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vision of a 'true opportunity society'; 'Prudence for a purpose': review, rationalisation, reform; Transforming welfare: transforming welfare work; Resistance and struggle: striking 'for' welfare?; Conclusions; 11. Working in the non-profit welfare sector: contract culture, partnership, Compacts and the 'shadow state'

Managerialism in higher education Restructuring the academic labour process; Market competition for academic labour power; Academic trade unionism and resistance; Conclusions; 8. The paradox of 'professionalisation' and 'degradation' in welfare work: the case of nursery nurses; Introduction; Labouring for the 'social investment state'; Uncovering the nursery nursing labour process; Resisting New Labour: the 2004 Scottish nursery nurses strike; Legacies of the strike; Conclusions; 9. Social work today: a profession worth fighting for?; Introduction; Deskilling of social work

Introduction The NHS and the nursing labour process in context; Direct and indirect forms of control over the nursing labour process; The labour process, moral management and professional self-regulation; Limits of control; Conclusions; 6. 'I didn't come into teaching for this!': the impact of the market on teacher professionalism; Introduction; 'Market, Market, Market!'; Academy and trust schools; Reducing inequality: size matters; Conclusions; 7. Ambiguities and resistance: academic labour and the commodification of higher education; Higher education under New Labour

The 'Third Way' and the employment relationship 'Modernising government': work intensification the New Labour way; Delivering public services: 'best value' in police call handling; Conclusions; 4. Acts of distrust? Support workers' experiences in PFI hospital schemes; Introduction; Contracting out and PFI under New Labour; Changes to pay and conditions; Alienation, belonging and the quality of services; Class consciousness and individual forms of resistance; Collective forms of resistance; Conclusions; 5. Control and resistance at the ward-face: contesting the nursing labour process

Cover; New Labour/Hard Labour?; Contents; Acknowledgements; List of abbreviations; List of contributors; 1. New Labour, 'modernisation' and welfare worker resistance; Introduction; New Labour and public sector 'modernisation'; Welfare workers: resisting New Labour; The organisation of the book; 2. Strenuous welfarism: restructuring the welfare labour process; Introduction; Models of X-inefficiency; A neo-Taylorist welfare labour process?; Neoliberalism and strenuous welfarism; Conclusions; 3. A 'Third Way'? Industrial relations under New Labour; Introduction

Sommario/riassunto

This book provides the first critically informed discussion of work and workers in the UK welfare sector under New Labour. It examines the changing nature of work and explores the context of industrial relations across the welfare industry.
