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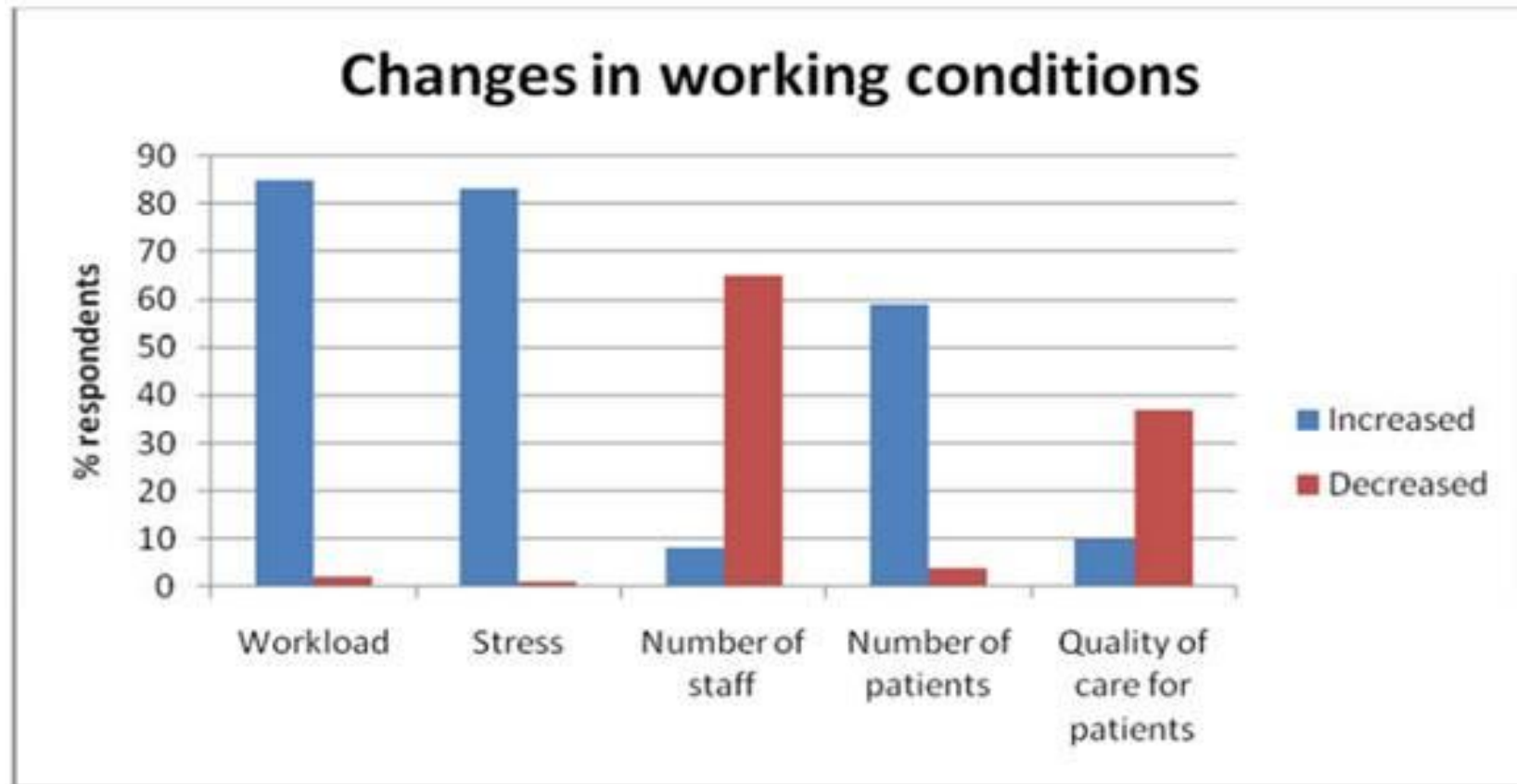


Efficiency and productivity in time of austerity

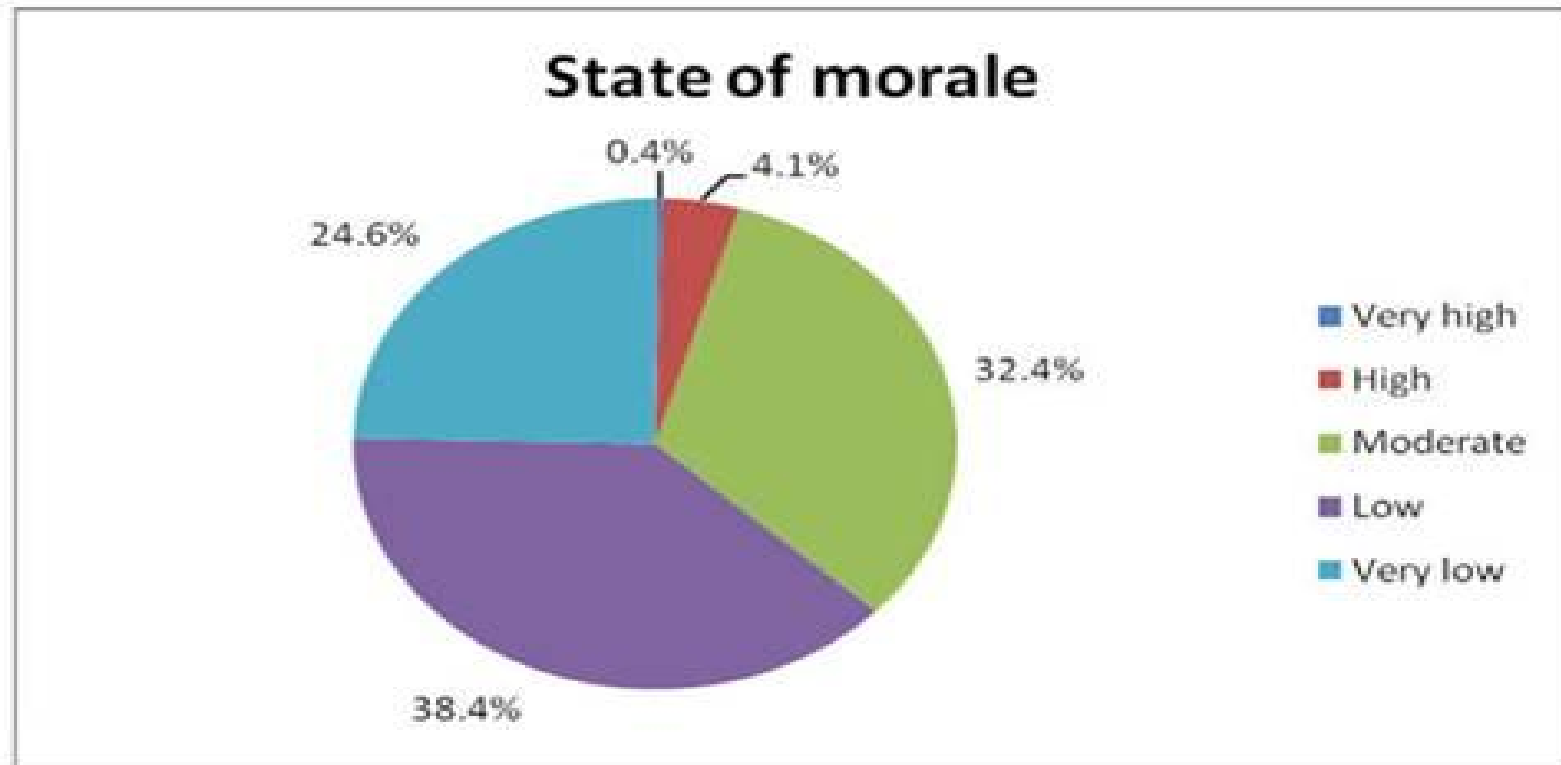
- “ Impact of austerity on public services and the public sector workforce
- “ Challenging the myth of privatisation and efficiency savings and unfettered markets
- “ Measuring productivity – factoring in quality, customer satisfaction and workforce loyalty
- “ Clear vision of future public services



UNISON Health members survey 2011



UNISON Health members survey 2011



Conclusions

- “ Challenge the myth of efficiency and productivity in privatisation
- “ Unfettered marketisation of public services is a risk too far
- “ More emphasis on measuring quality, satisfaction and workforce loyalty
- “ Preservation of the public sector ethos
- “ Clear vision of how we wish to develop future public services

