

TUC Summer Patrol 2023

Report by:

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What is the TUC Summer Patrol?

The TUC Summer Patrol follows in the footsteps of a forty-year programme started in Norway where young trade unionists every year run a “Summer Patrol” doorstepping businesses to canvass first-time workers about their pay, terms and conditions. The Patrol informs and encourages young workers to join a union, organise in their workplace, and the Norwegian LO (their TUC) uses the information to spotlight poor employment practice putting public pressure on employers to do better.

Young workers in the UK are most likely to be in insecure work, in low paid jobs and without opportunities to progress at work than any other age group. The TUC Summer Patrol is one of many ways young workers in Yorkshire & the Humber are fighting to improve their working conditions, terms and pay.

(This is the third time this project has been organised in our region - our first patrol project was piloted in 2019¹ and organised again in 2022²).

Short summary - TUC Summer Patrol 2023

This year we ran a two-day intensive programme in Leeds and York from 24th July – 25th July to reach out to non-union workers in hospitality and high-street retail to interview them about their pay, terms and conditions and encourage them to join a union.

Ahead of each patrol we ran training courses that set out the background of the Patrol, provided a quick legal rights briefing, ran through the interview questions and how to have a deep organising conversation with workers.

It’s the deep organising conversations that are the most important element of the training. Learning how to tap into the deeply felt issues that workers care about, giving them hope that their issue can be won and empowering them to organise to do just that, is how we move disengaged and disorganised workers towards becoming union activists.

The patrol involved 10 young trade unionists from the UK and Norway and 3 TUC staff from the TUC Northern region who are looking to replicate the project this winter. Throughout the patrol we visited 121 workplace and conducted interviews with 74 young workers.

41 referrals have been forwarded to relevant trade unions directly organising in workplaces contacted to follow-up and hopefully recruit.

¹ <https://www.tuc.org.uk/blogs/tuc-summer-patrol-inspiring-new-generation-trade-unionists>

² <https://www.tuc.org.uk/blogs/tuc-winter-patrol-engaging-and-organising-young-workers-across-yorkshire>

A number of potential legal breaches were flagged around minimum wage, annual leave, time between shifts, breaks and wage slips. These matters are being followed up with each individual by the TUC Yorkshire & the Humber directly.

Feedback from participants

- **Q: What was your most interesting interview experience?**
 - *A: Apple (we didn't get in, but it was interesting). Also, in York at the one shop where they were monitored.*
 - *A: To learn how the English work life is and the point of view from the workers.*
 - *A: Interviewing a Viking at JORVIK Viking Centre!*
 - *A: Speaking to a young student who worked for a "family run" tea shop on the shambles.*
 - *A: Hard to tell, but it was very interesting to see how many people who felt that their wages were enough to get by on, but also worked their asses off. It seems that they are happy with their situation because the alternative of having no job would be much worse.*

- **Q: Do you think the patrol is worth repeating and building-on?**
 - *A: Yes, ofc! It's a good way to make people aware of unions and recruit. It is important to see what is happening among young workers and their conditions, so the union also know what to work with and make strategies to change it.*
 - *A: Yes, because it was apparent that most young workers are either completely unaware of unions or have heard of them but aren't sure exactly what they do. This is a great opportunity to educate young workers about their rights and trade unions.*
 - *A: Yes - it's great experience for young activists getting sometimes their first real experience of speaking to workers about their pay and conditions.*
 - *A: 100% yes, it's a very important programme to build up in every region. It's an opportunity to give a voice to those who may not otherwise have been able to speak out.*
 - *A: Yes, interest seen from the people interviewed and the enthusiasm for change experienced more than cements the idea that we should build on and continue the summer patrol*
 - *A: Yes, is the most important thing we can do to grow bigger, spread knowledge about the union and also get more members.*

Summer Patrol data breakdown

The data provided is anonymised.

- **Total business engagement** = 121
 - York = 62
 - Leeds = 59

- **Workplaces visited:**

Mango	New Look	Be At One	H&M
Deichmann	Sainsburys Local	Fenwick	Zara
All Bar One	Boots	Hebden Tea	Schuh
British Wool and Cashmere	The Potions Cauldron	Hardy Feral	Size?
Flying tiger	Drift Inn	River Island	Marks & Spencer
Waterstones	Pavers	Skechers	Urban outfitters
Decathlon	Harly Feral	Wilko	Hilton
Society of Alchemists	Edinburgh Woollen Mill	The shop that must not be named	Queens Hotel
Dog & Bone Clothing	JORVIK Viking Centre	Tesco Express	Holiday Inn
WHSmith	Utopia Womenswear	Primark	Sallys
Premier Inn	Leonardo Hotel	Novotel	Subway
Simply Pleasure	Russell Eaton	Fosgate Tap	Hotel inn
Malmaison	Ginos	York Gin	No. 3
Arts	Up and Running	The Bar Convent	Giant kitten
Waterlane boathouse	MKI	Moss Bros	Holiday Inn
The Bells	Oporto	Principal Hotel	Briggate
Waterfront	Slaters	The Grand York	Marriott
Ossett brewery	Bundobust	Radisson	Bar Fibre
Duke of York	The Queens Hotel	Whipped	The Mat Hotel

The hat shop	DOH'hut	Call lane Social	The backroom
York dungeon	The Lowther	Tiki bar	The cheesy
O2 Trinity	Fabulously Rich bakehouse	IF Bar	Brooklyn Bar
Apple	Bao buns ltd	Hotel Chocolate	Cuckoo
EE BT	The Cheesecake Guy	Slug & Lettuce	
Bao bun	Lloyd's Bank	Greggs	

- **Q: Were you able to complete the visit?**
 - Yes = 74
 - No (did not have time to talk) = 24
 - No (refused to allow interview) = 13
 - No (employee did not want to talk) = 5
 - Other = 5*
 - *Other reasons include:
 - "Apple Store – No surveys when workers on the clock."
 - "Manager not present, so not sure."
 - "No young employees"
- **Q: Age of Interviewee?**
 - 23+ years old = 37
 - 21 - 22 years old = 18
 - 18 - 20 years old = 16
 - 16 - 17 years old = 3
- **Q: Gender of Interviewee?**
 - Female = 47
 - Male = 25
 - Non-binary = 2
- **Q: Are you a member of a trade union?**
 - Yes = 1
 - No = 73
- **Job titles of those interviewed:**
 - Alchemist
 - Assistant manager
 - Bar Manager

- Bar staff
 - Barber
 - Book Seller
 - Cafe assistant / Barista
 - Cashier
 - Customer Adviser
 - Customer Assistant
 - Customer Service
 - Department Manager
 - Duty Manager
 - Food and Beverage Team Member
 - Front of House
 - General Manager
 - Groups Reservation Manager
 - Guest Services Assistant
 - JSA
 - Pastry Chef
 - Receptionist
 - Reparation Supervisor
 - Retail Assistant
 - Sales Assistant
 - Sandwich Artist
 - Sous chef
 - Skin Care Specialist
 - Store Assistant
 - Store Manager
 - Supervisor
 - Team Leader
 - Visitor Interactive Operator
 - Waiter
- **Q: Do you have an employment contract?**
 - Yes = 62
 - No = 10
 - Not sure = 2
 - **Q: Is your contract easy to understand? (If you have a contract)**
 - Yes = 60
 - No = 2
 - **Q: Do you have a "Statement of Particulars"? (If you have no contract)**
 - Yes = 1
 - No = 9

- Not sure = 2
- **Q: Employment Type?**
 - Full-time = 35
 - Part-time = 30
 - Zero-hours = 9
- **Q: Did you receive training for your role?**
 - Yes = 60
 - No = 14
- **Q: Was your training adequate? (If you received training)**
 - Yes = 53
 - No = 7
- **Q: Was your training paid or unpaid?**
 - Paid = 57
 - Unpaid = 3
- **Q: How much do you earn per hour?**
 - £15.00 = 1
 - £14.50 = 1
 - £14.00 = 1
 - £12.50 = 1
 - £12.13 = 1
 - £12.00 = 1
 - £11.80 = 1
 - £11.50 = 7
 - £11.10 = 1
 - £11.02 = 1
 - £11.00 = 5
 - £10.91 = 1
 - £10.90 = 4
 - £10.65 = 1
 - £10.55 = 2
 - £10.50 = 6
 - £10.45 = 1
 - £10.43 = 1
 - £10.42 = 10
 - £10.40 = 2
 - £10.18 = 4
 - £10.17 = 1
 - £10.00 = 2
 - £9.95 = 1
 - £9.76 = 1

- £9.50 = 1
- £7.82 = 1
- £7.69 = 1
- £7.50 = 1
- £7.49 = 1
- £7.00 = 1

Salaried Workers

- 30K per annum = 1
 - 28K per annum = 1
 - £25K per annum = 1
 - 21K per annum = 1
 - 18K per annum = 1
 - Commission = 1
 - Would not provide information = 3
- **Q: How many hours per week do you work?**
 - 0 - 5hrs = 1
 - 5 - 10hrs = 2
 - 10 - 20hrs = 15
 - 20 - 30hrs = 16
 - 30 - 40hrs = 26
 - 40 - 48hrs = 10
 - 48+ hrs = 4
 - **Q: How many hours overtime do you work per week?**
 - 0 - 4hrs = 11
 - 5 - 10hrs = 17
 - 11hr – 15hrs = 2
 - 20hrs – 25hrs = 3
 - **Q: Do you get paid an overtime premium?**
 - Yes = 12
 - No = 57
 - Not sure = 4
 - **Q: Do you get work breaks?**
 - Yes = 64
 - No = 10
 - **Q: How many work breaks do you get?**
 - 1 = 54
 - 2 = 5
 - 3 = 1

- Other = 4*
 - *Other reasons include:
 - "As many as you can"
 - "Can split it"
 - "Flexible"
- **Q: How long are your breaks?**
 - Flexible = 1
 - 15min = 1
 - 20min = 7
 - 30min = 38
 - 40min = 1
 - 1hr = 14
- **Q: Are your work breaks paid?**
 - Yes = 21
 - No = 37
 - My short break is, my lunch/dinner break isn't = 6
- **Q: Do you get 11hrs rest between shifts?**
 - Yes = 62
 - No = 12
- **Q: Do you get your shift schedules early enough in advance?**
 - Yes = 57
 - No = 7
 - Could be better = 10
- **Q: What is annual leave entitlement?**
 - 33 days = 1
 - 31 days = 1
 - 30 days = 2
 - 29 days = 3
 - 28 days = 41
 - 25 days = 5
 - 24 days = 2
 - 15 days = 1
 - 6 days = 1
 - 2 = 1
 - 0 = 1
 - Don't know = 14
- **Q: Do you receive annual leave pay?**

- Yes = 64
 - No = 5
 - Not Sure = 5
- **Q: Do you receive a wage/pay slip?**
 - Yes = 66
 - No = 6
 - Not sure = 1
- **Q: Is your wage slip easy to understand? (If you receive a wage slip).**
 - Yes = 65
 - No = 1
- **Q: What is the biggest workplace issue for you?**
 - No issues = 22
 - Poor management = 9
 - Understaffed = 8
 - Poor pay = 5
 - Rude / threatening customers = 5
 - Not getting shift schedules early enough = 3
 - Lack of hours = 3
 - Lack of / need improved training = 3
 - Lack of clarity of terms and condition (e.g. pension) = 1
 - Lack of opportunities for progression = 1
 - Location (unsafe area) = 1
 - Sexism in the workplace = 1
 - Constant changes = 1
 - Toxic work environment = 1
- **Q: Do you feel better or worse off than this time last year?**
 - Better = 49
 - Worse = 19
 - About the same = 6
- **Q: Are you worried about bills or debt?**
 - Yes = 24
 - No = 50
- **Q: Do you feel your wage is enough to get by on?**
 - Yes = 54
 - No = 20
- **Q: Do you know what a trade union is?**
 - Yes = 45

- No = 29
- **Q: In your own words, can you describe what a trade union is? (If you know what a trade union is).**
 - *An organisation that protects your rights.*
 - *Group of workers campaigning for rights.*
 - *Someone who has your back.*
 - *Body to fight for workers' rights, support through trouble at work.*
 - *Someone who makes sure it's good at work.*
 - *Collection of workers standing to improve conditions.*
 - *Protect workers.*
 - *Standing up for workers - getting hours and well paid, not exploited.*
 - *To protect you.*
 - *Working to help employees.*
 - *Fight for better working conditions and pay.*
 - *Helps people.*
 - *Someone who supports your rights and helps.*
 - *Union of workers to help the workers.*
 - *Looks after the workers.*
 - *Stick up for people's rights.*
 - *There to protect you.*
 - *It's like the teacher's union protecting jobs.*
 - *Workers can get help.*
 - *Collective of workers who represent a place.*
 - *Community that protects workers.*
 - *Joining a group with the same mind/task.*
 - *Collectively agree position.*
 - *Help workers with the higher management.*
 - *There to help in disciplinary issues or unfair conditions.*
 - *Group of workers that's negotiate problems to solve issues.*
 - *Way to appeal situations that you find unfair.*
 - *Organisation who speaks on behalf of the employees to make workplace to act properly by law.*
 - *Represent/support/legal rights.*
 - *Help others.*
 - *Union represents your workplace.*
 - *Group you sign up to that support workers' rights and you can go to for support outside your work.*
 - *To get help if your need it.*
 - *Group of people who come together and work about their rights.*
 - *A group to protect workers' rights.*
 - *Help and support if you need it in the workplace.*
 - *A collective group of employers trying to get best rights for employees.*
 - *Group of people fighting for a particular cause.*

- *Activist group.*
- *There for workers and better pay.*
- *to help at the workplace. Advice.*

- **Q: Are you interested in joining a trade union?**
 - Yes = 27
 - No = 23
 - Maybe = 22
 - Already a member = 1

- **Q: Do you give permission for the TUC to forward your details onto the relevant trade union(s) organising in your sector/industry?**
 - Yes = 50
 - No = 24

- **Union referrals:**
 - BFAWU = 9
 - Unite = 14
 - USDAW = 18