



## **Report for Learning at Work Week 2024 - East Midlands Members survey**

This is the final report of the 2024 UNISON East Midlands Learning Survey. Each year we carry out this survey during Learning at Work Week to:

- Identify how aware members are of UNISON Learning
- Identify what members want to learn
- Discover their experiences of learning at work
- Establish the value of UNISON's learning programme

This survey was completed by 2550 UNISON East Midlands members between 12 May and 16 June 2024

The survey itself has produced an almost identical response to 2023. Once again the most positive aspect is the way that members view UNISON Learning within the East Midlands with 42% stating that this provided 'real added value' to their membership. Even better are the near 600 comments which are incredibly positive and are worth including.

## Just a small handful of quotes from members explaining why they value UNISON Learning:

"Its great to know that UNISON can help me progress in my life/career and is not just there for all the negative things when things go wrong at work"

"I have to provide evidence of training for my CPD with the Association of Certified Accountants (ACCA) and find that most recommended courses cost a lot of money I do not have. I have used the UNISON courses in the past to work up the number of hours training I am expected to do and have the evidence to show the ACCA if I need to"

"My employer does not do any PDR for support staff and if they do they don't provide any training they have to pay for"

"It's an important part of why I'm still a member"

"UNISON provides members with awareness that helps their members financially and mentally. They are filled with information and resources. I am happy that am a part of the UNISON, I also recommend [to others]"

"It allows a sense of belonging and care by the Union and secondly provides an opportunity to acquire more knowledge and skills for better opportunities in the future"

"It's a fantastic part of union membership - showing how we are invested in our fellow members. I in particular enjoy the talks around History in Leicester"

"It shows that UNISON cares about its members and realizes [that] a lot of people work for companies where maybe particular training/learning isn't offered as much as it should"

"It is an honour to me to be provided a learning opportunity by UNISON"

"Such a helpful union"

"I feel you care more than my employer that you strove for us to be able to progress in our role"

"Makes me feel valued as a member. Someone cares"

"Feel appreciated, valued and supported"

"I have attended courses on neurodiversity and it is helping me get a diagnosis"

"Knowing that UNISON offers courses to improve learning to their members, makes me proud to be part of it and I will like to learn more to improve my skills please"

"As far as I'm aware no other union offers such a wealth of learning opportunities"

"Because you're not only there to protect our rights, you are also there to protect our mind and body"

"Working in a school requires a constant flexibility and awareness of many new and existing problems. Any course that can aid my development and improve my abilities within my role would be beneficial"

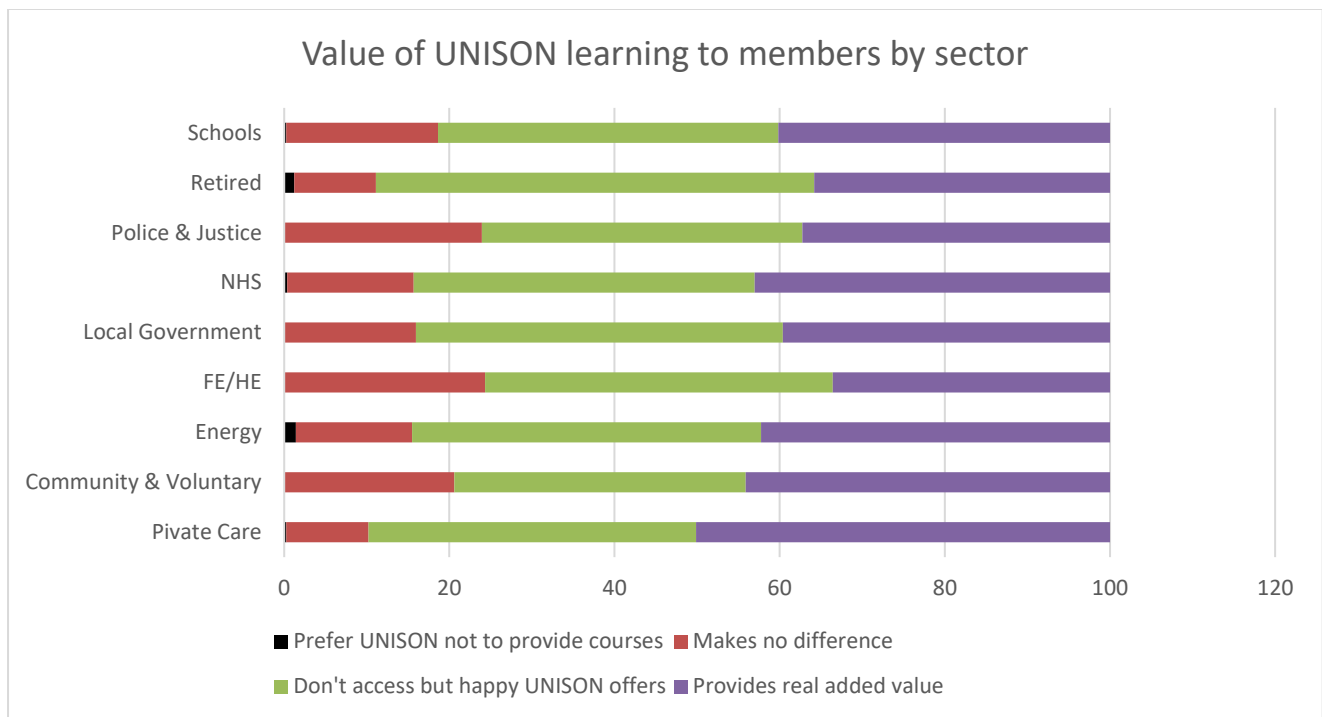
"I am retired but still an active member of UNISON. I wish that all retired and working members took part in the UNISON Learning Programme. There are some good courses available"

"It shows that UNISON is a good union"

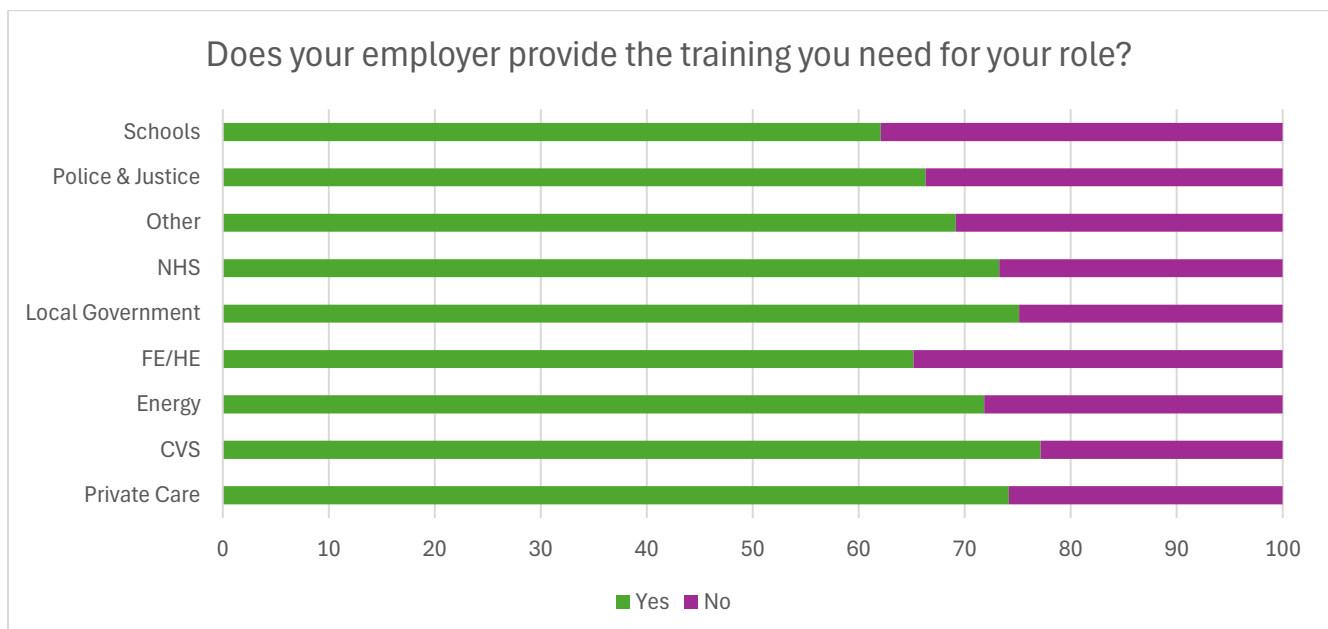
"I have enjoyed one of your craft courses very much and I have so little money I could not afford to pay for classes or courses"

"I have been on an interview course... applied for a job, after not having an interview in 22years.... I got the job....."

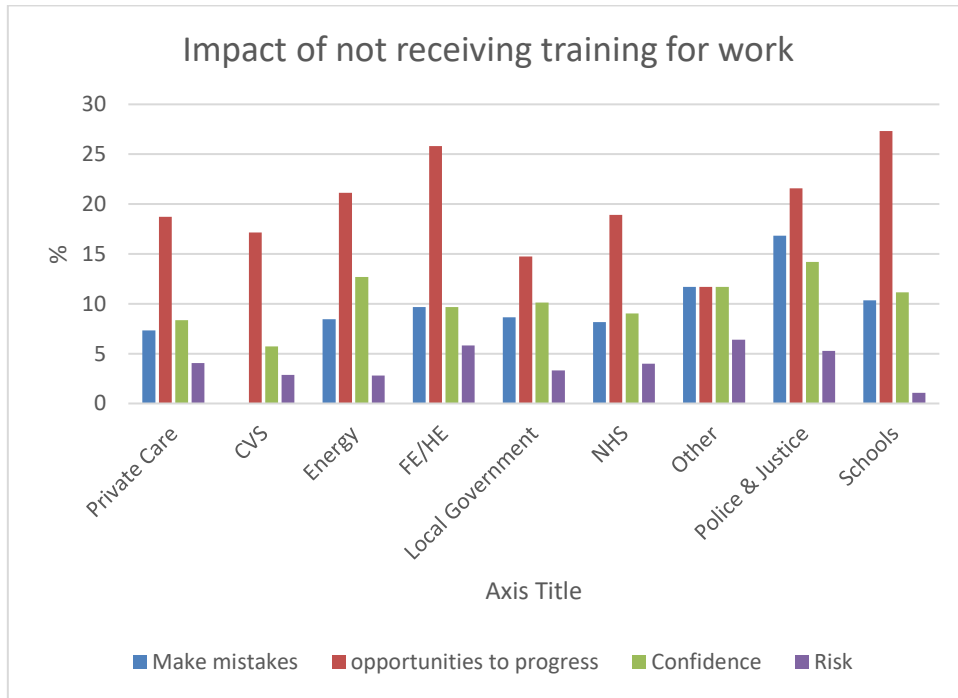
The extent to which members value UNISON’s learning offer does vary a little between sector. It is most valued within the private care sector where 50% state that it ‘provides real-added value’ to their membership and a further 40% state that whilst they don’t make use of this learning they are pleased that it is offered. This compares, at the other end of the scale, to FE and HE where 33% state it is a ‘real added-value’ and 24% states it makes no difference. Even so, this is extremely positive and shows that members see the learning offered is a valuable part of their membership.



When looking at the training provided by employers there is just very small increase in those reporting that their employer does provide this (71% compared to 69% in 2023). The results are very similar across all sectors although it is notable that it is in education where members are most likely to report that they are not given the skills they need. Whilst this survey doesn’t provide a reason for this it is common to hear support staff state that they feel less valued than ‘academic/teaching’ staff.

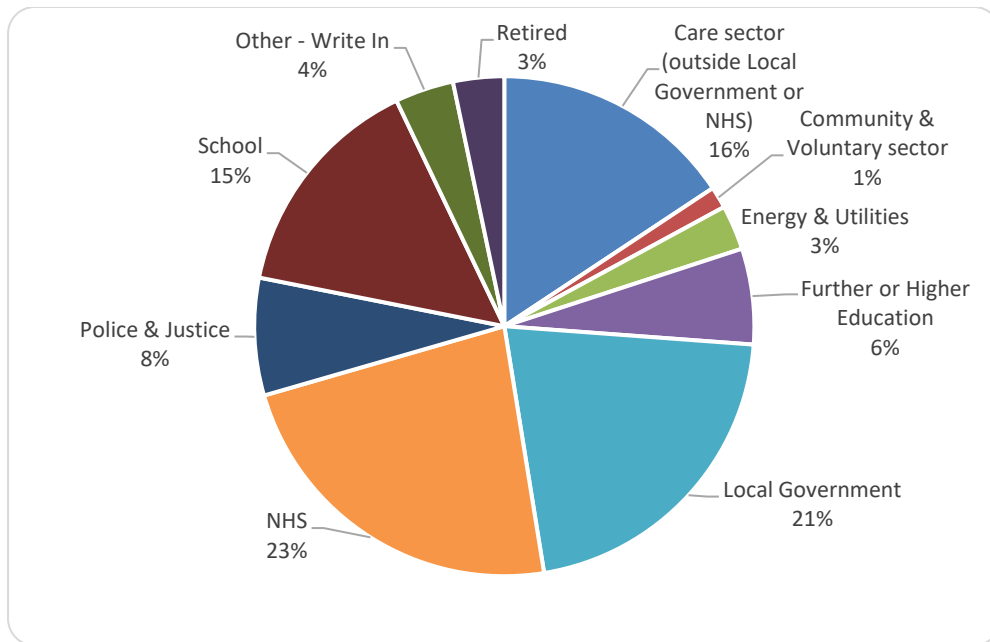


When we look at the impact of members not receiving training, several things stand out. Firstly, it is within education that there is a greatest concern about progression with over 25% of those who indicate they don't get the training they need stating this as an impact. Secondly, Police and Justice stands out as having higher numbers indicating that they are worried about making mistakes and the effect on their confidence.

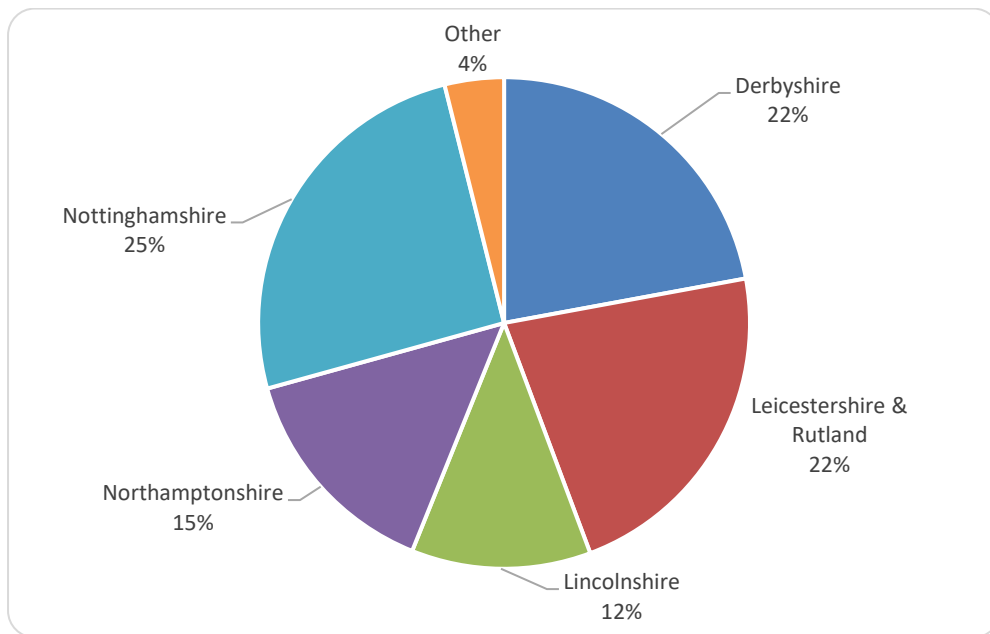


## Part 1 - Background Information

### 1. What type of organisation do you work for?

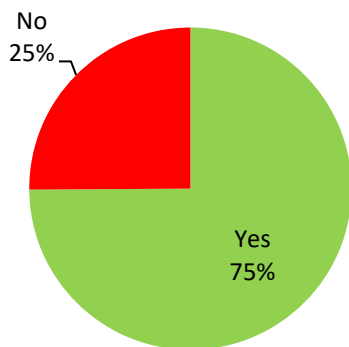


### 2. Which County do you live in?



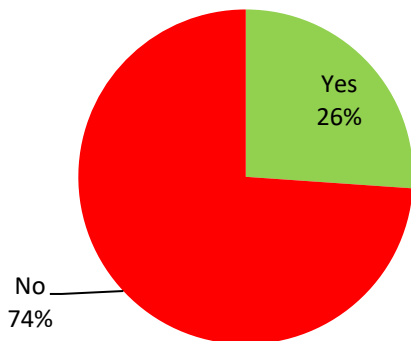
## Part 2 - Awareness of UNISON learning opportunities

### 3. Did you know that UNISON had a programme of free courses for members?



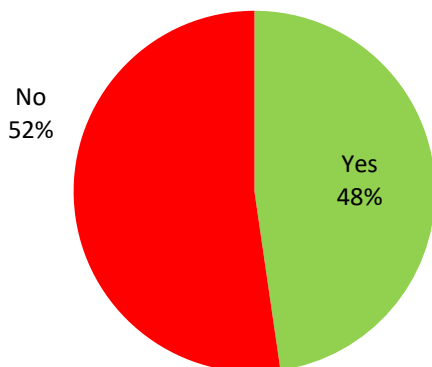
Comment – A slight reduction of 4% on 2023

### 4. Were you aware that UNISON offered grants for members who are paying for their own courses?



Comment – This is only a very slight increase of 2%

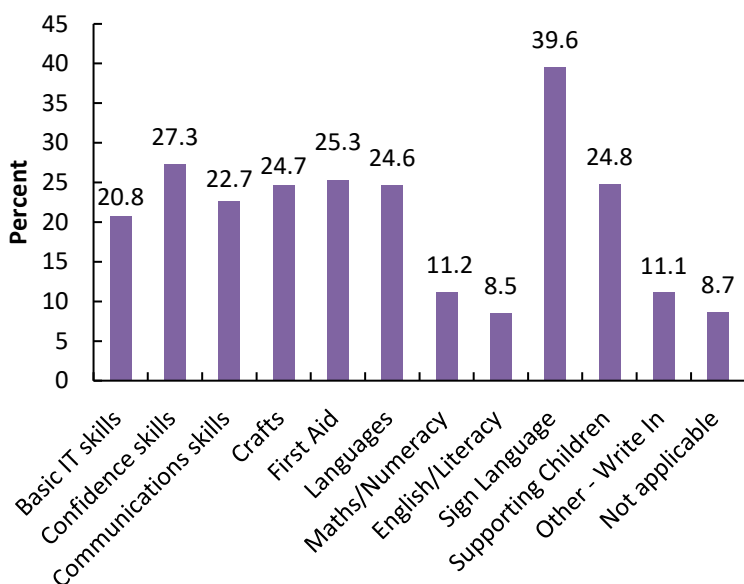
### 5. Do you know that UNISON has Union Learning Reps (ULRs) in many workplaces whose role is to support members around learning issues in the workplace?



Comment – A very slight increase of 3%

## Part 3 - Personal development

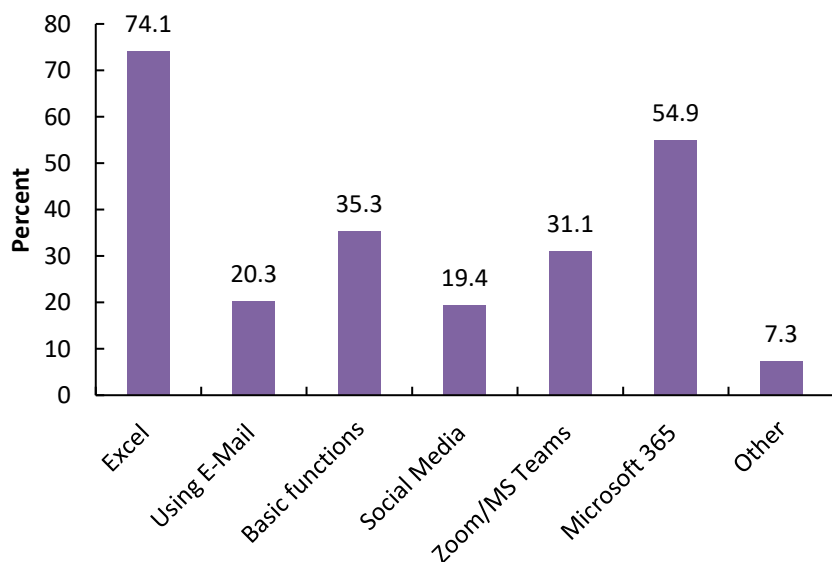
6(a). Which of these courses would you be interested in attending for your own personal development (not necessarily for work)? (tick all that apply)



Value	Count
Basic IT skills	524
Confidence skills	687
Communications skills	571
Crafts	621
First Aid	636
Languages	618
Maths/Numeracy	283
English/Literacy	215
Sign Language	997
Supporting Children	623
Other - Write In	280
Not applicable	220

Comment – There is almost no difference between this and the results for 2023. Sign Language is once again the most popular option.

6(b). What area of IT skills would you like to improve? Question asked of members who indicated in Q6(a) that they are interested in Basic IT Skills

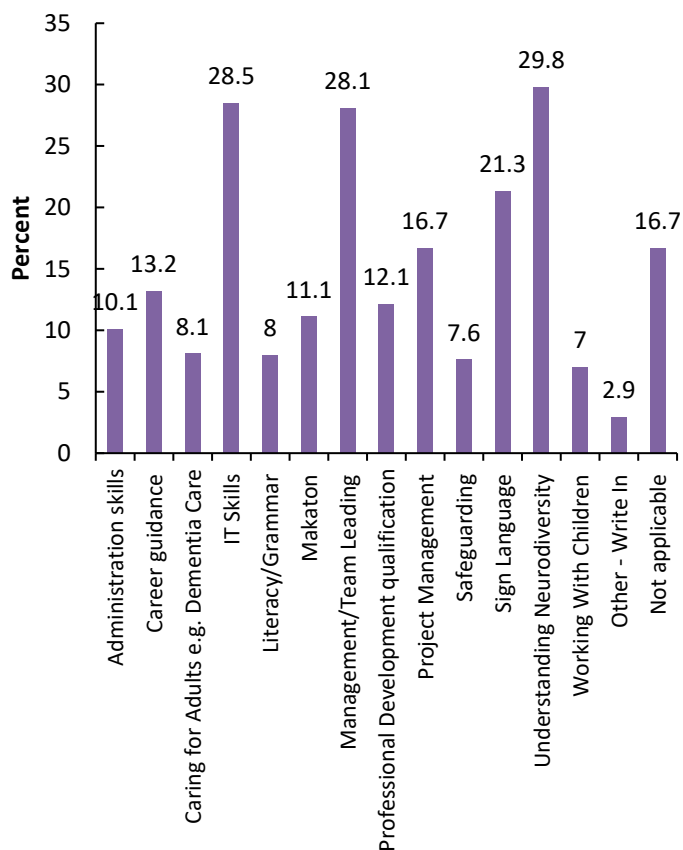


Value	Count
Excel	386
Using E-Mail	106
Basic functions e.g. saving and attaching	184
Social Media	101
Using Zoom or MS Teams	162
Using Microsoft 365	286
Other - Write In	38

Comment - The responses are very similar to those given in 2023 although 'using Zoom/Teams' and 'Microsoft 365' are new

## Part 4 - Professional development

7(a). What learning would help you to carry out your job role or progress at work? Tick all that apply

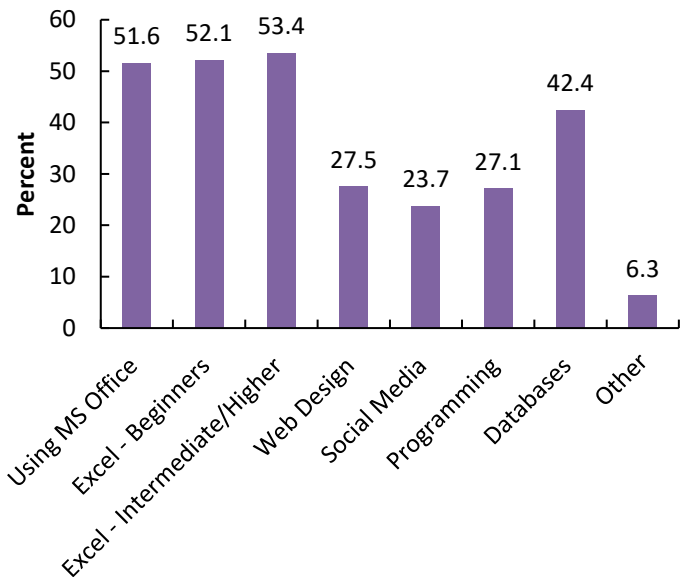


Value	Count
Administration skills	253
Career guidance	332
Caring for Adults e.g. Dementia Care	203
IT Skills	714
Literacy/Grammar	201
Makaton	279
Management/Team Leading	705
Professional Development qualification	303
Project Management	418
Safeguarding - Please tell us more	191
Sign Language	535
Understanding Neurodiversity	748
Working With Children	176
Other - Write In	73
Not applicable	420

Comment – There are barely any changes to the responses in 2023 with just minor increases in requests for Caring for Adults.



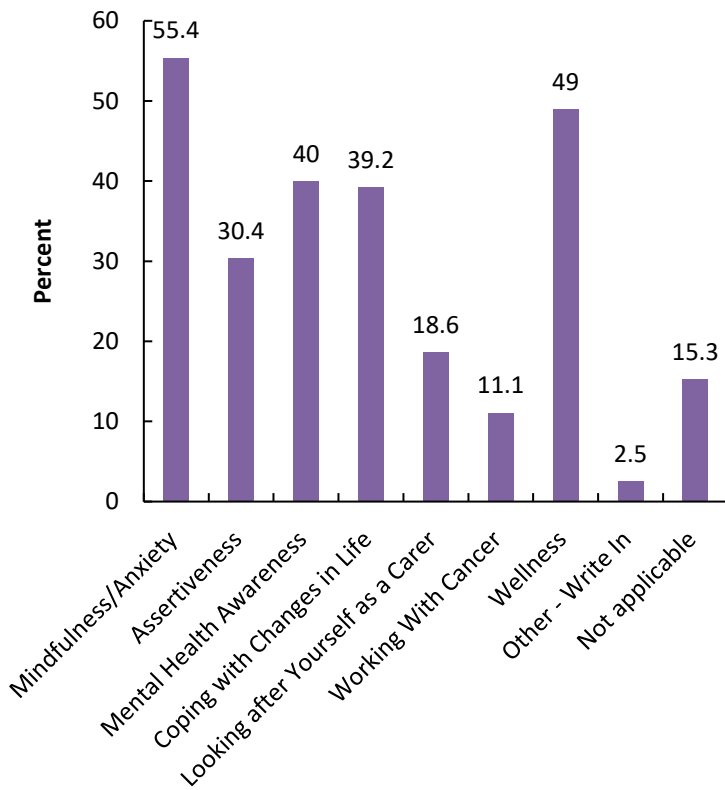
**7(b). Please tell us more about which areas of IT you would like to improve. This question was asked of members who ticked 'IT skills in 7(a)**



Value	Count
Using MS Office	362
Excel - Beginners	365
Excel - Intermediate/Higher	374
Web Design	193
Social Media	166
Programming	190
Databases	297
Other - Write In	44

Comment – The only notable changes are an increase in Excel Beginners (47.1% in 2023), Excel Improvers (51.1% in 2023) and Programming (22.7% in 2023)

**8. Learning is an essential element of Health and Wellbeing. Would you be interested in any of these courses to support you or to gain a better understanding? Tick all that apply**

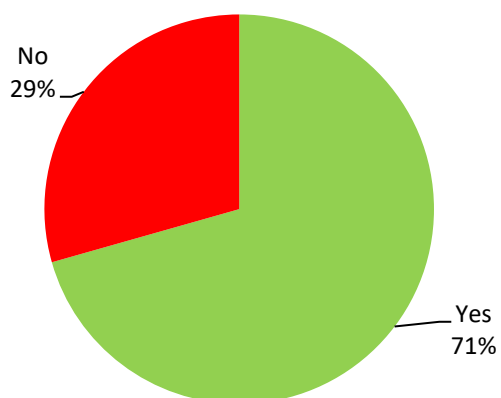


Value	Count
Mindfulness/Anxiety Management	1,380
Assertiveness	757
Mental Health Awareness	997
Coping with Changes in Life	978
Looking after Yourself as a Carer	463
Working With Cancer	276
Wellness	1,222
Other - Write In	62
Not applicable	382

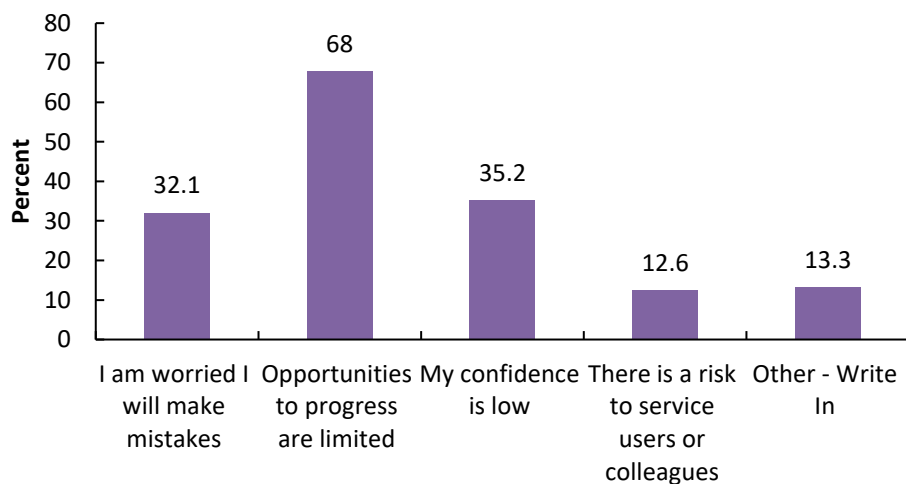
Comment – Sadly, the numbers looking for support with anxiety and mindfulness remain the same as in 2023. We added ‘Wellness’, which looks at physical health of sleep, nutrition, healthy eating etc, to the survey in 2024 and it is important to note that it is not the case that those who ticked Mindfulness also ticked Wellness. 871 ticked both, whilst 834 only ticked one of these options.

## Part 5 – Learning at Work

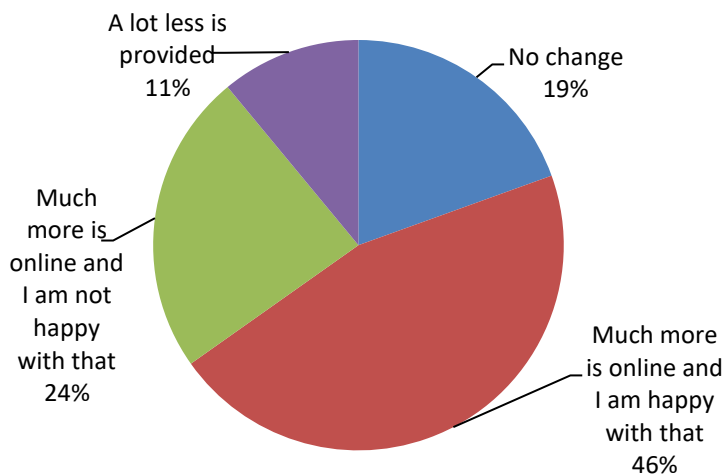
9(a). Do you feel your employer provides the training you need to do your current role?



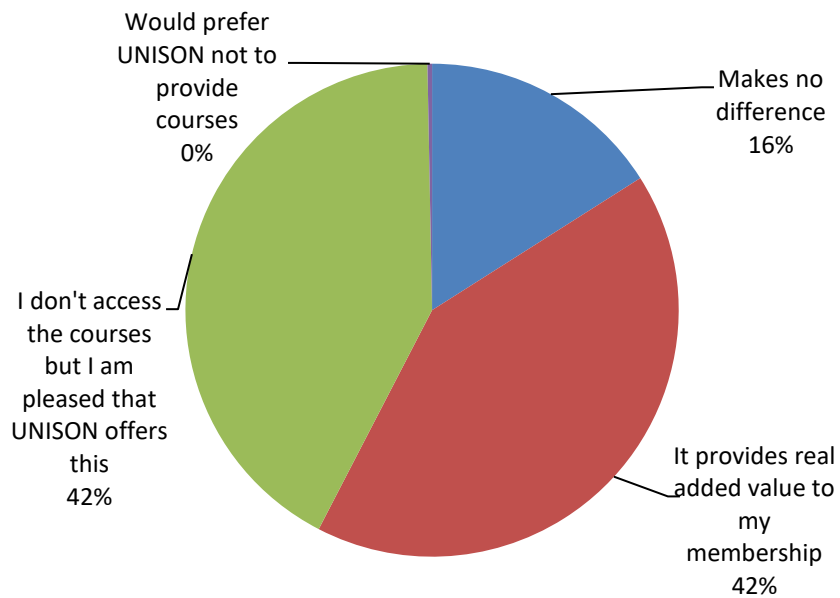
9(b). Please let us know how you feel that impacts on you and your work (tick all that apply)  
Question asked of those who stated that their employer does not provide the training needed in 9(a)



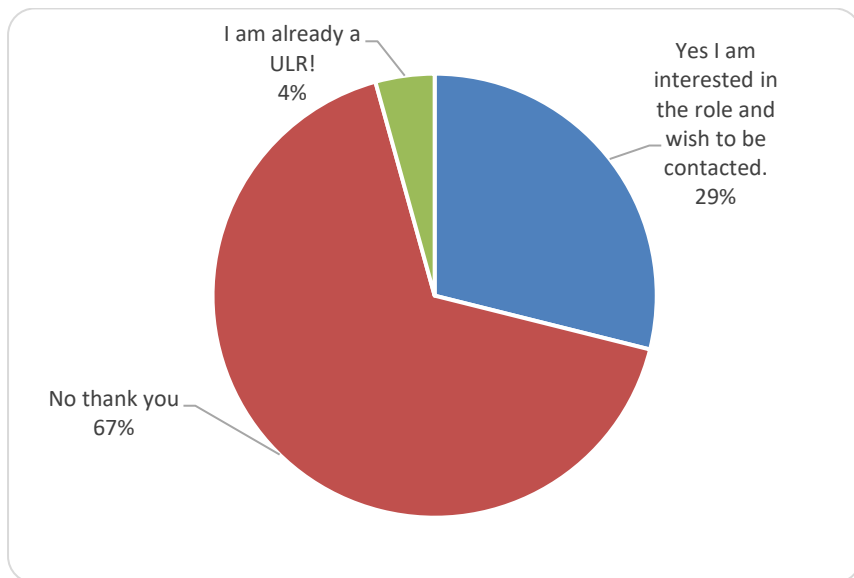
10. How has training at work changed in recent years?



### 11. How does UNISON's Learning 'Offer' affect the way you view the union?



### 12. Would you like more information about becoming a UNISON Learning Rep (ULR)?



Comment – 258 members indicated that they wish to be contacted about the ULR role.