

University and College Union

To Wales Council
From Margaret Phelan
Date 7 June 2019
For Agreement
Subject Support to be provided by the Wales Office Academic year 2019-20

Introduction:

1. The purpose of this paper is to explain and clarify the roles and remit of the staff in the Wales office in supporting branch officers to give advice and represent members in their institutions. It is intended to help branch officers understand the competing workloads of staff in the Wales office and help them get the support needed in their roles within the institution. **This paper, in conjunction with the priorities identified within the Organising Strategy and UK level priorities are used to allocate resources to support branches.** Regional officials will need to be involved with branches considering taking industrial action.
2. We currently look after about 7,000 members in Wales based in 20 institutions across Wales. We actively engage with the Welsh Government who have control over education policy in Wales as we believe it is better to get in early and help shape policy, rather than lobby to have it changed. However the inevitable does happen and we do need to spend time helping branches to engage their Assembly Members.
3. We are also engaged in a union wide recruitment campaign to ensure that we have the resources to maintain the current levels of support offered across the union.
4. All of which requires decisions to be taken in relation to the allocation of the human resources available at any one time in the office.
5. In an attempt to ensure that the office functions efficiently and effectively in support of members in institutions in Wales, supports the organising agenda of Wales and balances the needs of the membership as a whole, it is necessary to articulate in some detail the workings of the office to ensure that LA and branch officers are able to get the advice and support required to be an effective organising union. For the purposes of clarity the functioning details are listed under headings for ease of reference.

Membership:

6. A high level of membership within an institution is key to getting our agenda addressed through collective bargaining. High membership density and an active membership are significant factors in determining the success of our trade union activities. For these reasons we need to maintain our efforts in relation to recruitment.

7. Branches can obtain membership lists and update some membership records via eServices. This allows branches to make changes to members' personal details and to move members around within existing workplaces. However, branches cannot add or delete workplaces or change workplace names or addresses. Such changes must be made by head office. Individual members can also update their personal membership records via MyUCU:

https://ucu.custhelp.com/app/utils/login_form

8. Branches are encouraged to use eServices wherever possible. Each branch is entitled to register 2 Branch Membership Contacts (one of whom should be the Membership Secretary) and both have access to eServices. However, in the event that a membership list is required quickly and the Membership Secretary or person with access to eServices is unavailable to assist, membership lists can be requested from the office. Membership lists sent from the office to branches will be password protected in line with data protection guidelines. Key this year will be to ensure that we have up to date email addresses for all our members.

Policy Development:

9. The Policy and Communications officer (PCO) is responsible for drafting responses and lobbying to ensure UCU maintain a high profile within the debates on education policy in Wales. All first drafts are sent out to the policy group FE or HE and copied to the relevant officials in London. If time allows all draft responses are circulated to LA/branch officers for comment before their submission. During the last year, the circulation of draft documents was widened to include the newly appointed Branch Political Reps. It is planned that this role will continue to be developed in the branches, with the support of the PCO, to help increase political engagement between branch members and Welsh Government. Most of the FE colleges and a few of the HE institutions now have a Political Rep. Branches/LA are encouraged to nominate a Political rep and should contact the PCO, Beth Winter for further details.

10. Press releases on behalf of UCU Wales are drafted by office staff in liaison with press team in head office and signed off by the relevant officers of council.

Case Work Support:

11. To ensure that LA/branch officers, members and other UCU colleagues are given prompt and appropriate information and advice, office systems have been

established to monitor and record all the work done by the regional office. A case management system is operated by head office.

12. Officials will make the time to respond to requests from branch/LA officers to talk over concerns about managing case work. Any request for advice should be made in a timely manner, to assist Officials in managing their workload. Sunray Heap is the first point of contact for casework. In order to ensure that case worker's knowledge and skills are developed the advice will be provided to case workers, NOT members. If on the other hand you want questions answered, which relate specifically to the individual concerned and their contract, it is likely that you will need to let us have sight of the necessary papers before we can provide that advice.

13. If the member does not follow that advice received from the official, then the official will not be obligated to continue to provide advice to the branch should the branch chose to support the member, ignoring the advice offered by the official.

14. If the branch officer has concerns about the advice provided then they should discuss it first with the official providing that advice, and if there are still issues then they should bring the matter to the attention of the Wales Official.

15. When members ring the office and request advice and support they are referred to the LA/branch officers and told the various contact details. They are also told to come back to us if they have any problems contacting their local officers.

16. If the member is unable to access a LA/branch officer or is able to provide an acceptable reason for not taking the issue to their LA/branch officer, i.e. a conflict of interest, then a member of the staff will deal with their request. Please note that in almost all cases the member will be asked to put their request in writing.

17. In all cases membership records will be checked before any action is taken, except in those LAs which employ an administrator/organiser. Where this is the case we will assume that the membership has been checked and the appropriate fees are being paid.

18. We would hope that over time branch/LA officers will develop their skills and be less reliant on advice for dealing with basic queries from their members. However the office should always be told ASAP if you are dealing with a discrimination case which has the potential to go to an employment tribunal as there are very short time limits, which if missed will leave UCU subject to a claim for negligence.

Legal Scheme:

19. All requests for legal advice and assistance from a member must be processed by the Wales office. Every member has a right to apply to the scheme, therefore if you receive a request from a member seeking legal advice please refer the member to this office.

20. To ensure that the office can respond quickly, given the time limits which exist within employment legislation, it is essential for you or the member to email or telephone the office and provide the following information:

- member name
- home address with post code
- a brief summary of the nature of the problem.

21. The office will then send the member a letter asking them to prepare a narrative/chronology, copies of the relevant papers and the questions they wish the solicitor to address. The member will also be asked to complete an equality monitoring form. If the branch/LA officer requested the advice on behalf of their member they will be copied into the letter.

22. All members will need to comply with the Legal Scheme Rules to be able to access the scheme. If the member has recently joined the union and does not have the necessary 90 days in membership before the incident occurred, the following will apply.

"Provided you joined the Union at the earliest opportunity (and in any event no later than 30 days) after taking up qualifying employment, you may apply under the Scheme in relation to a claim which has its origins after the date of registration of your membership under the Rules"

23. The UCU Wales Office will not offer advice or assistance to any member in relation to any issue which has its origins before the member joined UCU, or the member lapsed their membership, whilst pursuing the issue. Having said this, there is nothing to prevent the local LA/branch from offering to support members during the internal process if the LA/branch believes they will gain some collective benefit in doing so.

24. If the office refuses to offer advice to member in relation to 24 above, we will not then offer specific advice in relation to that member if the branch officer requests it. We will only provide generic advice about the area of law.

25. Once the member has returned the narrative/chronology and supporting documentation the officials will offer advice and/or decide to instruct agent solicitors. The instructions to our agent solicitors will be to give an initial assessment of the merits of the member's legal prospects. The contract we have with solicitors requires them to provide initial advice within 21 days.

Collective Representation:

26. The Wales Support Official, Phil Markham, will be available to support the work of the LA/branch officers in negotiating collective agreements in their workplace. Requests for advice and support on collective matters should be made in a timely manner. Please note that if the support needed includes attendance at collective consultation meetings then any decision will need to be based on; the time involved, the other commitments on his time at the time of the request and whether it fits with the priorities laid down by HEC, FEC or the Wales Organising Strategy. In the academic year 19/20 we are prioritising:- CAVC, Pembrokeshire, Glyndwr Wrexham and Cambria for support from this office.

27. When engaged in collective consultation the official will expect one lead person from the branch/es or LA to act as lead lay negotiator and be responsible for collating the views of the committee members in preparation for the pre meetings with other branches or unions.

Representing Members:

28. If you need advice on a specific issue please use the UCU Support Centre at: <https://ucu.custhelp.com/>

29. Most of the issues you may need to consider are addressed there. If you do not find what you are looking for then contact the office and the casework official will provide you with advice. Please note that we will be checking with you that you have checked the advice centre before providing advice.

30. If a branch/LA officer contacts the office and requests that we represent a member through internal procedure a decision will be made based on the following criteria

- the member has a potential claim of discrimination
- the member has been dismissed and is lodging an appeal
- the branch/LA officer hands over ALL the relevant documents at the time the dismissal letter is received.

The Education Workforce Council (EWC)

31. Any branch officer who needs support for a member should contact their case work lead in the Wales office as soon as they become aware of a referral to the EWC. In EWC cases it is inevitable that our legal department will be involved and there are processes, different to normal access to the legal scheme, which need to be followed.

Support for Lay Representatives

32. Any lay representative facing difficulty in the workplace should contact the office immediately to discuss their concerns with one of the officials. All the agreements we have in place in Wales require the institutions to notify the office if they intend taking action against a lay representative. Branch officers will be able to receive advice and if necessary, representation, for all disciplinary and dismissal procedures.

33. If the officer needs to be represented by an official then they must make every effort to get the necessary paperwork to the official to allow them time to assist you and prepare for the hearing.

Date Agreed by Council 07/06/19

Signed by Chair of Council 

Signed by Secretary to Council 