ACCORD

Every day we campaign for **Security of Employment, Fair Reward** and **Dignity at Work.**

01/2011 January 2011

Working for you in GI
Update for Accord Members

Pay 2011

The Lloyds Banking Group published the pay proposals for 2011 on Friday 17th and Ged Nichols, our General Secretary, contacted members to say:

No agreement has been reached. The proposals, if agreed, will be implemented from 1st April 2011 but it may not be possible to implement the increases from this date if the proposals are not agreed.

In essence, the offer is a 2% increase on the pay ranges with a pay budget of 2.5% to be distributed by line managers using a matrix to make their decisions.

Details, and our analysis of the positive & negative aspects of the offer, are set out in a newsletter. Just click here to read it. If you need any help or support, please email info@AccordHQ.org.

Accord will be asking you to vote on whether the proposals are acceptable or not. But, given that you are likely to have other priorities in the run up to Christmas, and your union respects your family time, we will do this early in the New Year

You should now have received details to allow you to take part in the ballot – **please do take the opportunity to vote.**

Performance Management

It's time for the year end reviews.

Hopefully you'll be comfortable with the outcome of your review but if you have any issues then do speak to your manager straight away. If you can't resolve the matter then you have the right to appeal by using the Grievance process.

We know that the Grievance procedure can seem very serious but please don't be put-off by the process; it really isn't any different to making an appeal under the old process.

Our reps are here to help you, do take advantage of their knowledge and experience and speak to them about your concerns.

BAU Meeting

Our monthly meeting took place on 22nd December 2010 and despite the weather all sites were represented at the meeting by Accord reps.

Business Scorecard Update

It was confirmed that there was no change on the position from 31st October and 30th November 2010 and the scorecard remains strong however it isn't yet known what impact the December weather events will have.

Customer Service Grading and Skills Set Updates

The company were unable to provide an update as planned as the bad weather had hit the review process. A full update is now planned for the January meeting.

Performance management

It was highlighted that members in Nottingham have raised concerns that they will be penalised via performance management for not hitting core targets, despite the fact that this is due to falling staff levels. Peter Gallagher (our officer with responsibility for Nottingham) will take the matter up with the local CS management team

The business provided a general update on progress and confirmed that all calibration exercises had been completed and the results were with Division for review prior to the year-end reviews. A review of the process and grading data will be undertaken at the February meeting. If you have any feedback on the process, once you've completed your year-end review, then do please let one of the following team members know. Details on the following page:

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- Julie Astin (Copley)
- Jeff Glazer (Leeds)
- Duncan Hall (Copley)
- Martin Lang (Nottingham)
- Linda Crouch (Linda.Crouch@AccordHQ.org)
- Cilla Christmas (PriscillaChristmas@HBOSplc.com)

We'll compile the data (your personal details won't be shared) and bring it to the review so that we can highlight the good things that should be kept and address the issues that are causing you concern.

We'll also be reviewing the objective setting process so any feedback on that will also be very useful.

People

We discussed the Colleague Engagement Survey results in some depth and it is good to see that the results are improving in some areas however we have set the company a number of questions to consider and report back on:

1. The overall GI score has been the same for 3 quarters at 73. That leaves plenty of room for improvement so what are they going to do to improve colleagues conditions and ensure that they feel more positive about working for LBG?

2. What can they learn from those areas whose scores speak of a working environment that people are happy with?

3. Why have we seen a drop in the response rate?

4. Why were colleagues less satisfied with the level of feedback that they were receiving in Q3 than Q2 despite the fact that there was a concerted effort to improve performance management?

Integration

Nottingham

Members remain concerned about the single release date as flagged in our November meeting but an update has not yet been provided by the company. A response is promised for early January.

Additional concerns were raised in relation to the impact of attrition rates on staff workload and this will be addressed in early January.

Copley

We expressed our dissatisfaction and concern that our members in Customer Care had yet to receive basic information they need to understand the impact of the integration changes for them.

The company acknowledged and apologised for the continued lack of information and advised that the matter would be addressed in early January.

If you are a member in this area and need help or support then please contact Julie Astin, Duncan Hall or Linda Crouch (Linda.Crouch@AccordHQ.org).

Snow

Our members reported that the company have dealt well with the issues generated by the bad weather.

We have asked that the HR teams engage with the senior business managers to ensure that colleagues are equally well treated whilst the work position is being recovered e.g. overtime requests are reasonable.

Future meetings

We look forward to welcoming the heads of Corporate Partnerships, Enablement, Direct Marketing and Commercial Lines to our meetings during Q1 2011 and learning more about these business areas.

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