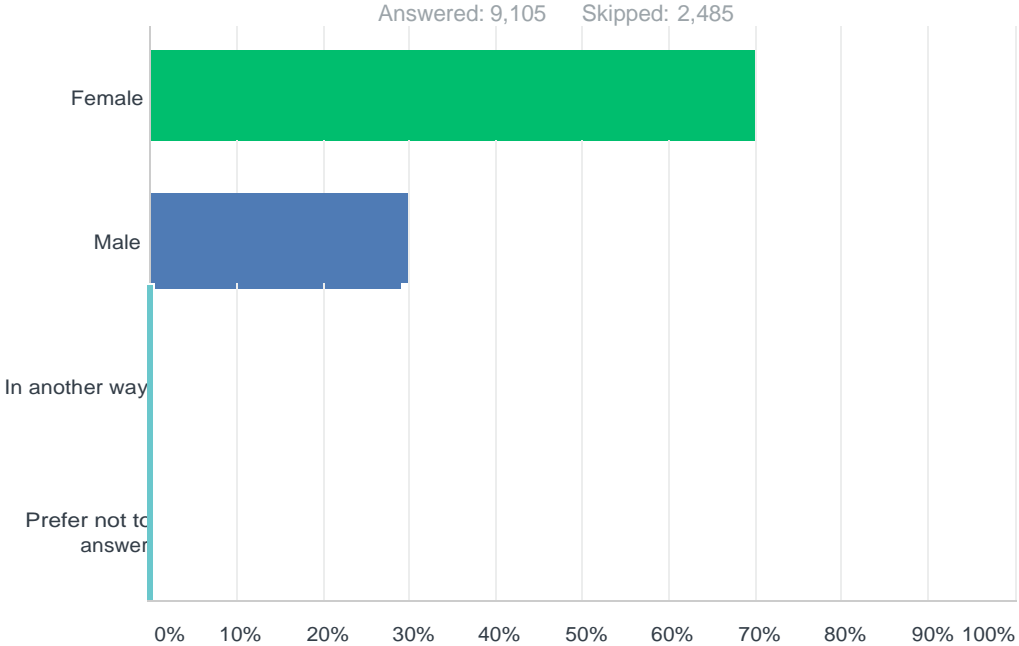
Answer Choices	Responses	
I owe more	26.34%	2,438
I owe about the same amount	25.55%	2,365
I owe less	15.47%	1,432
I am not in debt now and I was not in debt a year ago.	32.63%	3,020
TOTAL		9,255

Q31 Thinking about any financial benefits you may receive e.g. Housing Benefit, Job Seekers Allowance, Disability Benefits etc., how have these changed over the past year?



Answer Choices	Responses	
I get less in total benefit than a year ago	6.42%	594
I get about the same in total benefit as a year ago	5.31%	491
I get more in total benefit than a year ago	1.44%	133
I was not in receipt of benefit a year ago, and I am not in receipt of any benefits now	86.84%	8,037
TOTAL		9,255

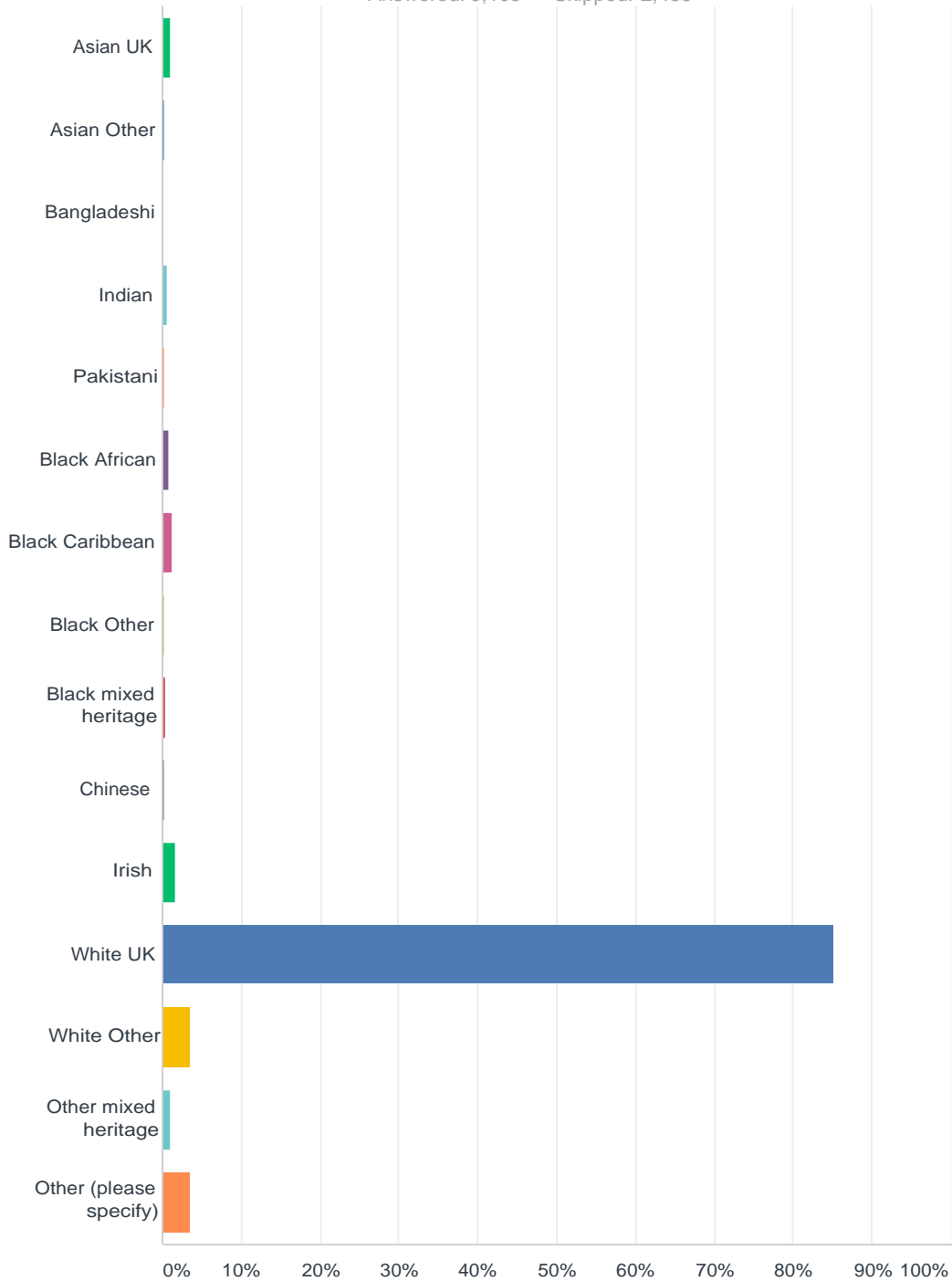
Q32 How do you describe your gender?



Answer Choices	Responses	
Female	70.30%	6,401
Male	28.65%	2,609
In another way	0.38%	35
Prefer not to answer	0.66%	60
TOTAL		9,105

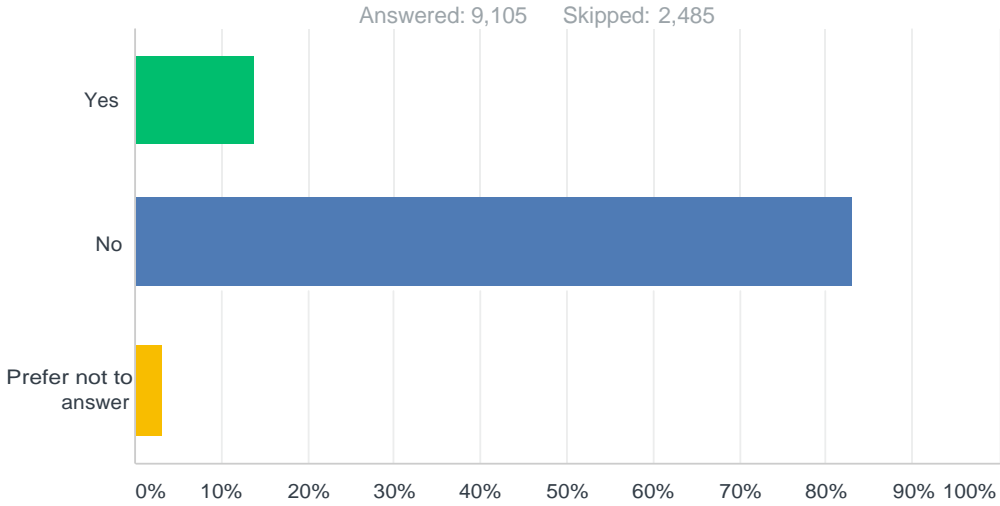
Q33 How do you describe your ethnic origin?

Answered: 9,105 Skipped: 2,485



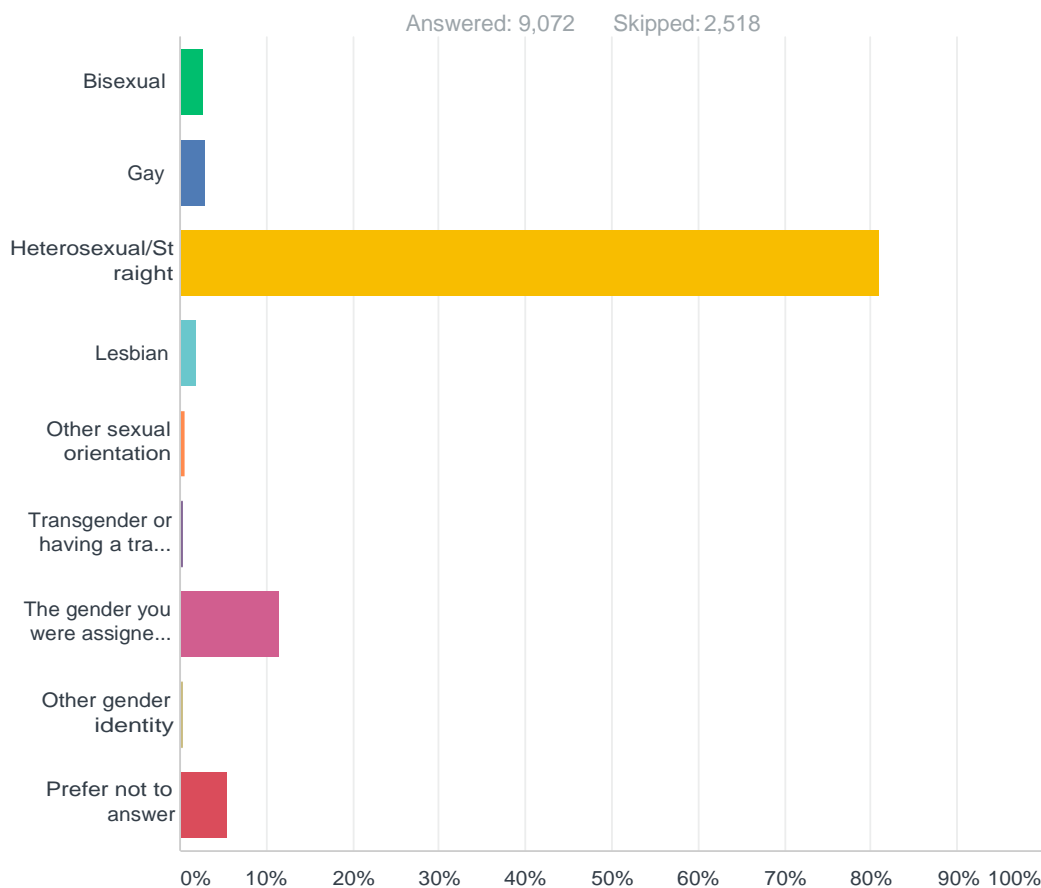
Answer Choices	Responses	
Asian UK	1.00%	91
Asian Other	0.16%	15
Bangladeshi	0.08%	7
Indian	0.53%	48
Pakistani	0.31%	28
Black African	0.88%	80
Black Caribbean	1.22%	111
Black Other	0.18%	16
Black mixed heritage	0.52%	47
Chinese	0.20%	18
Irish	1.65%	150
White UK	85.17%	7,755
White Other	3.57%	325
Other mixed heritage	1.05%	96
Other (please specify)	3.49%	318
TOTAL		9,105

Q34 Would you describe yourself as a disabled person?



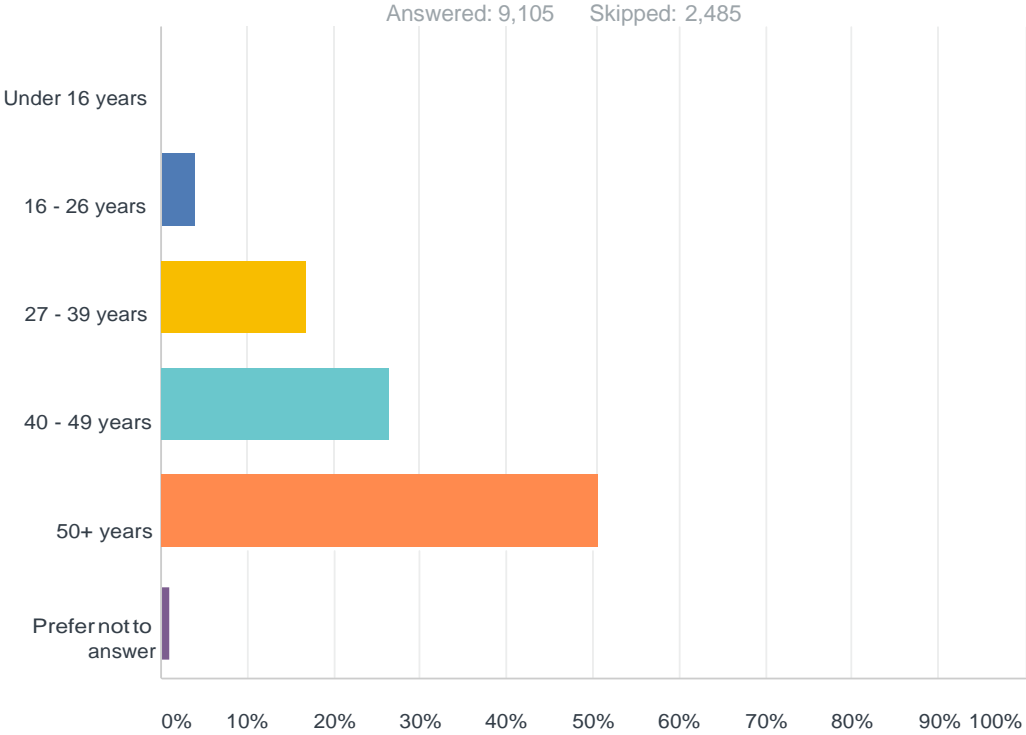
Answer Choices	Responses	
Yes	13.90%	1,266
No	82.99%	7,556
Prefer not to answer	3.11%	283
TOTAL		9,105

Q35 LGBT members organise together in UNISON so this is a grouped question on sexual orientation and gender identity. Would you describe yourself as (tick all that apply):



Answer Choices	Responses	
Bisexual	2.78%	252
Gay	2.92%	265
Heterosexual/Straight	81.05%	7,353
Lesbian	1.98%	180
Other sexual orientation	0.63%	57
Transgender or having a trans history	0.45%	41
The gender you were assigned at birth	11.43%	1,037
Other gender identity	0.39%	35
Prefer not to answer	5.52%	501
Total Respondents: 9,072		

Q36 What is your age group?



Answer Choices	Responses
Under 16 years	0.02% 2
16 - 26 years	4.02% 366
27 - 39 years	16.92% 1,541
40 - 49 years	26.66% 2,427
50+ years	51.29% 4,670
Prefer not to answer	1.09% 99
TOTAL	9,105

