



2011/02

February 2011

Working For You In Group Operations & Executive Functions

January Group Operations BAU

We met with the company on the 13th January. This newsletter sets out some of the items we discussed. Please note that we are bound by confidentiality requirements on some issues so forgive us but we cannot comment in full at the moment. Representing Accord were:

- Clive Webster (Deputy General Secretary)
- Chris Riley (PEC, Pudsey)
- Carley Anderson (Accord Vice President)
- Linda Crouch (Accord Regional Officer)

Our next meeting will be held on the **9th February**. Participants have company e-mail addresses except Clive Webster and Linda Crouch who can be contacted @ clive.webster@accordhq.org
linda.crouch@accorhq.org

Performance Management

We were given a useful presentation on the performance management process successes of 2010 and focus for 2011. Whilst we still don't agree with the methods the bank are using to distribute ratings, it was great to see so many colleagues with good or above performance.

Over 1200 colleagues attended training & master class sessions and effective 1-2-1's, and in Group IT an electronic Calibration Guide was circulated. We thought this might have had a better impact as a handout.

The focus for 2011 is on the quality of objectives. Objectives should be consistent across similar roles, and therefore all objectives are going to be reviewed by the performance management team.

We'd like to remind all our members that if you are unhappy with your rating and wish to appeal, details of how to do so can be found in the Winter edition of our myAccord magazine (an electronic copy is available on our website: www.accord-myunion.org)

Anything to raise?

Let us know if there are items that you'd like us to raise on your behalf at our next meeting. Please contact one of the Accord representatives listed on the next page.

Working Hours in Customer Relations

The Head of Customer Relations updated us on the change in working hours in Customer Relations. He set out the rationale behind the change, which moves complaint handling from a 9-5 operation and is about doing the right thing for the bank's customers.

The extension in opening hours is being staffed on a voluntary basis to support the 8-8 hours.

We raised our concerns over the implementation across some sites. It was acknowledged that this wasn't delivered as brilliantly as it could have been. Reps also weren't engaged as best as they could have been. This was acknowledged.

Retail Distribution Review

A regulatory change from 2013 means that colleagues dealing with certain types of complaints will require a diploma. We were presented an update on progress.

It was great to see that 79 out of the 84 colleagues had taken up the diploma, of those that hadn't there were specific reasons such as exits from the company and retirement.

We initially had concerns that a number of colleagues would not take up the diploma or that there would be a 3 strikes ruling, however we are confident that this situation is being managed well and that colleagues will get the individual support that they require to complete the diploma.

Group Operations Advisory Committee

In our November Newsletter we advised you of the new advisory committee setup to look after you in Group Operations & Executive Functions.

The new committee is here to:

- Gather Feedback from our reps to escalate via the correct channel
- Support our officers at consultation meetings
- Ensure our reps are trained and kept informed so that they can look after you effectively

Not everyone on the committee does the same job, so we thought it would be a good idea to let you know who does what:

- PEC Lead – Chris Riley (Pudsey)
- Chair – Nigel Brown (West Bank)
- Vice-Chair – Vickie Bullough (Halifax)
- Vice-Chair – Miljenko Williams (Chester)
- H&S Lead – Janice Simpson (Copley)
- Membership – Alan Johnston (Edinburgh)
- Membership – Gareth White (Manchester CSC)
- Membership – Gail Tranmer (Lovell Park)
- David Joyce (Rosyth)
- Yasmin Shuck (Birmingham)
- Gurjit Viridi (Birmingham)

The committee will hold its first meeting on 10th February.

If you have any question about Accord and how it works for you in Group Operations & Executive Functions please contact any member of the committee. We're all on the Group Directory so it's easy to find us.

We also have a shared mailbox you can use:
[\\$Accord Reps \(Group Ops & Exec Functions\)](#)

Complaints? Just Phone a Friend

We were given a detailed overview of the complaint handling function and their new Phone a Friend (PAF) initiative.

There has been a fundamental rethink on how complaints should be dealt with. Gone are the days when letters to-ing and fro-ing are acceptable to the bank's customers, they want immediate answers and a single person to speak to.

The business were clear that the PAF initiative was not being run like a call centre operation. The complaint handlers deal, on average, with 7-10 calls per day and take ownership of the complaint.

We were concerns that the retail network branches might not be bought into the initiative, however after further explanation it was clear that branches understood the benefits to them.

We asked if this initiative had seen any improvements from a customer perspective and we were told a resounding yes, but the problem is not solved yet.

Group IT

This month we didn't have a full call regarding Group IT as everything was covered off at other meetings.

We discussed some additional issues as a result of the harmonised Overtime, Standby & Callout policy. As a result, additional communications have been issued to help colleagues understand when they can claim (especially as a number of you may have been ineligible for overtime under the old policy).

We've continued to have a few issues with holidays being banned in the July-August time and these are being picked up separately with the businesses. As we've communicated previously, there is no blanket ban.

Our next meeting is scheduled to take place on the **18th February.**

My Accord Magazine

Do you have something you'd like to advertise in the Members Only section? The magazine team are always looking for items; births, marriages, congratulations & birthdays, items for sale.

It's free to advertise. To find out how, check out the Members Only section in the latest magazine (available on-line @ www.accord-myunion.org.)

HR Guide to Working with Unions

Group Operations HR are creating a guide to working with the unions within the bank. This is simply formalising all the agreements and processes that we usually undertake into a single document for distribution in HR.

This should help us in the 'integrated' world we find ourselves in and ensure a consistent approach across the divisions – but rest assured nothing has changed. The bank is still committed to talking to us, and we'll still be there putting your view across.