

What the local union representatives do.	How we do it	What this achieves
Respond rapidly to members enquiries by phone and email	Maintain telephone numbers and email accounts through which we can answer members queries	Members are advised how best to approach workplace issues.
Support members in informal meetings with management	Advise members beforehand (which often involve long phone conversations, email exchanges and/ or pre meetings. Accompany members to meetings	Problems are dealt with informally usually to a conclusion that satisfies employee and management
Support members through formal disciplinary, capability and grievance procedures	Advise members as above, help them prepare, accompany them to, and participate in, meetings	Case of whatever nature is brought to swiftest possible conclusion.
Support members through redundancy and restructuring.	Attend redundancy and restructuring consultation meetings and follow up meetings, advise members as a group and individually,	Redundancy and restructuring is accomplished as smoothly as possible.
Are consulted by LA on policies and procedures	Read and comment on drafts, meet with LA officers to discuss implementation.	Policies are usually agreed before schools receive them so need to consult internally is minimised/
Represent employees in LA forums, panels and groups	Prepare for and participate in Joint Consultative Panel, Schools Forum, Health and Safety Panel. contribute to meetings and documents	Employee voice is heard by employer.
Train school reps and members	Run courses or facilitate attendance at courses run by others	School reps in schools that have them are able to represent members
Maintain contacts with other union officers, locally, regionally and nationally	Keep up to date with current law, conditions and good practice	Members are represented with expertise
Why are workload is increasing		
<p>Changes to performance management mean that schools concerned about a teacher's underperformance now undertake an interim review at which the teacher is entitled to be accompanied.</p> <p>Professional relationships often deteriorate within schools that are under stress due to inspection outcomes, unexpected absence of experienced leadership or other factors. We do our best to support our members and management to avoid the distraction of formal grievances or sickness absence caused by stress.</p>		