

There were 1051 recorded contacts (826 for Teaching Unions and 225 for Support staff Unions)

	Sickness Absence, Well- being	Disciplinary	Appraisal Capability	grievance staff and parents	Advice	Pay & Conditions	Collective issues
NAHT	2	1	1	3	7	3	5
NEU	104	16	50	16	115	45	54
NASUWT	64	16	31	22	139	89	43
total	170	33	82	41	261	137	102
%	21%	4%	10%	5%	31%	17%	12%
GMB	26	6	12	6	76	17	5
UNISON	16	10		8	9	20	14
Total	42	16	12	14	85	37	19
%	19%	8%	5%	6%	38%	16%	8%

.Speed of response

The report distinguishes cases by the number of contacts needed to resolve the issue at hand. A number of categories are used:

1. one contact needed
2. Further information and a second contact is needed
3. several contacts are required
4. where a case goes on for an extended period of time

For the Solihull teaching unions on average 81.4% were dealt with under categories 1+2

12.6% were dealt with under category 3

6 % were dealt with under category 4

For Support staff the figures are:

45.1% were dealt with under categories 1+2

25.7% were dealt with under category 3

29.2% were dealt with under category 4

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