

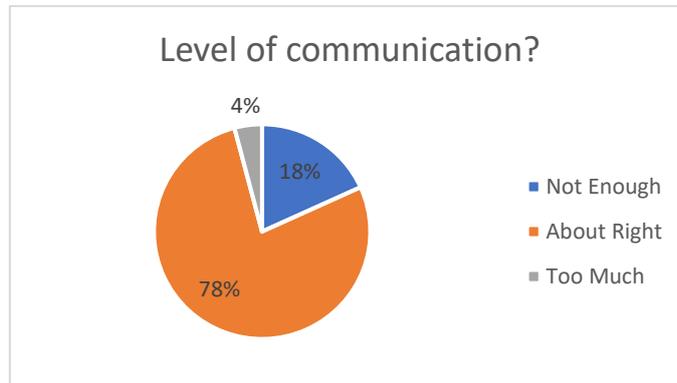
MOJ MEMBER AND DELEGATE BARGAINING SURVEY FEEDBACK

The surveys were sent out to members and delegates on 5th February and was open for one week. The surveys are attached. The delegate survey included a question about support for delegates during industrial action. The surveys were otherwise identical. Response rates were good with 464 members and 64 delegates responding.

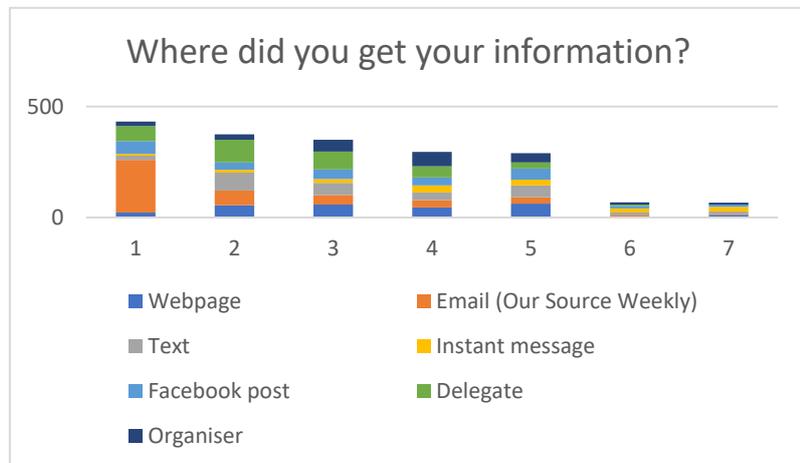
This summary contains graphs of members' and delegates' responses followed by the responses from both members and delegates and NDC resolutions or recommendations

Member responses

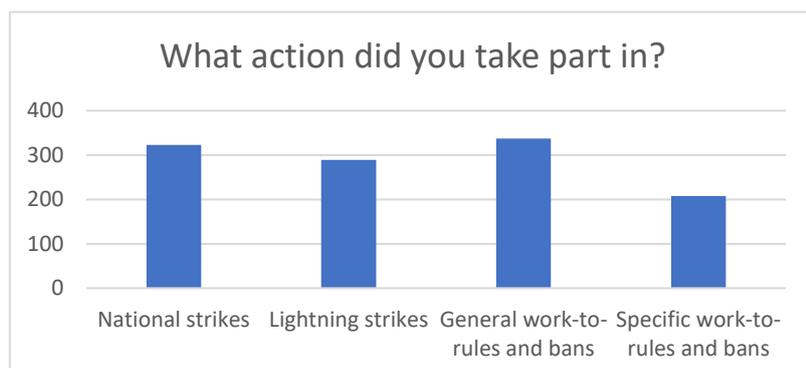
- Thinking about the communication that that you received about the bargaining campaign, do you think the level of communication was:



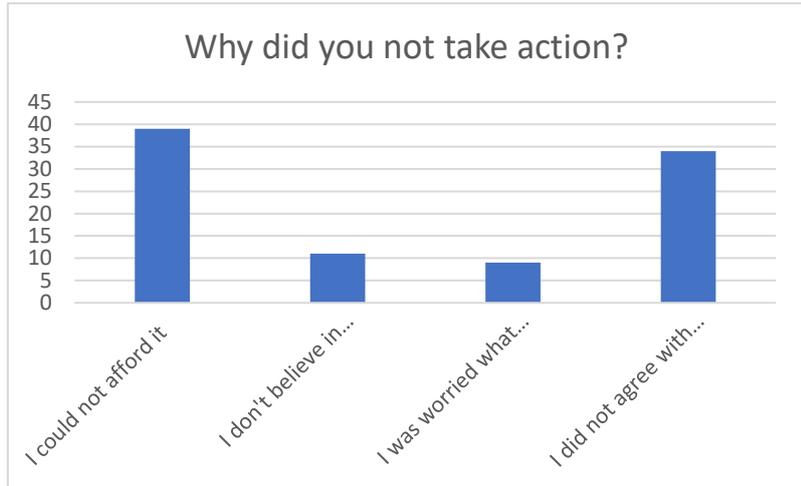
- What was the main source that you used to get information about the campaign? (please rank the following from 1 to 5 with 1 = **the most common way** you used to get your information and 5 = **the least common**).



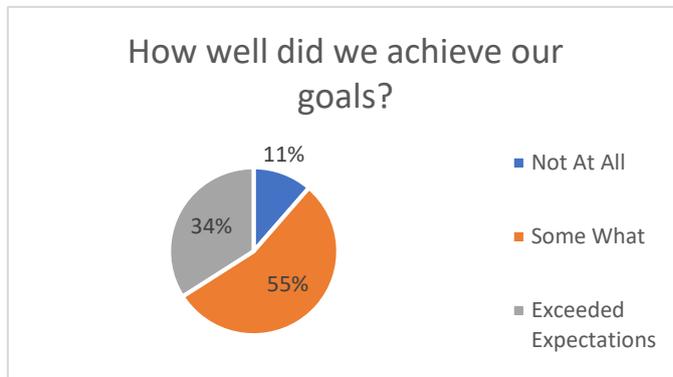
- Please indicate which forms of industrial action you took part in (tick as appropriate):



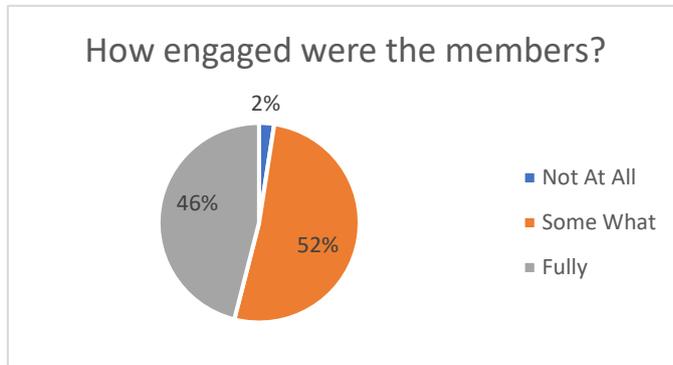
5. If you did not take part in action, can you give a reason why (tick as appropriate)?



7. Thinking back to the overall outcome of the 2018 bargaining round, how well do you think we achieved our goal?

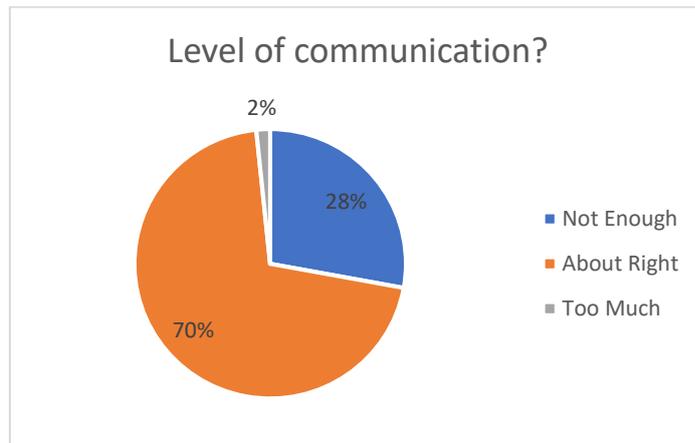


8. How engaged and involved do you think the membership was in the bargaining campaign?

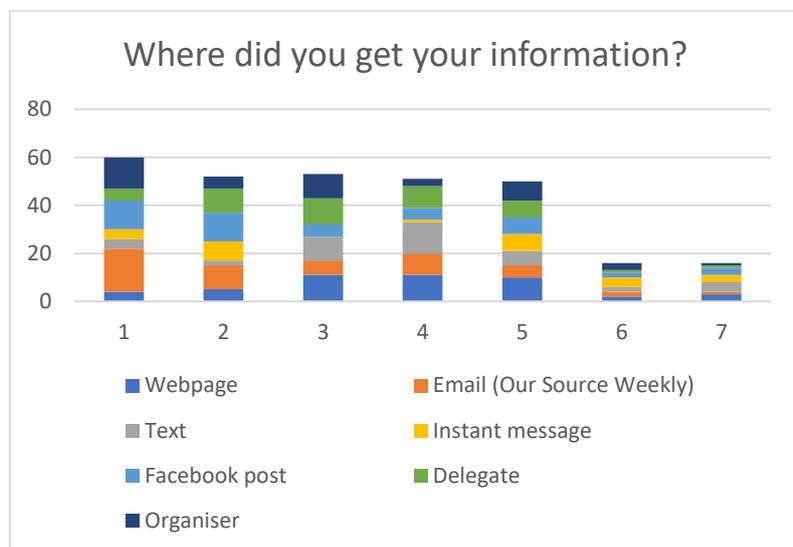


Delegate responses

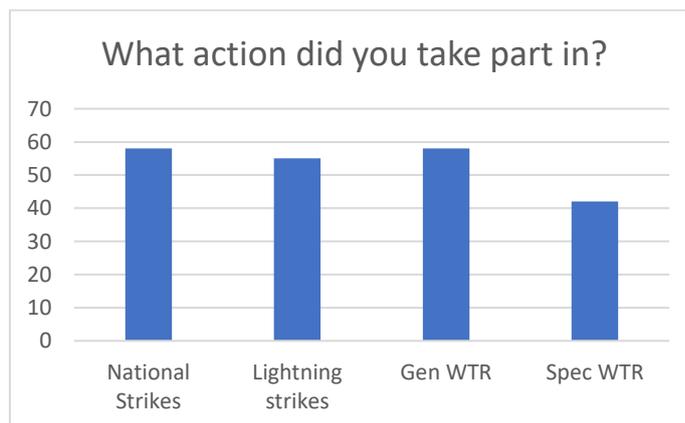
- Thinking about the communication that that you received about the bargaining campaign, do you think the level of communication was:



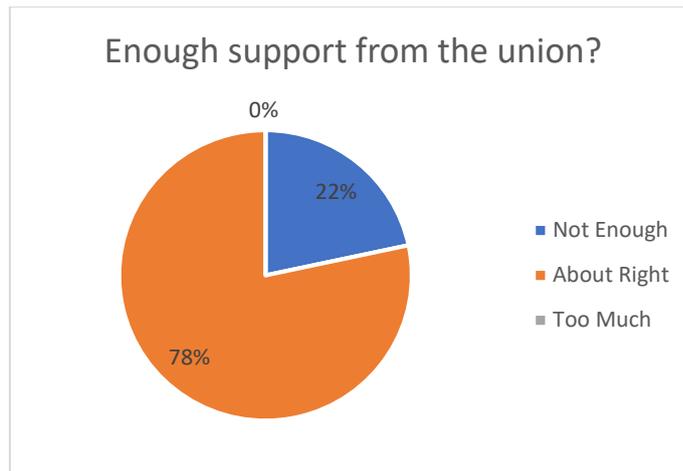
- What was the main source that you used to get information about the campaign? (please rank the following from 1 to 5 with 1 = **the most common way** you used to get your information and 5 = **the least common**).



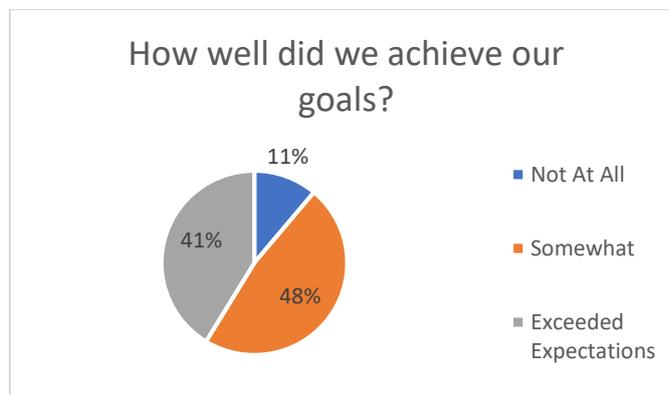
- Please indicate which forms of industrial action you took part in (tick as appropriate):



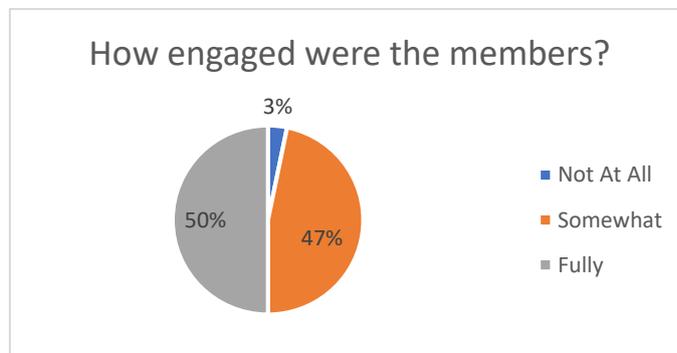
7. How did you find the level of support from the union in helping you to organise the industrial action on your site?



9. Thinking back to the overall outcome of the 2018 bargaining round, how well do you think we achieved our goal?



10. How engaged and involved do you think the membership was in the bargaining campaign?



Written feedback from members and delegates

There were three questions where members and delegates were asked to feedback longer answers:

- What ways could we improve communication for future bargaining?
- What ways could we improve on our industrial action if we need to take it during future bargaining?
- What are the three things that could be done to improve future rounds of bargaining?

The responses for these questions often crossed over and so the themes have been combined to give a wider sense of members and delegates feedback.

Bargaining preparation

Members felt that there was still some room for improvement with the union's preparation for bargaining and how this was to be conducted on site. A number of delegates reported that they were unclear about what their role was; the offers being made and the PSA responses. National Delegates Committee acknowledges more work needs to be done to make sure members and delegates are clear around the bargaining process and the offers being made.

Members and delegates also wanted to commence bargaining earlier so that we did not end up being rushed as we got closer to Christmas. There are some limitations on how early we can start bargaining and the Ministry has to be prepared to do so. The National Delegates Committee, however, did think that there were some strategies we could use to better maintain momentum in 2020.

Communications in general

There were concerns from both delegates and members about the communication that came out to the membership during bargaining. This has improved but needs to be more regular, even if nothing is happening.

Email will continue to be our primary way of communicating with members . Facebook was also supported as a timely way to communicate with the Ask Me Anything (AMA) being popular. It was noted that there was a need for increased moderation.

Communication during Bargaining

Members felt that some delegates were not aware of the information which was being presented during ratification. Concerns were also raised about the timeliness of our communications as the Ministry often put out "news" before we did. There was also the issue that some members missed out on information because members' contact details were not accurate.

A key task is to review the Bargaining Process Agreement in 2020 to streamline communication processes to allow the union to communicate with members quicker

Industrial action (IA)

Whilst members and delegates were broadly supportive of the actions we had taken, there was still some confusion about the tactical decision to favour work-to-rules over general strikes. Industrial action was positive in that members also saw nationally the size of membership, but there were also those whom did not strike which caused some tensions on site.

Members and delegates were frustrated about the level of media coverage the campaign received. It is important to note that we were competing for media attention with Women Suffrage, teachers' and nurses' actions. This is difficult to "fix" but we did get 185 individual pieces of coverage over the campaign period.

Delegates particularly felt the preparation for IA went well but that resources were not available and they were not as involved as they could have been. This is noted and will be sorted next time.

Bargaining Outcomes

Members with long service felt they were poorly served by the outcome of the bargaining process due to the emphasis on raising the lower rates of pay. Comments included that the deal “lacked respect for their knowledge and experience”. Grand-parented members such as the Court Reporters and Victim Advisors were also unhappy with the outcome.

This is noted and acknowledged by the National Delegates Committee and the following resolutions were passed at the February 2019 meeting in preparation for the 2020 bargaining round.

THAT the NDC will review options that deliver pay increases for members with tenure, and

THAT NDC will review options for grand-parented roles that properly value them for the work that they do

Summary

Overall the membership was satisfied with the outcome of the 2019 bargaining round and felt that they had received better communication and that the Bargaining Brief had largely been achieved. Members broadly felt that the industrial action had been successful. The National Delegates’ Committee now sets its mind to further improving communication to members and planning to further members’ interests in 2020.