



BRANCH ELECTIONS: Camden UNISON was one of only three UNISON Local Government branches in London to report an increase in membership last year. This was chiefly down to good organisation and campaigning. We need to further improve our stewards and branch organisation in 2013. Why not consider standing for election as a steward or branch officer? More information on what this means is on the branch website

Newsletter of the Camden Unison Branch

CAMDEN EYE

www.camdenunison.org.uk

Number 27 • February 2013



Owen Jones speaking at the victory rally 27 October marking the second defeat for the racist and fascist English Defence League in Walthamstow last Autumn.

Owen Jones to speak at AGM

■ Owen Jones, author of *Chavs*, a regular columnist in *The Independent* and one of the most effective opponents of the Con-Dems currently appearing

in mainstream media, has agreed to be the guest speaker at Camden UNISON's annual general meeting on 7 March at Camden Town Hall.

What you are being asked to sell for £1,000

Many of you will have received a letter encouraging you to sign up to a new contract. Members across Camden will receive them as the roll out of the workforce modernisation programme across the Council continues over the next two to three months. Some 4,000 of us are in scope.

Before you make up your mind, remember that the £1,000 incentive payment to sign up is not something for nothing. The Council's objective is to save more than £45 million in staffing costs over the next 15 years. This equates to savings per employee of between £7,500 to over £11,000. Of course, the impacts on individuals do vary considerably – and there are some additional sweeteners for the lowest paid – but for all staff the new contracts will mean longer hours for no extra pay and for the vast majority lower earnings in the long run.

unpaid extra work each year is: Scale 4: £641, Scale 6: £772, SO1: £845, PO1: £952, PO3: £1081.

■ *Possibly more hours.* The working week will be a minimum 36 hours and people on Practitioner & Manager grades can be made to work additional hours with no pay.

■ *No automatic right to an incremental increase.* Only if you get a good or higher will you be able to progress. Service Providers only progress to the mid-point of the new scales. To go higher your performance rating has to be 'High' or 'Exceptional' for two consecutive years, which may never happen. It will now take you at least 6 years to progress to the top of a 5 point scale. Practitioner and manager graded staff will only get a pay rise if good or higher. The published percentage rises only last until 31 March 2014 after which they could be changed without negotiation. And the non-consolidated

Vote in our survey on pay modernisation by 11 February

Camden UNISON is currently consulting all affected members whose e-mail addresses we have on the new terms and conditions. Please take a minute to vote, and if you didn't get the consultation e-mail let us know so we can add your address to the system. Camden Council is bringing in new terms and conditions for NJC employees, excluding schools and BMD staff, in an exercise dubbed 'workforce modernisation'. Camden UNISON

urgently needs your views in order to guide our strategy on your behalf. Voting only takes a few moments. Please read the information in *Camden Eye* about the new contracts, look at what is posted on our website www.camdenunison.org.uk, ask any questions of your local rep or convenor. Please also encourage your colleagues to vote. Voting has been extended to 12 noon on Monday 11 February. If you did not get

an e-mail that means we do not have your e-mail address on our system. So please e-mail the branch office (Paul.England@camden.gov.uk) with your preferred e-mail address so you can be added to the survey. ■ If you are not yet a member of UNISON you can join today and then vote if you send your e-mail address to Paul.England@camden.gov.uk Votes are anonymous and will be treated in complete confidence.

WHAT YOU GIVE UP NOW:

■ *At least one extra hour a week.* This equates to a cut in your hourly rate of pay of 2.9%. The £1,000 incentive would only compensate you for a maximum of 1 year 7 months if you are at the top of Scale 4. If you sign up, the value of your

What you are being asked to sell for £1,000

payments are entirely discretionary.

■ *No automatic right to the national pay award.* UNISON is campaigning for a rise, and when we get one, staff on the new contracts will not be entitled to it. You will only get a pay rise if your performance is deemed 'Good' or higher in line with the percentages identified.

■ *Lower or No Overtime rates.* If you actually remained eligible to receive an overtime rate (posts currently graded Scale 6 or below) the new overtime rate of only an extra 10% on your hourly pay could reduce your overtime rate by £5 an hour Monday to Saturday and by £10 an hour on Sunday. If part of your working week falls between 8.00 AM and 5.00 PM on a Saturday or Sunday you would just receive flat pay.

THE REALITY OF PERFORMANCE RELATED PAY

Human Resources are attempting to sell PRP claiming that it will 'reward people based on their individual contribution'. However, the reality is entirely different. In Children, Schools and Families whole departments were told they could not rate any employee higher than 'good', regardless of their individual performance. Many managers have confirmed to UNISON that they are unable to give the appraisal ratings they want to people they supervise, as workers' grades are forced downwards in 'moderation'. There is no appeals process.

POTENTIALLY DISCRIMINATORY

The appraisal process does not only

monitor performance, but also sickness. So outstanding workers could be penalised due to being ill or disabled. One UNISON member was downgraded from a 4 to a 3 appraisal rating after being sent home sick for 5 days with swine flu earlier in the year which took his sickness to 7 days for the year. Workers with children or caring responsibilities may also be penalised due to not being able to exceed targets if they cannot work excessively late for example.

BONUSES FOR SENIOR MANAGERS

Other councils where PRP has been introduced have seen it used as a way of giving bonuses to senior managers at the expense of everyone else. In one such borough, Huntingdonshire, UNISON submitted Freedom of Information requests to discover that managers awarded themselves on average 25%-30% higher performance measures than mainstream staff.

WHAT HAS UNISON BEEN DOING?

UNISON branch officers took part in lengthy talks with HR that lasted

more than eight months. UNISON's arguments, both on principled and practical grounds, against introducing PRP fell on stony ground. Eventually, the officers involved, along with the whole of the branch committee, decided that the management proposals were unacceptable and could not be recommended to the membership at large.

Even so, the talks were not fruitless. In the absence of any agreement management withdrew some of the concessions it had appeared willing to make, but UNISON members should be aware that the original proposals included a 37-hour week and even deeper cuts in pay for working anti-social hours. As a result of UNISON arguing that all council workers on less than £25,000 a year should receive an award of £250 with no strings attached, management is now offering this sum to those on £23,000 or less, but with the precondition that the employee signs up to the new contract. This idea never featured in management's original thinking.

Recently, since being pressed by UNISON on why the original wording of the new contract made no mention of

flexi-leave, management has now stated it will be incorporated into the new flexible working agreement.

WHAT YOU CAN DO

■ Learn more by looking at our website www.camdenunison.org.uk

■ Keep calm and refuse to sign up to the new contracts. If you don't sign you will keep your current terms and conditions unless you move to a new job.

■ Join UNISON if you're not a member already, or get a colleague to join if you are

■ Let the union know what you think: we will be surveying members by e-mail so please respond to the consultation e-mail

■ Get organised – elect a local union representative or volunteer to be a local rep or workplace contact

■ Pass this newsletter to colleagues and discuss the changes with them

■ For more information, or to request a union meeting in your workplace talk to your local rep. If you do not know who this is see our website www.camdenunison.org.uk or call the branch office on 020 7974 1633.



JUSTICE FOR AMANDA: A caretaker unjustly sacked won her job back at an appeal to Councillors in December. She was represented by her steward Caron Esterine and fully supported by colleagues and tenants who signed petitions and attended a lobby of her hearing. Amanda is now back at work.

Camden UNISON: Defying the odds



Nationally, UNISON recruitment in local councils is down by nearly a third. Not surprising given the scale of job losses. London is a little better. One ray of light was that three London local government branches recorded higher membership figures in September 2012 compared to September 2011. Camden UNISON was one of those, with the official figure for branch membership rising from 3,247 to 3,276. There is almost certainly no single explanation for this small-scale success, but at least for a time we have swum against a fierce tide

by maintaining relatively high levels of recruitment almost every quarter. I have little doubt that our branch did more than most to exploit the opportunity provided last autumn by the run-up to the 30 November pensions strike, which led to a recruitment spike in October and November 2011, but I suspect that the figure also reflects strong membership growth on outsourced contracts, principally the NSL parking enforcement contract. The growth in membership on that contract is a real tribute to the work initiated by a former branch officer, Sarah Friday, and carried on with such determination by John Mann and

the local NSL stewards. While we cannot measure the precise impact of this dispute on how the branch is perceived more widely among potential members, the NSL dispute may just have given Camden UNISON a boost. Needless to say, there are no grounds for complacency, especially when there is no immediate prospect of national action comparable to the November 2011 pensions strike to spur recruitment, but for now congratulations and well done to everyone involved. Now we need a serious pay campaign that wins a real salary increase of all of us!

George Binette
Camden UNISON
Branch Secretary

UNISON's free will service

What happens if someone dies without making a Will? Everything you own will be divided up under fixed rules decided by law, not by you. These are known as Intestacy Rules. You leave your relatives and friends with the difficult task of sorting out your affairs. One of the most

common misconceptions is that if you die without a valid Will all of your estate will automatically go to your surviving partner. This isn't the case. Your partner could even end up with insufficient money to remain in the family home. The law does not provide for unmarried partners

or children who are not biological children of the parents (other than adopted children) and if you have no surviving blood relatives then your estate goes to the Crown. Phone UNISONdirect on 0845 355 0845 for more details. See more at: www.thompsons.law.co.uk/wills/your-will.htm

February 2013

CAMDEN EYE

Don't sign the new contract

The council is extremely anxious to persuade as many staff as possible to sign up to the new contract. Hence the propaganda offensive, the £1000 incentive payment, other sweeteners and so on. However as this issue's article on the reality of the new contract makes clear: 'for all staff the new contracts will mean longer hours for no extra pay and for the vast majority lower earnings in the long run'. That is why the branch committee after much consideration was not willing to commit to it.

At present signing up to the new contract is voluntary. Whether or not the council feels confident enough in a year or two's time to impose it on all staff will depend, in part, on how many sign up. The fewer who sign up the less confident they will feel.

Defend the NHS

Organisations and campaigners across London against cuts and the privatisation of the NHS met in early January to co-ordinate action in defence of the NHS. Nine casualty departments are threatened with closure. Besides agreeing on local meetings and demonstrations, all believed we need a national demonstration in defence of the NHS in early 2013. This needs to be pushed as hard as possible.

Go to www.keepournhspublic.com/index.php for more information

On 6 December 2012 the dispute between UNISON and NSL over pay and terms and conditions, which had lasted for nearly 10 months, was settled. **John Mann**, Branch Organiser, assesses the outcome

The balance sheet



Our members accepted a three year pay deal

which gave them an extra 4% from 1 September 2012, a further 3% from 1 April 2013 and another 3% from 1 April 2014. By 2014 the basic hourly rate for wardens in Camden will have risen from the 2012 rate of £8.09 to £8.92. Whilst the settlement fell short of the original claim for an increase of £2.50 an hour plus a number of improvements on terms and conditions, there were many positives from the dispute. For a start the pay increase they achieved was far higher than the original offer from NSL and would not have been won without strike action. Our members were dealing with a hardline private employer and can be proud of their achievement. During the dispute the NSL stewards committee grew as leaders, confident and able to organise the strikes as well as negotiate with their employers and UNISON's

own district leadership.

When the claim was lodged we already had over 70% of the workforce in membership and this figure increased as the dispute went on. People joined because they saw the union prepared to lead a fight for decent pay and conditions.

As we publicised the dispute we had many messages of support and financial contributions from branches in UNISON and other trade unions.

Clearly the tradition of support for workers in struggle lives on within the wider trade union movement.

Against these positives were a number of internal organisational problems we had to overcome.

Chief amongst these was the relationship between the strikers, the branch and the regional office. In recent history UNISON hasn't had to deal with many aggressive strikes in pursuit of a pay rise and this lack of experience created some tensions.

These culminated with most of the strikers signing a

petition to the General Secretary complaining about the role of the regional office. If UNISON is to mount a serious campaign for increases in pay for its local government members then these issues need to be resolved.

Another major problem that emerged was the refusal of the Labour Council to engage in the dis-

pute in any way.

Whilst publically declaring itself to be a 'London Living Wage' employer it has abjectly refused to take any practical steps to ensure that its contractors pay decent wages to their workers.

The fact the new pay deal puts Camden NSL workers slightly above the LLW level is no thanks to Camden

Council.

The new year has brought a flurry of disciplinary cases as NSL management seeks to regain some of the control over its workforce it lost during the dispute. There is no doubt that the future will hold many challenges but the confidence gained by our members in NSL will help them pull through.

Pay increase win for 16 social workers



Back in December 2011 a newly qualified social worker and UNISON member brought to our attention the fact that newly qualified social workers were being appointed at different pay rates but were doing the same job. UNISON raised this with local management who agreed to look into the situation. Early in 2012 another member came forward with the same issue. UNISON chased management who said that their initial investigation had in

fact uncovered quite a number of cases where pay rates were lower than some of their colleagues.

As 2012 reached the summer months we were hopeful that a resolution was in sight but just when we thought a good outcome had been achieved Family Service and Social Work management announced that still more work had to be done. UNISON raised the delay at three successive Children School and Families JCC's (Joint Consultative Committee) meetings and also referred the matter up to the Corporate JCC.

This month – almost a year to the day the first claim was raised with management – a resolution has been agreed. The outcome was that sixteen people received pay rises ranging from one to three incremental points, and in the majority of cases the rise was backdated to April 2012 with one backdated to December 2011. Those not at the top of the scale will receive another increment in April 2013.

Barry Walden
Branch Chair (Job share) Camden
UNISON

Needed: A real national pay campaign



BY THE END of the current financial year (31 March 2013) the majority of local government workers across England and Wales will not have seen even a nominal pay rise for four years. Only a handful of local councils have actually honoured the recommendation for a £250 award to those on annual salaries at or below £21,000, with several of those (including Camden) attaching strings. For those at the top of their grades – and in Camden that’s some 75% of the workforce – the pay freeze imposed in the twilight days of the last Labour government and effec-

tively continued since the start of the Con-Dem coalition has meant a dramatic fall in real earnings estimated at nearly 15%. In his 5 December autumn statement Chancellor George Osborne made it clear that the government intends to see the real value of our pay continue to plunge with a 1% cap on wage and salary increases across the public sector as a whole. With the Retail Price Index consistently at or above 3% this past year the gap between inflation and the pay of millions across the public sector will continue to grow. In London especially, with transport fare increases outstripping

the headline rate of inflation and rents rising sharply both in the private and social housing sectors, the picture is even grimmer. Last summer UNISON general secretary Dave Prentis pledged that our union would ‘smash the pay freeze’, even taking a sledge hammer to a block of ice sculpted into a £ sign for a photo opportunity. This past autumn UNISON, along with the other recognised unions (GMB and Unite) participating in the National Joint Council (NJC) for local government, lodged a pay claim for an unspecified, though ‘substantial’ flat rate pay increase to bring the pay freeze

to a decisive end. Since then talks with the umbrella body of local government employers have proved fruitless. Officially, the council bosses’ body has yet to table an offer, but at a 14 December meeting its negotiators suggested that any increase, probably as low as 1%, would have to come at the cost of cuts to sick pay, mileage allowances and other conditions laid down in Part 2 of the ‘Green Book’ master agreement.

The national negotiators from all three unions have all agreed that this position is not acceptable. As of 23 January the employers’ side had still not tabled an offer despite lay members of the NJC being told to expect a proposal of a 1% increase across the board at a meeting on 10 January.

Real pay cuts and indefinite constraints on our salaries form a central plank of the austerity programme, which the coalition administers in the name of slashing the deficit. Meanwhile, the nation’s super-rich have sim-

ply grown richer, in fact much richer over the past 15 years and especially during the past three, according to the list of Britain’s 1,000 richest compiled for the *Sunday Times*. The combined income and wealth of the 1,000, which includes investment bankers and hedge fund managers, amounted to £414bn last year, a three-year increase of some £155bn or more than the British state’s current annual deficit.

To date our national union’s response to the erosion of our living standards and the accelerating growth of inequality across society has been inadequate. Sending postcards about ‘why pay matters’ to the Tory chair of the Local Government Association is, of course, a start, but not a very convincing one unless there is a clear commitment to a timetable for a national ballot in support of co-ordinated and prolonged industrial action across the local government unions and the public sector workforce as a whole.

George Binette,
Branch Secretary

Tony Benn speaking at a 300-strong protest outside the Greek embassy in London on 19 January. This was in solidarity with a demonstration in Athens against the fascist Golden Dawn, whose electoral rise has been accompanied by a violent street campaign, including the racist murder of a Pakistani man and on-going attacks on immigrants. More at www.uaf.org.uk



Reps should be 'silence breakers'

The UK National Stress Network Conference in November had a disproportionate number of UNISON representatives, suggesting that the problem of stress is affecting many people in local government and the health service. The Health & Safety Executive estimate that 425,000 employees are affected by work stress. I attended the plenary sessions, a session on the legal situation around personal injury claims for stress and a session on

dysfunctional organisations. The plenary sessions were good and there was a memorable presentation from Les Roberts (the Stress Network's Treasurer) on the government's attack on health & safety law – including the principle of 'strict liability' for employers. The legal session focused on the law around personal injury claims that employees could bring against employers if they were unable to continue work because of stress. Despite the media

coverage that implies that litigious people can successfully sue for anything – the tests laid out in the Walker v. Northumberland County Council (1995) and Hatton v. Sutherland (2002) cases actually mean that workers have to have a recognised psychiatric disorder to bring a claim. A claim is only going to be successful if the employer could have reasonably foreseen that the employee was going to be driven to a mental breakdown due to their work and

refused to do something about it. The session on dysfunctional organisations pointed out that there is often 'wilful blindness' in organisations about poor practice and about bullying/hostile managers and work environments. The role of trade union reps in these situations is to act as 'silence breakers' and point out what is wrong in the organisation so as to improve the work environment for our members.
Vino Sangarapillai
Convenor, Central Services

Free Eye Tests

If you are a council employee and use a computer for a significant part of your work you are entitled to an eye test paid for by the Council. If during the eye test the Optician determines you are eligible for spectacles for computer work, these will also be paid for by the Council (within the agreed schedule of costs). Since the 21 January Specsavers has been providing these eye tests for the council. Go to the Council's Essentials website for information on the improved scheme. You will need to complete an application form for HR and get an eye care voucher from them.

Save our fire stations - Round one to the FBU and Londoners

The elected members of the London Fire & Emergency Planning Authority (LFEPA) met on Monday 22 January to discuss proposals from the city's Fire Commissioner Ron Dobson to slash £45m from the authority's budget by 2015. The spending cut would mean the closure of 12 fire stations, including Belsize in Camden, the removal of 18 appliances and the axing of more than 500 fire fighters' jobs. All this in the name of shaving a few pennies off the share of Council Tax going to the Greater London Authority.



Members voted by 9-to-8 to reject the proposals in their entirety as Liberal Democrats and Greens lined up behind a Labour amendment. Undoubtedly, the loud and lively rally outside the meeting by hundreds of Fire

Brigade Union members and their supporters helped persuade any waverers. Despite the outcome Mayor Boris Johnson intends to press ahead with a 'consultation' on the cuts, so there

will be meetings across London organised by the FBU and supported by UNISON in opposition to this attack, which threatens lives as well as livelihoods.

George Binette
Camden UNISON
Branch Secretary

Free initial legal advice

UNISON members can get free initial legal advice on any matter not related to work from UNISON's solicitors. This service entitles you to receive a 30-minute telephone interview. The service does not apply to advice on a legal action that you are already pursuing or cover Inheritance Tax issues. Members are not entitled to return for advice on the same issue under this scheme. Phone UNISONdirect on 0845 355 0845 for more details.

Camden United for Benefit Justice

Tenants, community groups and trade unions have formed a Camden-wide campaign to oppose benefit cuts. Changes to benefits are already hitting people and will get much worse from April 2013. Thousands more will be forced into poverty, choosing between food or heating, or into more overcrowded and unfit homes.

Support the Campaign, come to a public meeting on 14 February in Camden Town Hall.

Contact: office@camdenfed.org.uk for a speaker, to join the campaign.

An alternative to benefit cuts

A crash council house building programme, backed with northern European-style rent control, would slash £21bn a year from the housing benefit bill. A living wage across the economy, combined with strengthened workplace rights, would cut the tax credit and other benefit bills. And both, combined with a public bank-driven national investment programme, would boost growth and shrink the dole bill'. Seumas Milne *The Guardian*, 8 January 2013



The 3 Cosas Campaign

Imagine that you had no pension scheme or plan for retirement and that you had no sick pay beyond the statutory minimum. Imagine that you were told that your workload will be increased but you will no longer get overtime pay. Imagine that month after month your pay is wrongly calculated and that you often don't get paid for work you have done. To compound the problem it is difficult for you to sort out your pay stub because it is in a language you don't really read. Imagine that you are intimidated by your bosses and constantly threatened and bullied because you want to participate in a union. Imagine that you are told you either need to accept a zero hours contract after years of service in the same company, or accept redundancy. This is what is happening to the outsourced cleaning and catering workers at the University of London, employed by a huge construction firm, Balfour Beatty.

The 3 Cosas Campaign is demanding that the outsourced workers at the University of London be offered the same sick pay, holidays and pensions as their directly employed University of London colleagues. The campaign is led by the workers themselves, but has support from students, a number of student unions and local trade unions. The aim of the campaign is to put pressure on the University of London's management to change their policies and make clear that it is unacceptable for workers to not have enough time to visit their families, to have to come in to work sick and to retire into poverty.

More on our social media (Facebook: 3Cosas Campaign, twitter: @3CosasCampaign), and our campaign videos and website (<https://sites.google.com/site/3cosascampaign>)

Daniel Cooper, Acting University of London Union President



Kings Cross Fire 25 Years commemoration

Matt Wrack, General Secretary of the Fire Brigades Union, speaking at the 25 years commemoration of the Kings Cross Fire in 1987. 31 people died in the fire including 2 members of one of Camden UNISON's predecessor unions. Matt Wrack warned about the threatened closure of 17 fire stations in London and Bob Crow of the RMT said his union would oppose any dilution of safety on the underground. See these and other speeches at: www.camdentradescouncil.com

Join UNISON today

● You cannot defend your terms and conditions on your own. You need to join a union. With over 3,200 members Camden UNISON is the largest union in the council. Join online or access PDFs of application forms at: www.camdenunison.org.uk/join

If you are already a member why not ask your colleagues to join? **There's strength in numbers.**

● **UPDATE DETAILS**
Have you moved or changed your job/workplace recently? If so please update your membership at: www.camdenunison.org.uk/update

● Visit the branch website: www.camdenunison.org.uk

● **CONTACT US**
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Camden Eye

Newsletter of Camden UNISON
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● Want to get involved? We need writers, cartoonists, photographers.

● email peter.ainsley@camden.gov.uk

● Copy date next issue: 5 March 2013

● The views expressed in this newsletter are not necessarily the views of Camden UNISON, but the branch will defend the right of members to express those views.

'So despite losing posts, we were successful in ensuring that there were no compulsory redundancies and no pay cuts, and indeed some staff ended up with pay rises.'

Sticking together pays off

Due to austerity measures and council cuts, youth antisocial behaviour and offending funding in Camden was cut from £2.6 million a year by £800,000 per year: a 30% reduction. The resulting re-organisation left staff in the service, the majority of whom are UNISON members, facing five redundancies. On top of this several workers were facing pay cuts of up to £4,500 per year with no pay protection. In particular there was a reduction in the number of frontline youth offending case worker posts from 14 to 12. Due to voluntary

staff moves leaving only 12 case workers in post for 12 jobs UNISON argued that no selection process was necessary for the posts. However, management insisted on staff attending an interview, giving a sample session with a young person and undertaking a written test. Initially, more workers joined the union, then union and non-union members together agreed not to attend interviews, as they believed that they could be used as a pretext to make unnecessary redundancies. Following this management agreed to postpone the selection process so further

discussions could take place. In subsequent negotiations management agreed to apply full payment protection to all staff and to grade the new case worker posts at a higher level than was initially mooted which would give several workers pay increases. However management would not back down on the selection process. After discussion with members UNISON agreed to advise them to attend interviews but we informed management that if any workers were de-selected we would consider this unfair dismissal and would ballot for industrial

action. In the end all staff who applied were successful in getting the new posts. Some ended up being appointed by management assessment and did not have to attend interviews. So despite losing posts, we were successful in ensuring that there were no compulsory redundancies and no pay cuts, and indeed some staff ended up with pay rises. We believe that this relatively good result was a testament to the level of union membership and organisation in the service, and the preparedness of members to stick together.

Keep informed through our website

Keep informed of important news concerning your job on the Camden UNISON website at www.camdenunison.org.uk The website has an archive of this newsletter as well as key up-

dates every few days and articles about your rights. If there is no space for an article in *Camden Eye* it may well be put on the branch website. Why not bookmark us? Keep up-to-date: like

us on Facebook or follow us on Twitter. We have also started sending particularly important developments to members by e-mail about once a month. If you have not re-

ceived any of these e-mails, make sure the union has your correct e-mail address. Visit camdenunison.org.uk/update to ensure we have the right contact details for you.