Crisis Confirmed by Staff Surveys
ON THE COVER:
Nursing staff at our major hospital sites, undertaking their daily duties and working hard to keep the system running.

All our frontline staff are under pressure to ensure high standards of care.

LARGE PRINT AVAILABLE ONLINE
Large print of this magazine can be found on the Branch website in PDF format on your browser at:

www.nhsglasgowclydecvs.com – Find the latest edition on our cover page and older versions under archive publications.
UNISON Nursing and Admin Staff Survey

In October, UNISON launched two surveys; one for our members in nursing, and one for our members in admin.

Members who responded to the nursing survey articulated a widespread crisis of staff confidence in staffing levels and patient care across NHS Greater Glasgow & Clyde.

More than a third of respondents were unable to take their full break entitlement on their last shift, 67% said they were unable to spend enough time with patients, and 68% said there were not enough staff to provide safe, adequate care. Most shockingly, 77% of staff said they had considered leaving the NHS altogether.

Responding to the results, UNISON NHS GGC & CVS Branch Secretary, Cathy Miller said:

“UNISON is calling on NHS Glasgow and Clyde to take clear and immediate action; enter into meaningful dialogue with unions to solve this worsening crisis before it’s too late.”

Members in admin reported shocking levels of stress at work. 49% are usually or always stressed at work, with the majority citing overwork, pressure, and poor workload distribution as the major cause.

Mirroring the responses of members in nursing, 74% of respondents in admin have considered leaving the NHS as a result.

Assistant Branch Secretary Frances Carmichael said

“Admin staff are consistently referred to as ‘back room staff’ and are seen as easy targets for cost cutting efficiencies. This needs to stop now and appropriate resources and support put in place to allow them carry out their role. They are very much part of One Team”

Festive Message

Christmas is a difficult time for some members, and at this time of year it is clear that the austerity agenda has especially hit our low paid members as they struggle to pay bills and provide for loved ones as they celebrate the festive season.

Throughout the year we have worked hard on the pay negotiations, and the agreement this year and for the next 2 years, will put more money in members pockets. We will continue to protect your terms and conditions and fight for fair treatment of all UNISON members as we move into 2019.

It has been my pleasure to once again represent you as Branch Secretary through 2018. May I take this opportunity to wish you all a very Merry Christmas and a Happy and prosperous New Year.

Cathy Miller
Branch Secretary
UNISON Welfare

Members experiencing financial and emotional difficulties can contact our welfare charity, There for You, which provides a confidential advice and support service for members and their dependants across the country.

You may have financial problems for reasons including:

- relationship breakdown;
- loss of income;
- suffering from a long illness;
- needing to buy equipment because of a disability;
- caring for someone with special needs or an illness.

There for You provides support in coping with personal problems at home.

We provide a confidential service for members over the phone or in person if you are experiencing personal difficulties such as:

- being off work with a long-term illness;
- domestic violence or abuse;
- living on the breadline and needing to pay for a major bill or vital item;
- recovering from surgery;
- looking for advice in dealing with your debts.

Many members are unaware of the services we provide, such as emergency grants in financial crisis, wellbeing breaks, funeral payments and debt management services. Branch Welfare Officers are also link agents acting on behalf of members and can provide vouchers for food banks.

This service is provided through the Trussell Trust, and can be vital in ensuring food is available to those members in dire need.

Payplan is the debt management group we signpost our members to. They are experts in offering advice and support, and will help members to agree debt plans by contacting creditors to help them manage their outgoings or arrange payment holidays.

Members are also able to ask for assistance at their most vulnerable time, when arranging a funeral.

UNISON can provide a grant of up to £1500 depending on the members individual circumstances. There is no guarantee that we can offer you financial help, but thousands of members and their families do benefit from our support every year.

Our There for You credit union service offers UNISON members access to low-interest loans and a range of savings products through our UK network of partner credit unions.

Whether you’re dissatisfied with current banking arrangements, are struggling with exorbitant interest rates charged by payday and other lenders or simply looking for an ethical alternative, credit unions may provide just the solution.

UNISON has established a network of credit unions covering the UK where members and their families can both save and take out low-interest loans.

We already know just how many members are using payday loans and other high-interest loan products – often getting caught in a trap of spiralling debt.

UNISON is promoting credit unions as financial and ethical co-operatives that will serve members in a safe and responsible way and promote financial wellbeing.

UNISON NHS GLASGOW CLYDE & CVS BRANCH

AGM

Thursday 7th March 2019
6.30pm for a 7.00pm start
Branch Office, 131 West Nile Street

Speakers – Gordon McKay (UNISON President), Michael McNeil & Sara Gorton (UNISON Head of Health) - Hot food will be provided
Credit Union 20\textsuperscript{th} birthday

The idea behind the organisation that is now the NHS Credit Union first began to take shape in 1996.

Founder member Robert Rae, then the UNISON Branch Secretary of the Southern General Hospital, Glasgow, was keen to do something to help members facing financial difficulties.

His passion was to promote a culture of financial resilience within the lower paid workforce by setting up a credit union that would offer employees modern banking products and affordable loans. He persuaded other union members to support the venture, then took the proposal to their employer – Southern General NHS Trust.

The election of the Labour Government in 1997 was one of the last pieces of the jigsaw, and with the backing of UNISON and the employer in place the project began to take shape.

On November 24, 1998, the Glasgow NHS Employees’ Credit Union opened up for business ... with the first office premises being in the student nursing quarters of the former Southern General Hospital buildings.

In its first year, it signed up 625 members; issuing 260 loans with a total value of just over £123,000.

The willing volunteers got the credit union off to a great start, and then UNISON Branches in other Glasgow NHS Trusts expressed an interest in accessing membership.

With the backing of UNISON, negotiations took place which facilitated the credit union’s first employee.

With demand for its services increasing, the organisation decided to broaden its membership base and in 2003, the Common Bond was extended and the name changed to the West of Scotland NHS Employees’ Credit Union.

The first base in the Southern General was a student nurse’s bedroom. With space at a premium within the hospital, expanding wasn’t an option, so the credit union’s board members decided to look at renting their own premises, and settled on Renfrew as their first off-site base in 2004.

In 2006, 5000 members had joined up, and the following year, the organisation bought its own premises – in Govan’s Dava Street, where it remains today. To date our Credit Union has 17,274 members and has issued loans totalling £86,622,582.

Dave Prentis, UNISON General Secretary helped celebrate 20 years of this great member support organisation at an event held in the Trades Hall, Glasgow on 20\textsuperscript{th} November.

Dave said, “Democracy, equality, equity and caring for others – these are credit union values and they’re trade union values too.”

Dave thanked everyone for their hard work and dedication in the running of this vital member service.

He added “Last, but certainly not least, we thank our founder member Robert Rae, who started the NHS Credit Union this week, over 20 years ago. Without his efforts, we wouldn’t be where we are today. Thanks from all of us, Robert.”

AGM Timeline for Election & AGM Process

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<tr>
<th>Event</th>
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<tr>
<td>Date of formal notification of AGM</td>
<td>7\textsuperscript{th} Dec 2018</td>
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<tr>
<td>Issue Office Bearer &amp; Steward Notifications (to Stewards)</td>
<td>7\textsuperscript{th} Dec 2018</td>
</tr>
<tr>
<td>Close of Office Bearer &amp; Steward Notifications</td>
<td>7\textsuperscript{th} Jan 2019</td>
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<tr>
<td>Publish list of nominees from returning officer</td>
<td>8\textsuperscript{th} Jan 2019</td>
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<tr>
<td>Last date to receive supporting statements and confirm nomination acceptance</td>
<td>7\textsuperscript{th} Jan 2019</td>
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<tr>
<td>Publish Agenda for AGM</td>
<td>5\textsuperscript{th} Feb 2019</td>
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<tr>
<td>Last date for motions and alterations to rules</td>
<td>30\textsuperscript{th} Jan 2019</td>
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<tr>
<td>Last date for emergency motions</td>
<td>28\textsuperscript{th} Feb 2019</td>
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Notification forms can be obtained from the Branch office, Floor 4, 131 West Nile Street, Glasgow, G1 2RX
Tel: 0141 331 4450, Email: nhsbranch@unisonglasgowclyde.com
**Apprenticeship Awards**

UNISON NHSGGC & CVS Branch attended a ceremony on 26th November, to recognise the high standard of work of this years recruits in the Boards modern apprenticeship programme.

All receive mentor support and are given role-specific training packages which ultimately lead to SQA qualifications.

Frances Carmichael, Assistant Branch Secretary of UNISON NHS Glasgow Clyde and CVS Branch, said:

“We are proud that NHS GGC & CVS Branch supports the Board’s MA programme by sponsoring the Modern Apprentice of the Year prize.

“Modern Apprenticeships provide us with the means to recruit young people into permanent employment within our organisation.

Frances added, “We recognise the exceptionally high standard of employees who have been recruited through this programme, and highlight the dedication and enthusiasm of each individual, and their exceptional performance on the job and in approach to their studies.

“UNISON NHS Glasgow Clyde and CVS Branch is honoured to have sponsored and supported these apprentices over the last five years, and will continue to support this innovative programme.”

**Sleepover Shift Ruling**

Despite winning a number of successful cases at Employment Tribunal and Employment Appeal Tribunal, our members suffered a setback on this issue when the charity MENCAP successfully argued at the Court of Appeal that sleepovers were not to be considered working when ‘suitable sleeping facilities’ were provided.

UNISON is currently seeking leave to appeal this case at the Supreme Court and we hope that decision can be overturned again in favour of our members who work sleepovers.

While that decision is having a particularly negative impact for our members based in England and Wales, the policy of the Scottish Government is to support the payment of sleepovers at the Living Wage rate (£8.75 currently & £9.00 by April 2019). While paying sleepovers at Living Wage is the aim of the Scottish Government, it is not required in law.

Fortunately, most of our charities based in Scotland are trying to comply with the aims of the Scottish Government but we are aware of some employers who are seeking to take advantage of the MENCAP decision.

Should UNISON be successful in the Supreme Court, we will do all we can to seek a suitable remedy for our members.

**Increased Living Wage**

Many of our members working for community employers will welcome the recent announcement to increase the Scottish Living Wage from £8.75 to £9.00 per hour.

UNISON members will be aware that it has been the campaigning work carried out by UNISON that has helped ensure that the Scottish Government compels employers to pay Scottish Living Wage rates for those workers delivering social care in Scotland.

The new £9.00 p/h rate applies from April 2019 and UNISON will be working with employers to ensure increases are paid to our members in a timely manner.
Charity Job Evaluation

UNISON is engaged in negotiations with The Mungo Foundation and Blue Triangle Housing Association around a revised job evaluation scheme.

The focus of the work is to ensure that the employers have pay structures that are fit for purpose and free from any equal pay issues.

As we go to press, UNISON is awaiting final proposals from Blue Triangle Housing Association and we will be arranging meetings for members to discuss what the new system looks like.

Negotiations with The Mungo Foundation are at an earlier stage and are being supported by ACAS who are market leaders at ensuring pay structures are robust and fit for purpose.

The UNISON Convenor, Paul Roy, is on the job evaluation panel and any members with questions around the process are encouraged to get in touch with Paul who will be happy to help. Paul can be contacted at paulroyunison@gmail.com

Regular Overtime Victory

Portering and Domestic Staff at Glasgow Royal Infirmary took action following a discussion with management about local cuts.

They approached UNISON after being given notice that their overtime which they had been working regularly over 3-5 years would cease.

Our stewards at GRI took action and found that these staff had not been paid as if at work during annual leave, and periods of absence.

Those members approached colleagues and discussed their concerns. UNISON entered into negotiations with management on behalf of almost 40 members.

To date 30 members have been paid out for all pay owed and have now been given contractual overtime up to the maximum agreed 48 hours under the working time directive.

UNISON were the key to my success

A member’s story

I remember when I was told my post wouldn’t exist anymore, it was at a department meeting. It was just dropped in to a conversation with another team member; without any realisation of the impact.

I was told don’t worry, we have a plan, we are looking after your best interests and there is a post for you in redeployment. I didn’t think the post was a match, mainly for personal reasons. Despite my concerns I was reassured that taking this post would be in my best interests.

As time passed I kept going back with questions/concerns about the post and how the role would negatively affect me. I didn’t feel heard. None of my questions were really answered and responses to my concerns left me feeling more uneasy. I began to get very worn down by the process. I rejected the job several times due only to be “talked” back in to it, and eventually it was suggested that my contract might be terminated if I didn’t take the post. I felt disempowered, and trapped.

Following a friends advice I decided to contact UNISON which changed everything. My UNISON steward changed the whole direction of travel. My concerns were listened to, my position validated and I felt someone really did have my best interests at heart. They halted the process, got in touch with HR to discuss concerns about the process and following a redeployment meeting where I was supported by UNISON I was matched to a suitable post.

Feeling validated and listened to, my confidence started to grow back, I found my voice and my confidence again. This has subsequently led to my getting a promoted Post still within the NHS.

Unison were instrumental in supporting me through this ordeal, helping me find my confidence and voice again. They navigated a system that felt overwhelming to me. But most importantly, they cared.