

Stronger together

Community service group
annual report 2020



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Introduction from Malcolm Gray, Chair of the Community Service Group

We are pleased to present you with the 2020 Community Service Group Executive annual report, setting out the headlines from the work delivered across our Service Group since our 2019 Conference.

Please do share this report within your branches, as this outlines work undertaken on behalf of our members and sets out the work that the Executive has carried out in delivering 2019 conference motions. This work has been delivered thanks to the commitment of our lay activists, with the support of full-time staff at both Regional and National level. By working together, we work effectively to meet the challenges we face. The report shows both the variety of work undertaken by our various branches, and its effectiveness, in securing better pay and positive changes for members. There is such a variety of work; one challenge for the year ahead might be to learn well from each other what has worked and not worked, and that we do share our successes and our challenges.

Your Service Group Executive is one mechanism for this coordination, and this will be one of my priorities for 2020. One of my personal highlights in 2019 was meeting activists in the community branch in Northern Ireland and hearing about the great work they are doing to support members. Let's build our networks so that we are really one team, tackling the common problems we all face.

The environment we are working in will continue to be difficult. The General Election at the end of 2019 has given us a Government many of us would not have chosen. The decisive outcome means that it will be in place for the next several years at least, able to take forward its priorities. One promise made by the Tories is to create a new system for social care, and we need to get involved in this debate. We have expertise which we need to contribute. Without a plan that engages and attracts the care workforce, the crisis cannot be resolved. Money is likely to continue to be tight, as the Government has promised both tax cuts and increased spending on infrastructure: so current spending will be under severe pressure.

We are used to working in these difficult circumstances, and effective work by branches is recorded throughout this report. Good negotiation has led to better pay settlements this year than last, with our priority as ever being to improve the position of the lowest paid.

To be effective advocates and to get the best outcomes for members, building our strength is crucial. This report shows the growth in membership across our group, and in particular in some of our biggest employers. This reflects great work by branches, both in the day-to-day business of recruiting, and in delivering for members such that non-members want to join, seeing why it is valuable to them. This represents a major success for all of us – it is your great work that is the basis of this.

I would like to thank you and your branches for your continued commitment to UNISON and to supporting our members. I would also like to thank my colleagues on the Service Group Executive and the staff who support our work for their input throughout the year.

Malcolm Gray, Chair, Community Service Group Executive

Recruiting, organising, representing and retaining members

As a service group we have prioritised organising, because increasing our membership, and the density in employers is the fundamental building block for negotiating better terms and conditions and exerting influence.

UNISON Community membership has remained strong in the last twelve months, assisted by our engagement in national organising campaigns and significant organising work carried out by branches and regions, particularly in relation to social care employers. Across the 6000 community employers where we have at least one member, membership has increased by over 4000. That is the product of great work in many places. During 2019, branches recruited more than 100 new members working for each of the following employers: Cornerstone Community Care, Barnado's, Mencap, Quantum Care, Dimensions UK, Alternative Futures, Enable Scotland, Community Integrated Care, Quarries, Creative Support, Methodist Homes, LiveWell South West, St Annes Community Services, Somerset Care, Action for Children and Sanctuary Care.

In the 2019 annual report we updated members on the data cleansing exercise which was carried out ensuring that members working for community employers were included in the Community Service Group. This resulted in an additional 13,000 members being added to Community. We continue to work with colleagues in regions and branches to ensure that employers are correctly designated to the right service group. A new data cleansing exercise and guidance are being planned for the coming year to ensure that the issues which led to the original mis-allocation of members does not occur again.

It is very encouraging to see community organising plans being devised and delivered in the South East. They have carried out a mapping exercise and plan to visit all community workplaces with over 25 members to recruit new activists. This is precisely the kind of sector specific, focussed organising activity which built the service group in the first place.

Community specific branches in Northern Ireland, West Midlands and Wales have all gone from strength to strength in 2019/20. The expertise branch staff, officers and activists have developed are showing the way for organisation in the Community sector. They have responded brilliantly to multiple organising challenges this year.

In the North West, regional staff and lay members have worked closely together on the Addaction campaign, which has included targeted industrial action being taken by our members. Membership density in Addaction is very high. The dispute concerns a failure by Addaction to honour promises made to the workforce to pay NHS pay rises, when they were transferred into the charity. The region have worked closely with National Office to co-ordinate activity and apply maximum pressure to the employer.

Negotiating on behalf of members and promoting equality

Negotiating a good deal for our members is core work for the union. In the past year, UNISON pushed hard in negotiations and helped to continue the trend of improved pay deals for the sector.

Nonetheless, some employers continue to pretend that basic cost of living pay increases are not a core cost which needs to be budgeted for. Those that have failed to maintain the value of pay have, unsurprisingly, found that recruitment and retention costs have risen.

The average 2019 pay rises in Community according to various sources were:

Sector averages over last year	% increase
XpertHR - Not for profit	2.2
LRD - Voluntary	2.25
IDR- Not for profit	2.5

Allied to our Violence at Work Charter campaign, UNISON negotiators have continued to ask employers to take violence at work seriously. Our negotiations have meant that organisations such as Victim Support UK, Access for Living, Brandon Trust and The Mungo Foundation have all made significant changes to their health and safety and staff support processes and signed up to the Charter.

Throughout 2019, UNISON continued to negotiate hard with Marie Curie in regard to proposed changes to unsocial hours payments. The changes would have led to a significant financial detriment to low paid staff. There were several rounds of negotiations, including talks at ACAS and a ballot of members. Eventually, Marie Curie decided not to make the changes and they are now engaging positively with UNISON on refreshing the recognition agreement. A number of new reps have been identified and training is being arranged.

There was also a significant success story in South West where UNISON received compensation of £674,000 after the union settled an employment tribunal case against Somerset County Council, regarding the transfer of workers to Discovery (part of the Dimensions Group) in 2017. UNISON argued the council had flouted the law by failing to properly inform and consult with union officials about the impact on 1,100 employees of privatising the county's learning disability services. In the settlement agreed shortly after the hearing began, Somerset County Council agreed to pay UNISON £674,000, which will be used to compensate its affected members.

National Employers

Action for Children

This has been a significant year for negotiations in Action for Children because of the negotiation and approval by members of a three year pay deal. Prolonged negotiations began with the employer offering an unacceptable one-year deal. Over the months, negotiations progressed because the unions suggested a multi-year deal, and the following was offered:

- An annual pay increase of 1% this year (2019/20) plus an unconsolidated 0.5% payment,
- 2% in year 2 (2020/21)
- 3% in year 3 (2021/22)
- The pay increase for 2019/20 of 1% and unconsolidated 0.5% birthday bonus will be backdated to 1st April 2019. It will be paid in the January 2020 salary.
- An increase in the mileage rate for staff who drive Action for Children vehicles up to 12p from the current 9p, in recognition that this group of staff were not included in the previous mileage increase as part of the 2017/18 pay award.
- A commitment in principle to review the current differential in working hours across Action for Children with the aim of creating equality and to work with the TUs and staff on achieving equity for a future pay deal.

Both UNISON and Unite recommended acceptance. Members of both unions voted to accept by a significant majority.

RNIB

Following multiple rounds of pay negotiations, the 2019/2020 pay deal was accepted by members. The deal included

- an increase up to living wage for our lowest paid staff, representing a 2.4 percent to 3.5 percent increase for them with 633 staff (around one third) receiving 3 percent or more.
- The remainder is to be allocated as a 0.5 percent pay increase for all other staff.
- No increase will be awarded to L1s
- Moving the next pay award date forward to 1 April – this will allow staff to benefit from that improvement sooner than 1 September 2020 once RNIB have seen the year end results and the impact that the upcoming significant risks have had on them. It also allows RNIB to make the necessary living wage uplifts in time to become an accredited Living Wage Employer.
- TOIL policy to be extended to include M1 and M2 grades.

- A one-off non-working day on Friday 27 December.
- Buying and selling holiday – staff will be able to request additional holiday at any point during the financial year and will be able to sell up to 5 days of holiday (pro-rated for part time hours) in the final month of the financial year, subject to the statutory minimum of leave being taken.
- Improved flexible working.
- Rectifying iTrent (HR system) processes so that bank holiday calculations do not penalise staff.

Dimensions

Members voted by 89% to 11% to accept the nationally negotiated complex pay settlement. The details of which are:

- In total approx. 2,200 Support Workers are due to receive an increase (excluding those who are receiving a 2nd increase on top of NLW) of between approx. 1.6% and 2%
- West region – 382 people to receive an average increase of £325pa
- North region – 674 people to receive an average increase of £126pa (note: most of these people have already received 4.5% increase for NLW)
- East region – 339 people to receive an average increase of £302pa
- South region – 808 people to receive an average increase of £257pa
- Wales – most of region on NLW received 4.5% already
- Some TUPE employees will also receive an increase subject to above, and where their terms are not more favourable than Dimensions core contract employees
-

There were also pay increases for Lead Support Workers, Assistant Locality Managers, Locality Managers.

UNISON also raised concerns with Dimensions about working excessive hours. The employer is now monitoring the situation closely. They have strengthened the wording in their policy and included a detailed section about night-time working. This issue will be returned to at the next JNCC.

In relation to Brexit, UNISON has also been asking about the formal status of EU workers employed by Dimensions. Dimensions have stated their desire to retain the EEA workers that currently work for them. They have now issued a general communication, a briefing to managers and written to people individually giving them the official guidance about registering for settled status.

Together

There has been significant change in UNISON representation on the JNCC over the last year. All of the reps who had served for a number of years have moved on from the organisation for a variety of reasons. We have been successful in identifying new replacement UNISON reps and regional colleagues have been organising appropriate training.

The JNCC held a joint awayday in November, which was successful in developing a plan for agendas in the coming year.

A full pay claim was submitted in December calling for a 4% consolidated pay increase on all salary points and allowances. At the time of writing, management are considering their response.

Campaigning and promoting UNISON on behalf of members

In June, UNISON Community Service Group intervened once again in the national debate about overnight sleep-in shifts in the care industry. Our service group led on a new survey which made clear the incredible difficult conditions many care workers endured when carrying out these shifts. The report “Sleeping in, losing out” made clear that staff were having to bed down in offices or on dirty mattresses – sometimes without anywhere to wash.

Publication of the report coincided with the opening day of the union’s annual conference and presented a shocking picture of ‘sleep-in’ conditions. The report was widely covered in the media, showing once again that working overnight sleep in shifts is an incredibly difficult job.

The report coverage overlapped with our high-profile campaign for employers to sign up to the End Violence at Work Charter. Nearly a third of respondents to the survey (31%) had experienced personal threats or even been attacked. Some had been bitten, punched, kicked, spat at, had people try to strangle them, been threatened with knives, and boiling water – or even told they would be killed.

Once again this highlights the need for charities and housing associations to take decisive action to stop the permissive culture towards violence against staff. More and more employers are signing up. The total has now reached 50 and three councils (Liverpool, Southwark and Mid-Suffolk) are making it part of their commissioning process.

The full list of signatories to the End Violence at Work Charter is below:

Coverage Care	WM Housing Group
Aspire	Wakefield & District Housing
Dimensions	Incommunities
Royal Mencap Society	The Wrekin Housing Trust
RNIB	Addaction
Creative Support	Cornerstone

Federation of Jewish Services	Cymryd Rhan
Places for People Group	Touchstone
Apex Housing Association	Livewire (Warrington)
Sandwell Com. Caring Trust	Freebridge Community Housing
John Taylor Hospice	Coventry & Warwickshire Mind
New Horizon Youth Centre	Clwyd Alyn
Brandon Trust	Lewisham Homes
PLUS	Perthyn
Birm & Solihull Women's Aid	The You Trust
Severn Vale Housing	Fusion Housing
Origin Housing	Derby Homes
Birmingham YMCA	Action for Children
Capability Scotland	Newcastle Council for VS
Livin	Bolton Com. & Voluntary Services
Tai Calon Com. Housing	Framework Housing Association
Glasgow Assoc. for Mental Health	South Yorkshire Housing Assoc.
Stafford and Rural Homes	Cartefi Cymru Co-operative
Victim Support (UK)	The Donaldson Trust
Access for Living	The Mungo Foundation

As noted in the report on action delivered on motions, the service group has also done a significant amount to raise the profile of mental health as a workplace issue this year. The Health and Safety Special E-Newsletter was read by thousands of community members and featured this issue prominently. The UNISON guidance and model agreements on mental health were included in the E-Newsletter

Developing an efficient and effective union

The 2019 NEC election results were announced in June, with John Gray and Denise Thomas returned as the Community representatives. They have since given detailed written and verbal reports to the Community SGE on their work as NEC members.

This year was the first year that the Community Housing Sector Committee (which covers housing associations) co-ordinated its October meeting with the local government housing forum. The sector meeting took place in the morning and in the afternoon, the two groupings came together to discuss issues of mutual interest, such as the Draft UNISON Housing Manifesto. This co-ordination will continue in coming years.

The UNISON National Officer and/or a senior representative of the Community SGE attended all Self-Organised Group conferences, receiving helpful feedback on our work programme and helping the SGE to work closely with SOGs.

As noted above in the organising section, progress is being made in the development of Community structures in the South East where the Community Forum AGM was held in January 2019. The AGM had elections for the Forum Chair and Vice Chairs and a new constitution was agreed and adopted. A Budget has been agreed and accepted for 2020 which will allow 3 meetings of the South East Community Forum within the next year.

In September, the Chair of the Service Group and the Community National Officer visited the branch meeting of the Northern Ireland Community Branch. This visit arose from discussions held at 2019 Community Conference. During the visit, we held extensive discussions with the Branch and the Regional Officer about improving co-ordination and engagement with the Branch. The visit was a very positive step in improving the way Community's national structures engage with Northern Ireland.

The Community Service Group Executive

The committee are elected on a two year cycle, the term of office began following the 2019 National Delegate Conference. The committee have four full meetings per year plus one pre-conference meeting to discuss conference related issues only.

The Committee is serviced by Donna Rowe - Merriman, National Secretary, Gavin Edwards, National Officer (Until December 2019, currently now Senior National Officer), Andrew Dobbie National Officer (From December 2019), Jane Ellis, Assistant National Officer and Tas Georgiou, Team Secretary.

The members of the Community Service Group Executive are:

Seat	Name
Cymru/Wales Female	Mia Hollsing
Cymru/Wales General	Mark Jones
East Midlands Female	Anjona Roy
East Midlands General	Carla Williams
Eastern Female	***Vacant***
Eastern General	***Vacant***
Greater London Female	Doreen Davis
Greater London General	Sean Anthony Power
Greater London Reserved	Mitsy Harmon-Russell
Ireland Female	***Vacant***
Ireland General	***Vacant***
North West Female	Hanna English
North West General	Hassan Ortega
Northern Female	***Vacant***
Northern General	Malcolm Gray
Scotland Female	Tracy Hill
Scotland General	***Vacant***
Scotland Reserved	***Vacant***
South East Female	Helen Couchman
South East General	Kevin Jackson
South West Female	Jill Mildon
South West General	***Vacant***
West Midlands Female	Lynn Gillespie
West Midlands General	James Hawker

Sector Representatives

Seat	Name
CVO sector reps (3)	Graeme Ellis Lesley Discombe Pat Jones
Housing Association sector reps (3)	Gerry Harrison ***Vacant*** Sue Pritchard
Major Charities sector reps (3)	Kate Sharkey Karen Rickards ***Vacant***

NEC members

John Gray
Denise Thomas (From June 2019)
Janet Bryan (Until June 2019)

Regional Reports

Cymru Wales Community Service Group

Cymru Wales continues to have good representation on the Community Service Group Executive and we are delighted that this year Denise Thomas, who is employed by Dimensions, was elected to the NEC Community Seat. Denise is the Dimensions Steward in Wales and Ymlaen Branch welfare officer.

During the year the Cymru Wales CSG have put a motion to Regional Council on the importance of tackling violence at work through robust policies across all service groups and employers. This is currently being worked on by the region.

We held our AGM and overnight forum in November in Swansea, which was very successful. The Welsh Minister for Housing and Local Government Julie James AM attended and was very informative about her ideas for policy and reform of housing needs and lettings in Wales.

We discussed issues such as the zero carbon initiative and the financial and time cost of adhering to this balanced against the quantity of homes needed in the region, as many of our employers have been expressing financial concerns. Julie explained that environmentally friendly housing can be built which is also economical.

On another note we discussed the proposal of no evictions and the impact this would have on housing as a business. Julie explained that something needs to be done to stop the cycle of people being housed; evicted; becoming temporarily housed as homeless and then returning to social housing. This process is costly as well as socially damaging and needs to be reconsidered.

Julie also explained that Wales has recently passed a law which gives them more control on what land is used for; it can't be just bought up by developers to build more and more houses that the people in Wales can't afford. It must be more about building what is needed - social housing, affordable housing and infrastructures such as schools, shops and Doctors' surgeries.

We also had a discussion on the Social Partnership White Paper. Martin Mansfield, General Secretary of the Wales TUC has been seconded to the Welsh Government task force developing the Social Partnership Bill.

It will mean changes to how the Welsh Government allocates public spending and the way goods and services are procured; those who adhere to fair work practices will be favoured, with the aim of driving-up the quality of services and employee's access to their rights.

As well as the new legislation, a shared protocol describing the expectations for Welsh Government, the Wales TUC and employers is being developed.

The new approach follows a Fair Work Commission report in May 2019 which advised that new standards setting out what fair work means in practice should be developed to benefit

everyone in Wales. This is a positive move and there is a great opportunity for activists in Wales to address issues across the Social Care, Charity and Housing sectors created by the commissioning process which drives down pay and terms & conditions.

The forum also incorporated a training session funded through WULF (Wales Union Learning Fund) delivered by Perrett Associates on Conflict Management Skills, this was very informative and helpful. We undertook activities on how to identify character traits in ourselves and others. We learnt about managing difficult situations and how to defuse conflict in order to gain the most positive outcome.

East Midlands

We have 3,854 members in the Community Service group in the East Midlands this is unfortunately 192 less than we had last year. The Regional Committee has discussed this situation and will be targeting some larger employers during 2020.

The region held its first 2 properly constituted meetings in May and October 2019 both well attended and productive. Speakers included Gavin Edwards National Head of Community and Ray Salmon Regional Organiser West Midlands Region.

Recruitment and Organisation

Our work plan for 2019 centred on good housekeeping and ensuring we have delegates to the National meetings and to Conference and Standing Orders Committee. This we achieved having our full complement of national delegates and a rep on housing. In May we held a well received briefing on mental health in the workplace with some 40 delegates in conjunction with the Health and Safety Committee. The Committee have discussed what we want to focus on for the next 12 months and in addition to our 2 committee meetings we will also run a briefing / training event during 2020. We will also want to disseminate information to other branches on Community and P and V sector matters.

Overall Aims

- Increasing membership in the sector
- Increasing reps in the sector
- Increasing recognition agreements
- Increasing facility time

Branches have reported frustration at inappropriate members being allocated to branches such as supermarket, fast food and funeral workers. This we have raised at the National Service Group.

The region has several recruitment weeks throughout the year and we highlighted the need for branches to prioritise and target PVS and Community employers when booking in visits/stalls during these weeks.

Representations and Negotiations

East Midland's branches report frustration regarding the challenges of representation in the sector, which will often result in high employer caseloads. Branch Employed Staff are essential to responding to demands however branch funding does not always reflect these

demands. Our regional delegate to the Branch Funding Project discussed the difficulties of organising in PVS/Community workplaces and the need to be visible to those members. He noted that branches are dealing with casework but simply don't have the funds/resources to be able to do anything else. This will be reported back to the national project working party.

One of our aims is to engage community sector employers in negotiations leading to union recognition. This is time consuming and requires dedicated resources to achieve a good outcome. Where we have stewards in place we can achieve the density required before seeking recognition. We are hoping to use member learning methods in 2020 to move closer to recognition talks with employers as this tends to be more popular than traditional collective issues to engage with. We will include recognition in our training seminar in 2020.



In March delegates from Nottingham City branch signed the Violence at work Charter with Framework Housing.

Delegates are watching what outcomes the Harper Trust v Brazel judgement has in workplaces and will attend a regional briefing on this decision and how we can take matters forward.

Campaigns

Branches have engaged with various initiatives during the year in Sanctuary care, Places for People, Sanctuary care, Action for Children, Dimensions and RNIB. We have made some progress with the TUC dying to work charter and where we can engage on pay we have.

Private Sector

Our regional Committee includes reps from Private Companies as well as Community (excluding Energy branches). We have common aims and challenges and will include on one of our agendas this year a speaker from the National Sector so we can look at what activity we can generate in key employers.

An Effective union

In October the committee had a presentation from Ray Salmon Regional Organiser West Midlands Community Branch about the background to the setting up of the West Midlands Region branch. The committee looked at Funding for the branch, Facility time, Recognition, Membership, Low pay and conditions of service, Relationships with employers. This has given us food for thought on potential models of organisation going forward. Nottingham City branch who employ 2 caseworkers for the sector wondered whether a host branch could be an option.

Ray told us that the turnover of members in the branch was high. As low pay was such a factor staff would move employers to find better paid work and they endeavoured to maintain high recruitment to compensate for this. Most members joined on line.

The Constitution

In November the Committee appraised a draft constitution and it is hoped that this can be adopted in May. Branch employed staff are included in a nonvoting capacity.

Branch Resources Review

Delegates agreed that funding was a major concern as reps could not use facility time outside of core employers. As the Branch Resources review is continuing throughout next year delegates thought a dialogue with convenors would be useful.

Branches have highlighted the difficulty of finding information, collective agreements, negotiation guides etc. We will invite a speaker from Bargaining Support to a committee meeting.

Eastern

This year in the Eastern region we've had a focus on activist development, with flexible training courses designed to better enable activists from community and voluntary sector employers to attend, and our Activist Summer School being a huge success.

The resource centres in Bedfordshire, Essex, and Norfolk, through a pooling of resources and branch employed staff, continue support and organise our members in this sector.

Our regional staff and branches are working together to campaign increase membership, organise workplaces, and train and develop new activists.

Greater London

The Community Sector in Greater London Region continues to be one of the key areas of growth; with the majority of members joining online. UNISON members are spread across the region in health and local government branches; however the bulk of the members are in our two region wide branches, Housing Associations Branch and the Community & Voluntary Branch and we continue to host the national Barnardo's branch.

Barnardos continues to recruit at region and nation levels. During the recruitment intensive month of November 2019 they recruited 26 new members. The branch continues to identify new workplace contacts and stewards from across the county. The new stewards have been trained and mentored by branch secretary Karen Rickards with support from the region. The training takes place across all regions – to ensure convenient for new stewards where possible.

The UNISON Pay Claim has been submitted for 2020/2021 with evidence for 5% across the board. As with other years hard negotiations start early January 2020

Housing Associations - A considerable number of the Housing Associations in London over recent years have merged to create very large, regional and in some cases South East England wide employers. UNISON has successfully negotiated new recognition agreements to ensure we retain bargaining structures and facility time.

Pay procedures have been collated for each Housing Association in order to prepare a co-ordinated approach towards pay negotiations for 2020/21. We have recruited a number of new reps and we are organising reps network meetings in all HA's. In addition we are looking to set up a day training course / social event for stewards over the summer.

Bargaining initiatives within Housing Associations include:-

London & Quadrant – Benchmarking exercise has been carried out. 250 employees have been moved up in pay and 250 have been moved down. Consultation is under way. Regular meetings taking place.

NHG – large consultation in Housing, Care & support, general needs & back office roles going on that affects nearly all our stewards. And new T&Cs are currently being negotiated following the merger. 1 FT post of facility time has been distributed amongst 3 reps.

SBHA – New Director for People and Culture has been appointed and starting to meet regularly.

Optivo – Pay claim and facility time claim will be discussed at the next JNC on the 30th of January.

Look Ahead – keen to work with UNISON and to engage more with staff.

Hyde – New Chief executive is Peter Denton. Pay negotiations have started.

OHG – Pay negotiations have started.

Peabody – Hackney services are being TUPE'd to Riverside Housing in October. 1 new steward recruited and a new convener elected. Employer increasingly antagonists towards UNISON.

Metropolitan – we have a new steward. Consultation is ongoing in HR department. Met with HR director. They are pulling out of the SHPS DC pension scheme and will go to a flexible retirement plan. In 2020 they will procure a new pension vehicle for DB.

St Mungos. We have re-established relationship with the employer, attending inductions and have a number of new members.

The Community & Voluntary (CVO) Branch has just over 3,500 members, primarily in Greater London with a small number working outside London for organisations which are London based. The branch covers 800+ employers, the majority of which are small employers with fewer than ten members in each. The branch held a successful, well-attended and quorate interim AGM and now has a full branch committee with 10 elected officers – Branch Secretary, Chair and Vice-Chair, Treasurer, Communications Officer, Women’s Officer, H&S Officer (job share), Black Members Officer (job share), LGBT+ Officer and a Disabled Members Officer. Delegates were elected for various conferences, regional and national events and new Branch Rules were ratified. Officers meetings are now regularly taking place to implement the Branch Action Plan and work has commenced on creating the branch communication strategy.

A number of new stewards have been recruited, notably in MS Society where we have recognition but have had little action for some time. A successful re-launch of the Stewards Network was well attended with other 20 activists. The network seeks to establish target employers and link up activists from similar employers, with similar issues, or, where appropriate, from employers who are geographically closest to provide support and ad hoc training. Several meetings have taken place, to date around pay claims and policy work.

Reps in the following employers submitted pay claims:

- Marie Curie Cancer Care, Homeless Link – negotiations ongoing;
- Single Homeless Project secured 1.3% with agreement to form a joint working group to address staff turnover;
- MS Society 1.7% increase,
- Refugee Council - award mirrors that of Local Government Pay bargaining

Work is ongoing to help reps establish JNC structures and successful partnership working with their employer.

Bargaining initiatives within Community & Voluntary branch include:

Marie Curie - Ongoing negotiation over a removal of enhancements. In May, members narrowly voted to reject a revised offer on changes to unsocial hours payments. UNISON negotiators have engaged with Marie Curie management and we are now discussing the possibility of mediation with ACAS. Marie Curie Management are currently discussing this internally and UNISON is awaiting a response.

Galop (an LGBT+ charity) will be entering into a recognition agreement with UNISON shortly and we will also be approaching Coram Adoption for recognition in the autumn.

North West

The Regional Community Service Group currently has representation from Bolton Metro, Salford City, Blackburn with Darwen, Rochdale, Regional Disabled Members, Regional Women Members, Regional Black Members Self Organised Groups, and Service Group Executive members. Community members participating in the North West Regional Organising Academy (for future regional lay leaders) and branch employed staff with a remit for organising in Community are also invited to attend.

Ensuring branch engagement and representation on the regional group remains a perennial issue. Factors such as lack of union recognition, fragmentation and working time constraints all preclude Community members from playing a fuller role in our democratic structures and we continue to work with branches around these issues.

The Regional Service Group continues to have active representation on, and participates in, the work of a range of regional bodies including Regional Council, Regional Committee and Regional Organising Committee. Our members also attend Regional Self Organised Group Committees and Labour Link to ensure that there is regular exchange of information and that our priorities are reflected in their work and campaigns.

Recruitment, retention and capacity-building

Recruitment of Community members has remained steady throughout the year, with the North West having the largest Community membership base in UNISON. Our ERA accredited steward and activist figures remain high. However we are concerned that our Health & Safety representatives are slowly diminishing, reflecting a national decline. We believe that recruitment of Health & Safety stewards (particularly from amongst Young Members) is a pivotal organising issue in our sector where, after the Sleep In/National Minimum Wage issue, workplace Health & Safety is a major concern which should be reflected in national and regional organising and recruitment strategies.

Membership figures demonstrate that retention has been problematic within housing associations over the past two years and is therefore a regional priority.

Community members and activists attended and were involved in delivering UNISON North West's annual 'Skills for Strength' Convention - a workshop based event, bringing us together with other trade unionists from across our region, nation and internationally to share ideas, best practice and skills. Our members have also participated in North West Regional Organising Academy which identifies, trains and supports future lay leaders in our region.

Learning and Organising Services (LAOS)

The absence of significant recognition / facility agreements within the sector limits the opportunity for full 5 day ERA accreditation training. The regional LAOS team will be further developing its ERA training offer to Community stewards in unrecognised and fragmented areas after the successful delivery of condensed ERA courses to Community members last year. Special consideration is being given to organising in hostile employers.

Disputes/Industrial Action

Following our learning from previous disputes, the North West Region now has a dedicated Disputes Unit which capitalises on our experience and seeks to offer a co-ordinated response to assist members in driving disputes towards successful conclusions. To augment this process, we hold an annual Regional Disputes Seminar where learning can be shared from headline UNISON disputes and industrial action undertaken by sister unions.

During 2019/20 Community members in the North West have supported our colleagues in the NHS and Associated Employers in the region who have taken strike action in relation to securing Agenda for Change terms and conditions in NHS sub-cos and outsourced employers Compass at Liverpool Heart and Chest Hospital and later at St Helens & Knowsley and Blackpool NHS Trusts with further industrial action being taken by Engie security staff members at Salford Royal Foundation Trust and Pennine Acute which resulted in a successful conclusion for those members.

Additionally, Community members ourselves have been involved in our own disputes and industrial action most notably in Alternative Futures Group (AFG), Addaction, Liberty (part of the ForViva Group), Onward Housing and PossAbilities.

Alternative Futures Group (AFG)

In AFG members faced significant cuts to their incomes due to AFG's decision to reduce sleep-in top-up payments by £15 for each shift despite there being no cut in the funding that they are receiving from the local councils who commission the service. As a result of UNISON's action membership is increased and 7 new reps were recruited. Strike action took place over summer and autumn 2019.

17,000 signatories signed the petition to AFG and the strike fund raised over £60,000 so members on strike action are able to take home 70% of their usual pay. Following the escalation of strike action, talks with the employer under ACAS re-commenced at the end of May but were unsuccessful.

AFG Support Workers have now produced a 6-point plan for the continuation of the campaign. Focus will now be on aspects of the political strategy with AFG members continuing to meet with local politicians and Labour MP's . The region has developed and launched a digital lobbying tool targeting NW Councils who commission AFG. UNISON nationally is now pursuing claims against AFG for Trade union victimisation as a result of the employer's actions against members during the dispute.

Addaction

Staff working in Wigan and Leigh were transferred to Addaction when it took full control of Wigan Council's substance misuse service in 2018. The 31 staff were employed directly by the NHS previously but Addaction has refused to pay them the nationally agreed pay rise for NHS staff. This will cost employees as much as £1,000 per year over the course of the 3-year pay deal. Initial strike action took place in August and was positively covered in the press. Following 2 days action in September, further strike action took place for three days in October with an additional 5 days action in November, which included a lobby of Addaction's HQ. Local MP's Jo Platt, Lisa Nandy, Yvonne Fovargue and Conor McGinn

actively supported the action which has also been endorsed by the local community. At the time of writing the dispute continues.

Catalyst Choices CIC

Catalyst Choices CIC has been providing care services for Warrington Borough Council since 2015. It is planning to reduce the pay of former council workers outsourced to the company. As part of their transfer, staff were guaranteed the same pay and conditions as council workers. With its 5-year contract up for renewal, UNISON fears Catalyst plans to drive down costs by targeting low-paid staff and cutting pay, pensions and holiday entitlements, as it bids for a new council deal. The employer refused to negotiate with UNISON about its plans and will only deal with individual workers. Warrington Council, UNISON and Warrington North MP Helen Jones mounted a vigorous media campaign to highlight this at the end of 2019.

Onward Housing

Onward Housing (a merger between Contour Homes, Liverpool Housing Trust, Ribble Valley Homes, Hyndburn Homes and Peak Valley Housing Association) employing around 800 staff de-recognised UNISON in September 2018 upon TUPE transfer. Partner HA's failed to consult UNISON prior to transfer, as required by legislation. UNISON lodged an Employment Tribunal claim for that failure and won. All members received 5 weeks compensation amounting to just less than £70,000 and Onward agreed to enter into a recognition agreement with UNISON.

Housing Associations

Our organisation, presence and bargaining power in housing services across Local Government and Community has declined as a result of fragmentation from stock transfers and the creation of Arms Length Management Organisations and other delivery models, highlighting the need for more intense recruitment and retention activity across both Service Groups. Regionally, we have been exploring joint working with the Local Government Service Group to address this. Across the region Housing Association membership has seen a reduction on 2018/19 figures indicating definite scope for further organising and development activity for branches and the region.

Erosion of the democratic element within Housing Association boards (often as a result of mergers) in the region continues to be of concern, with some Housing Associations proposing to reduce the number of local authority board members – a key indicator that they are following the general direction of travel within the sector

Entry-level pay for staff is high on our agenda and UNISON has been working closely with the Greater Manchester Living Wage Campaign to promote the Living Wage amongst housing providers across the 10 Greater Manchester authorities. With increasing numbers of mergers, the erosion of terms and conditions along with reductions in staffing levels organising in this sector remains a key priority.

Torus Housing

Our Regional Organising Committee agreed the transfer to Warrington Local Government branch of members in newly merged Torus Housing (previously spread across 3 branches).

This merger resulted in the creation of 4 new subsidiaries: Torus Living Ltd (previously Torus Development Company Ltd and Torus62 Dev. Co Ltd); Torus Foundation (previously ComMutual, Toxteth Firefit Hub); Torus62 Ltd (a merger between Liverpool Mutual Homes, Helena Partnerships and Golden Gates - collectively known as Torus). The commercial arm, HMS (Housing Management Solutions), manage repairs/maintenance works for the entire Torus portfolio. Recognition has been agreed in all subsidiaries.

Care Workers For Change

The region is now in year 3 of its 10-year regional/branch match-funded social care organising project and this year we have seen some significant gains. The Care Workers for Change Campaign (CW4C) has succeeded in the ultimate aim of establishing UNISON as the union for social care workers in the NW and further developed the tools and techniques to organise successfully within an increasingly fragmented and privatised public service sector.

We have been able to capitalise on an effective social media strategy and a large cohort of supportive Labour MP's in order to ensure that our campaign against iniquitous pay and terms/conditions, particularly around the NMW/Sleep-Ins issue maintains momentum.

Our learning from this on-going campaign has informed UNISON's over-arching social care strategy and continues to underpin the union's work on keeping the issue of social care high up on our national agenda.

Branch Structures

During 2018/19 the North West undertook a Review of Branch Structures which looked at the current pressures facing branches and options for change. Overwhelmingly, the majority of branches opted to maintain the 'status quo' (i.e. the TUPE model) but also identified organising and servicing both Community members and Associated Employers as key issues which need to be addressed. As a result of this exercise, we are still rolling out the recommendations contained in the Review. Thus an increasing number of branches with Community and Associated Employer members are funding posts similar to Local Organiser posts with a remit to support the development and participation of Community members, rather than merely undertaking casework. A number of branches are considering merging in order to address this organising challenge while the region is consulting branches on the appropriate allocation of members.

Labour Link

Community members in Labour Link continue to be active through their branches, CLP's and other Labour forums. The Political Fund roll-out remains an ongoing priority for branches when recruiting Community members. We continue to effectively use our political lobbying and campaigning to support Community members in dispute with their employers and have successfully secured the support of the North West Parliamentary Party, Shadow Cabinet members and Labour elected Mayors on a range of disputes and initiatives involving Community members both locally and nationally. Community members were out in force during the General Election and despite the outcome we are pleased that our North West UNISON colleagues Paula Barker (Liverpool Wavertree), Nav Mishra (Stockport) and Kim Johnson (Liverpool Riverside) were all elected to parliament.

Self Organisation

North West Community members continue to play a full and active part in Womens', LGBT+, Disabled and Black Members self organisation at branch, regional and national levels, ensuring that our priorities are reflected in their respective campaigning and bargaining agendas. We are also pleased that North West Young Members in Community are actively engaged and participate at all levels of our democratic structures, but particularly in our regional self organised groups.

Wider community engagement

Throughout the year, Community members have also been active in our support for a wide range of community initiatives across the North West which has seen us participating in a host of LGBT+ Pride events, the Climate Crisis strike, the Liverpool Arab Arts Festival, Moss Side Carnival, a range of Citizens UK initiatives and the Greater Manchester Living Wage Campaign to name a few. This participation enables us to extend the reach of our organising and recruitment agendas as trade unionists, enhances our capacity to effect change and positively influence the agendas of the community organisations we work with.

Northern Ireland

UNISON Community Branch has currently 1766 members with 19 accredited reps servicing and supporting branch membership. The branch employs a fighting fund organiser. Branch lay membership completed a busy schedule with UNISON Direct referrals on the increase - sickness absence, grievances, redundancy, disciplinary, restructuring and general advice support. Branch members continue to complete and attend UNISON College courses.

The branch officers with support from regional full time officials continue to engage with several employers with whom we have signed recognition agreements.

These employers are, APEX Housing Association, Ballymagoarty Hazelbank Community Partnership, DePaul Ireland, First Housing Aid and Support Services, Simon Community.

First Housing Aid and Support Services have signed off on the UNISON Violence at Work Charter.

UNISON Community SOC has a branch delegate, and UNISON Community Branch have successfully submitted a motion to Community Conference 2020.

The branch are currently involved in several ongoing campaigns and actions -

Overtime and Allowances Holiday Pay Ruling

Sleepover Case

Supporting People Campaign

Motions to Councils

Right to Choose

WASPI

Welfare Reform

Zero Hour Contracts

Foyle Pride Week

Justice for Colombia

Palestine Solidarity Campaign

The branch have also committed to actively support the Workers Right and Social Justice Week 2020, organised through Derry Trades Union Council. Derry Trades Union Council contains 4 delegates from the branch, and Belfast Trades Union Council contains 3 delegates from the branch.

Northern

The last 12 months has seen the membership in this sector in our Region increase by 6.5% to 4,034. The Region has recruited 702 new members this year. We have 44 active reps, with many reps becoming more involved and engaging in Branch activity, recruitment activities and representing members, as well as being more involved in our Regional Service Group.

We continue to grow our visibility in the Region with our Facebook page, which was launched last year, continuing to grow in members and increased activity. Our new newsletter C A P S (Community and Private Sector) Newsletter, was revamped to encompass the private sector, as private residential care in particular has strong recruitment and retention. We opened a competition to rename the newsletter, with a £50 prize for the winner. This proved extremely popular with members and also ensured that members details were kept up to date. This has been circulated to our members and workplaces, as well as to local foodbanks in the area, some of which are sponsored by local Branches. The aim is to forge close links with voluntary organisations and their staff and to promote UNISON Welfare.

Looking forward for this year, our recruitment and organising strategy continues to focus on recruiting new members as well as engaging members and activists more, with a particular focus on women members and activists becoming more involved in union activities. Increasing membership and activity within Housing still remains a priority for our Region.

We continue to focus on targeting employers to encourage them to sign up to the End Violence at Work and Mental Health Charters, as well as continue to work with employers on major issues such as pay and terms and conditions. The Region also hopes to link activity with the UNISON Social Care Project. We continue to promote ULearn materials to members, encouraging them to use the online training opportunities. Another major issue for members and UNISON is the Supreme Court hearing on the sleep in issue in February.

Our recruitment activity has included stalls and workplace visits, as well as visits to Community Hubs and even recruitment events at 'Carers Disco's', which proved extremely

popular with members and service users alike. We also saw activity during the Going for Growth months in May and November.

FSHC have seen a difficult year in terms of uncertainty around the administration announcement last year, however we continue regular visits to homes and retention and recruitment remains positive. We hope that we can continue this positivity within the homes that have been sold to competitors.

We have seen membership density grow in Gateshead Citizens Advice, and we are looking to gain local recognition with them. We have also supported staff in Thirteen Housing Group, based in the South of our Region, with 98 members of staff mainly in facilities and concierge services faced with redundancy.

Consultations are currently underway nationally with hospice staff in Marie Curie, and we have 27 members affected in our Region. Particular concerns have been raised regarding the potential loss of enhancements for unsociable hours.

Regional Organisers met with Changing Lives after they approached UNISON to seek recognition, and organisers and lay members based in Newcastle City and Gateshead Local Government Branches are moving forward with this.

Regional Organisers have also met with Harbour Support services, a refuge who provide support and services for victims of domestic abuse across much of the Northern Region. Hartlepool Branch support them locally through promotion and donations, and we have approached them to ask in turn if they can promote UNISON to their clients, particularly in terms of representation and work around absence, which is a likely consequence of an abusive home environment. We also hope to promote the UNISON Welfare Fund, as well as link in with our Regional Women's Group. This is also a potential recruitment target for the Branch, as well as across the Region.

Scotland

Community Sector across Scotland.

This year has been dominated by the Cornerstone campaign following the de-recognition of UNISON in November 2018. Currently the CAC have set the bargaining unit and we are waiting to see if we can proceed with a recognition ballot of staff in the New Year. Membership is remaining steady at around 45% and we now have a strong team of stewards as a result of the organising work.

The staffing crisis continues to have a major impact on the delivery of vital services and our members are at breaking point. Staff turnover is at an all time high with staff leaving the sector for better pay and terms and conditions with less responsibility. Every employer is carrying vacancies they can't fill and the use of agency workers is the highest and most costly it's ever been.

Membership in the sector continues to grow steadily. Additionally an increase in new stewards was welcome news and we hope this trend continues over the coming year.

Care workers in Scotland are paid at the Scottish Living Wage rate currently £9.00. The implementation of this is still proving difficult most especially across employers with no recognition agreement. Some councils are still dragging their feet not releasing funds until Dec/Jan when members finally received the money in their pay packets – thankfully backdated.

Once again in this year's Scottish Government budget very little money has been allocated to meet the SLW so we anticipate significant problems ahead despite new guidance being published.

The Scottish Government's political aspiration (and not a legal requirement) to ensure care workers are paid the SLW for every hour for sleepovers is now progressing well. The employer representatives in the sector continue to state that it is unaffordable. As a result sleepovers continue to be reviewed and in some cases removed or replaced with technology across the country. The financial impact on members is significant.

The overall picture continues to be that local authorities are seeking to get more from community and voluntary organisations for much less money with the inevitable downward pressure on staffing costs being the result. It's still a race to the bottom with non unionised employers.

Facility time continues to be an issue across the sector with many stewards giving up their own time to attend meetings and training. Limited time is given to attend disciplinary hearings with often little or no time to prepare.

2020 will be a testing year for the Scottish Community Sector and we look forward to working closely with the wider union in facing the challenges ahead – Stronger together in UNISON.

South East

The UNISON South East Community Forum held its AGM on 23rd January 2019

AGM election for positions:

Community Forum – Co-chairs Kevin Jackson, Helen Couchman

Regional Committee - Kevin Jackson, Helen Couchman – Co-chairs

Patrick Kenny was appointed the secretary of the UNISON South East Community Forum in December 2018.

The South East Community Forum AGM was held on Saturday 26th January 2019 with 7 people in attendance. The AGM had elections for the Forum Chair and Vice Chairs.

A new constitution was agreed and adopted at the AGM

An organising and Campaigning Plan was agreed for 2019, Unfortunately due to issues with forum members having difficulties in getting facility time and work pressures no other meetings took place.

A Budget has been agreed and accepted for 2020 this will allow for 3 meetings of the South East Community Forum within the next year, and allows for both organising and campaigning in 2020.

A mapping exercise has been conducted of employers and membership in the South East Community Sector, with the intention of visiting workplaces with over 25 members to recruit new activists.

The 2020 AGM will take place in early February, date and venue TBC.

South West

Following a period of relative inactivity we are pleased to have recently convened the first well-attended meeting of the regional Service Group in over eighteen months.

Livewell, Sirona and other Health & Social Care CICs

Livewell, a Plymouth-based health and care Community Interest Company (CIC), is currently the single largest employer in the region in terms of the number of Community members. There are also a significant number of members in similar health and care CICs around the region, including **Wiltshire Health & Care** and **Sirona**, which is due to significantly expand when community health services in and around Bristol are transferred to it in April. Together these organisations account for over 15% of the Community membership in the region.

These employers currently offer Agenda for Change T&Cs to all staff including new starters, and are likely to continue to do so until at least April 2021 when the current three-year NHS pay deal expires. This is partly as a result of central government funding and partly as a result of a successful union campaign.

Plymouth in UNISON branch have written to the region requesting that these members be placed in the Health SG which they believe is more appropriate. The regional Community SG has rejected this and reaffirmed the national position that CICs are in the Community SG. We anticipate that a motion to the effect of what Plymouth in UNISON are calling for may be submitted at regional and/or national level in the near future.

Other Branches and Employers

Discovery Dimensions, Somerset – A settlement was reached between UNISON and Somerset County Council in September 2019 for a total of £674,000, relating to the transfer of members from the council to Discovery in 2017. We are in the process of distributing this award to members. We now only have one rep there and have just agreed facility time arrangements. There have been several successful campaigns to keep prior T&Cs. We have just settled 2019 pay claim and are about to start negotiating for the 2020 pay claim.

Somerset Care - There are three stewards. Recent recruitment has been good. The new HR and executive team have threatened to derecognise Unison, though this may be a tactic in pay negotiations.

Brandon Trust – We have five reps and around 40% density, and just put in a pay claim for 3%. Almost all members across the South West are in a single branch (GDHC).

Bristol LG – A separate committee of CVS reps we meets regularly, this arrangement was supported by a branch-employed organiser who recently left and will hopefully continue in her absence. **ARA** services transferred under TUPE last year, a few staff were lost to that. In ten years there has only been a single 1% pay increase.

Gloucestershire Health & Community – The branch employs two caseworker/organisers who are looking to formulate a specific Community organising plan for 2020, with a particular focus on **Orchard Trust** and counsellors within the area.

Gloucestershire LG – About one third of branch membership is in the Community sector, but there is no formal recognition in any community employer. **Merlin Housing** used to be Severn Vale Housing Association but merged to become part of the **Bromford Housing** group, staff were promised more housebuilding and no redundancies. Four out of 80 staff are currently at risk of redundancy which we are opposing. There are no reps but two contacts, who escalate issues to the branch-employed organiser when necessary. In **Orders of St John** UNISON was derecognised around four years ago, we believe out of spite as a result of the fact that we were recruiting members and raising issues there.

Dorset – There are frequent TUPE transfers in the Community sector which consume a lot of the branch's time and resources, as well as presumably the resources of small employers. The ever-changing structures are a challenge for lasting organisation. There is a feeling that Community is not as well-resourced by UNISON as other sectors in the county. A group of members in Mental Health Early Intervention services were recently transferred back into the NHS and offered superior NHS T&Cs, access to the pension scheme pre-transfer.

Activities

An event was arranged at Croyde Bay for members in Dorset and Somerset, around fifteen members attended and participated in workshops on social care. The event was a success but was not as successful as hoped in recruiting new reps. We are hoping to roll something similar out for members across the region next year.

Constitution

This remains unratified but a draft will be submitted to our AGM in the Autumn.

West Midlands

When we look back at previous annual reports for the sector in the West Midlands we recognise that many of the issues affecting our members are ongoing and are rightly referred to as a marathon not a sprint. The perennial issues of violence at work, underfunding and poor pay settlements have taken up a significant amount of time through the year. A number of mergers of employers have taken place over the past couple of years and the implications for these are now being realised by all concerned. A number of housing associations are reducing services following a few years of attempted growth leading to uncertainty for many staff.

The single branch structure in the Region has continued to produce effective results for our members through 2019. Industrial relations were again tested through the year due to a variety of issues both local and nationally driven. It is pleasing to see we were able to deal with these issues successfully and maintain quality industrial relations. Regional staff would like to congratulate all Branch Officers and staff for their hard work and achievements through 2019.

Recruitment through 2019 was robust and resulted in an increase in the end of year membership figures. Given the uncertainties, reorganisations and cut backs faced by the sector this is very pleasing and demonstrates the hard work put in by the branch. As in previous years the majority of new members join on line and pay via Direct Debit. This has demonstrated benefits for the branch as the turnover of staff among employers' is high but the members retain their UNISON membership.

When we look back at 2019 most of us agree we did not expect to end the year with the Conservative Government we now have. Many of our members in the sector are concerned that the funding needed to maintain, let alone develop, the services they provide doesn't even appear on many statements and promises from government. Our concerns are matched by many employers who appear just as confused as us as to where they will be in a few years time. Many of our members are employed on minimum statutory terms and conditions and they cannot see how any further cuts can be absorbed.

Hopefully next year's report will be more positive but in the meantime we will continue to ensure our members receive the service they deserve.

Action on decisions – Community Conference 2019

Item	Decision	Action
M 1	Bargaining for good Mental Health policies in Community Workplaces	
	<ol style="list-style-type: none"> 1. Publicise UNISON’s “Bargaining on Mental Health Policies” guidance to UNISON branches which organise in the community sector, including encouraging branches to lobby employers to make a public commitment to mental health wellbeing in the workplace 2. Seek and disseminate examples of best practice in UNISON branches that organise in the community sector. 3. Use this work as a recruitment tool to engage new members working in the community sector, including disabled members, to UNISON. 	<ul style="list-style-type: none"> • Regional Heads of Community (RHC) were asked to send in examples of best practice. These examples were then shared with H&S for inclusion in guidance. • Our Community E-Newsletter was turned into a ‘H&S special’, prominently featuring materials and guidance on mental health in the workplace. • Mental Health and Wellbeing polices have been raised with all National employers • The E-newsletter also encouraged branch and regional colleagues to use improving mental health in the workplace as a recruitment and organising tool.
M 2	Organising around Health & Safety	
	<ol style="list-style-type: none"> 1. Continue to work with the National Health and Safety Committee to ensure that the issues raised by Community members are contained within their bargaining agenda. 2. Work with regions and branches to prioritise the recruitment of Health and Safety representatives within our sector. 3. Regularly disseminate information about the role and function of Health and Safety representatives to members in Community. 4. Work with UNISON Labour Link, NEC and other stakeholders including lobbying political parties in positions of power and influence in Scotland, Wales and Northern Ireland to promote the need for legislative change in relation to national Health and Safety law, consistent with UNISON’s 	<ul style="list-style-type: none"> • We invited the Acting Head of the Health and Safety Unit (Robert Baughan) to the July SGE meeting where the Regional Heads also attended. • This useful discussion helped inform our H&S enewsletter special highlighted the importance of H&S reps and organising around H&S • Post General Election, we have written to the Minister with responsibility for H&S in the workplace to ask for a meeting.

Item	Decision	Action
	mission to safeguard our members at work.	
M 3	Social Care Green Paper	
	<ol style="list-style-type: none"> 1. Work with the NEC policy Committee, Local Government and UNISON Policy Officers to contribute to a detailed response to the government Social Care Green Paper, which addresses the employment issues which are so important to UNISON Community members. 2. In particular, ensure that the issues of minimum wage for sleep-in shifts and violence at work are addressed in this response. 3. Work with UNISON Labour Link, NEC and other stakeholders including lobbying political parties in positions of power and influence in Scotland, Wales and Northern Ireland to secure the funding which is so badly needed to improve standards of social care and the conditions of UNISON Community members working within it. 	<ul style="list-style-type: none"> • The social care green paper has been delayed on multiple occasions and at the time of writing is still unpublished. • The cross-service group UNISON Social Care Project has taken forward the issues raised in this motion. • A survey of care workers on sleep in shifts was carried out and published in a report at NDC, leading to media coverage. • Minimum Wage for Sleep in-shifts in care was specifically raised as part of the UNISON submission to the Low Pay Commission. • UNISON has met with Shadow Minister and other MPs to highlight widespread employment problems in social care, and sleep-in shifts in particular
M 4	Family Friendly Policies in the Community & Voluntary Sector	
	<ol style="list-style-type: none"> 1. Invite members working in the Community & Voluntary Sector and Housing Associations to look at their Family Friendly policies and submit inconsistencies to UNISON to create a spreadsheet of organisations not providing the best support for staff with families. 2. Develop a factsheet for members working in the Community & Voluntary Sector and Housing Associations that will provide advice and ways of improvement in workplace family friendly policies. 3. Establish a dialogue with organisations in the Community & Voluntary Sector and Housing Associations to share best practice in promoting the benefits of 	<ul style="list-style-type: none"> • An online survey of Community members of on Family Friendly policies was carried out. • Responses will be used to inform new guidance on family friendly policies. • UNISON has raised family friendly policy with National employers to seek improvements in flexibility for the workforce.

Item	Decision	Action
	Family Friendly policies to organisations in order to benefit all support staff.	
M 5	The Effects on staff going through the Menopause	
	<ol style="list-style-type: none"> To work with the NEC and all appropriate agencies to develop a support plan which can be adapted within the community sector to support our members. Promote up to date information for members working in the Community & Voluntary Sector and Housing Associations that will provide advice and ways of improvement in the acceptance of the menopause which is a bigger issue in the sector that affects the staff. Communicate with employers in the Community & Voluntary Sector and Housing Associations to share best practice in promoting the benefits of supporting staff that are experiencing issues with the menopause. 	<ul style="list-style-type: none"> At the service group's request, the H&S Unit updated UNISON guidance for branches and reps on the menopause This was circulated to all members in the October 2019 enewsletter. The guidance includes examples of best practice.
M 6	Inclusive workplace policies in the Community Sector	
	<ol style="list-style-type: none"> Gather good practice examples from branches organising in the community sector of inclusive policies and practices, including in record-keeping, language, any dress codes and in the provision of safe and accessible gender-neutral facilities; Promote good practice across the service group. Promote the Gender equality: non-binary inclusion fact sheet to community branches Circulate the national LGBT committee's briefing on becoming LGBT+, LGBT bargaining factsheets and how to be a good trans ally leaflet to branches organising in the community sector and encourage support amongst community members for any rule change to national delegate conference on the LGBT group becoming LGBT+ 	<ul style="list-style-type: none"> Action 1 is the subject of an ongoing survey which will be used to inform service group guidance The factsheets specified in the motion have been shared in the enewsletter.
M 7	Building and Strengthening Black Community Links	

Item	Decision	Action
	<p>Work with the National Black Members Committee to:</p> <ol style="list-style-type: none"> 1. Where possible, to engage in specific work to connect with local Black community groups who do work in support of our members in their communities; 2. To seek to explore and undertake statistical survey of racism within the work place for further action and support in the housing and community sector. 3. And with Labour link and NEC and other stakeholders including lobbying political parties in positions of power and influence in Scotland, Wales and Northern Ireland in recognising the significance in retaining and supporting membership and self organisation groups in the community sector. 	<ul style="list-style-type: none"> • Working closely with the National Black Members Officer we developed a Community specific racism in the workplace survey. • This was emailed to all Black members in the service group for whom UNISON holds an email address • The results have provided a fascinating insight into the experience of Black members in community, exposing serious issues, particularly regarding limitations on training and career progression. • This information is already informing our negotiations and the high-level results have been shared on the enewsletter
M 8	Women's Refuges and Universal Credit Changes	
	<ol style="list-style-type: none"> 1. Work with UNISON Labour Link and other stakeholders to improve the financial position of women's refuges. This includes lobbying political parties in positions of power and influence in Scotland, Wales and Northern Ireland. 2. Work with UNISON Women's Self-Organised Group to support their campaigning on this issue. 3. Ensure UNISON Community members working in the women's refuge sector are aware of this campaigning work and have an opportunity to get more involved. 	<ul style="list-style-type: none"> • The National Women's Officer attended the SGE to discuss the policy position further, including joint working to lobby the government • We have written to the Minister responsible for this issue, setting out our position and asking for a detailed response.
M 9	Standing Up for Fair Pay for CVS Workers in Commissioned Services	
	<ol style="list-style-type: none"> 1. Lobby UNISON Labour Link, the NEC and other stakeholders, political parties in England, Wales, Scotland and Northern Ireland, including politicians responsible for Local Government and NHS, for extra funding for contracts to have annual uplifts. 	<ul style="list-style-type: none"> • We have worked closely with Local Government, Health and Policy to ensure that pay rises in commissioned services are specifically highlighted as part of the "Money Well Spent" and "Pay Up Now" campaigns.

Item	Decision	Action
	<ol style="list-style-type: none"> 2. Instigate a campaign along the lines of the Pay Up Now campaign but that includes the needs of CVS employees who work for employers that are commissioned by the public sector. 3. Liaise with UNISON's national Local Government and NHS Pay Negotiators and Service Groups around this issue to ensure our CVS members are not forgotten. 4. Call upon the regions to analyse the situation for CVS employees who work for organisations that are commissioned by the Public Sector. 	<ul style="list-style-type: none"> • Blog posts by the General Secretary highlighted the need to pay increases to be funded in commissioned services. • Community examples were fed into campaign Pay Up now via Bargaining Support • The Community National Officer attended Local Gov Pay Campaign meetings to share the policy position in the motion.
M 10	Alexa, Did you take our jobs? The Rising Threat of Automation and Computerisation in the Housing Sector	
	<ol style="list-style-type: none"> 1) Carry out a questionnaire of members in the housing sector to gather evidence of new software and practices that pose a risk to jobs and canvas their experiences and concerns. 2) Contribute to UNISON's due diligence on employers, organisations and product developments which seek to transform our working lives. 3) Continue to work with the NEC, Labour Link and other stakeholders including lobbying political parties in positions of power and influence in Scotland, Wales and Northern Ireland in recognising the significant impact that automisation and computerisation has on our working lives. 	<ul style="list-style-type: none"> • A survey will be carried out • We are working with the policy unit on a wider piece of work on automation
M 11	Hidden Disabilities	
	<ol style="list-style-type: none"> 1. Work closely with the National Disabled Members Committee to gather information and advice on hidden disability. 2. Provide guidance to branches with Community members and reps on how to negotiate for the rights of members with hidden disabilities to ensure members are treated fairly by their employers. 3. Advertise to branches with Community members and reps 'Proving Disability and Reasonable Adjustments - A Guide to 	<ul style="list-style-type: none"> • Existing guidance has been adapted and shared in the Community E-newsletter • Feedback on the new guidance has been very positive

Item	Decision	Action
	<p>evidence under the Equality Act 2010' newly published guidance by Unison as a helpful source of information.</p> <ol style="list-style-type: none"> 4. Provide a specific guide for reps to use with employers within the Community Sector to explain the term 'hidden disabilities'. 5. Arrange for articles to be included within UNISON Community publications sent out to members and activists about hidden disabilities and what they are, to enable members to self-identify as having a disability. 	
M 12	Mental Health support for our members	
	<ol style="list-style-type: none"> 1. Survey Unison community service group members on the mental health services available in their area 2. Publicise to UNISON Community members a directory of mental health services available to members by region. 	<ul style="list-style-type: none"> • The mental health survey is complete and the results have been shared with members • See also, actions from motion 1.
M 13	Housing Association Mergers	
	<ol style="list-style-type: none"> 1. Compose a report on membership and trends in merged housing associations pre and post-merger. 2. Produce a guide for regions on mergers in housing associations. 3. Create an organising strategy specifically for merging and merged housing associations 	<ul style="list-style-type: none"> • Guidance is being produced informed by a survey of reps who have experienced housing association mergers
M 14	Making Community Workplaces safe and accessible	
	<ol style="list-style-type: none"> 1) Circulate the 'Proving Disability and Reasonable Adjustments' guide to branches and encourage them to negotiate for reasonable adjustments to workplaces. 2) Circulate UNISON's 'Health and Safety Six Pack' guide to branches. 3) Consider producing a briefing on how branches can use these resources to negotiate safe and accessible workplaces, including where the workplace is in the community or is a service users home. 	<ul style="list-style-type: none"> • Produced and Circulated via enews

