



2010/03

December 2010

## Working For You In Group Operations & Executive Functions

### Group Operations BAU Meeting

Unfortunately no meeting took place in December due to the availability of attendees. The next meeting will be 13<sup>th</sup> January 2011.

### IT – Standby & Call Out Over Christmas

We are pleased to be able to bring you some good news for h-HBOS colleagues on Standby & Call Out duties over the festive period:

- Christmas Day & Boxing Day (Saturday 25<sup>th</sup> / Sunday 26<sup>th</sup> December) will be classed as Bank Holidays as well as the following Monday & Tuesday (27<sup>th</sup> & 28<sup>th</sup>). An anomaly in the hHBOS policy did not provide for this scenario
- New Years Day falls under the new policy and therefore premium rates are available

### Group IT:

We have monthly meeting with the company (and Unite) to discuss and consult on what's happening in Group IT.

The last meeting was held on the **17<sup>th</sup> December 2010**. Representing Accord was:

- Chris Riley (PEC, Pudsey)

These were the areas we discussed:

- Grade Realignment in Service Delivery Change Management and D/E bands
- Removal of Backshifts
  - Where possible we have confirmed that a consistent approach will be adopted
- Holidays 2011
  - We believe that a more consistent approach is needed to the handling of 2011 holidays during the critical periods. Communications will be distributed on the IT interchange site and the next Signpost

- Update on IT Overtime, Standby & Callout
  - Unions discussed the feedback on the policy
    - It has been well received by most colleagues, but pockets of disappointment remain
    - Reduced hours colleagues - specifically weekend working before 10pm
    - The removal of addition TOIL premium where colleagues are on Standby during a Bank Holiday
- Javelin Update.
  - The unions have raised a number of queries on this which will be taken to the next Javelin integration meeting for further discussions.
    - There are mixed messages regarding the work/skills being consolidated in main/core sites e.g. workflow is being consolidated into London (currently in Edinburgh) as well. Other example given was Payments in ADM was consolidating from 5 to 2 locations etc
    - In specialist named sites e.g. Andover where we have colleagues who don't have the 'specialist skills' – what is happening with them as these colleagues don't seem to know

Our next meeting will be on the **21<sup>st</sup> January 2011**:

### Year End Appraisal Ratings

Some of you may already have had your year end ratings. If you are unhappy with your rating and wish to appeal, this is being handled by the heritage Grievance policy this year. If you have any questions or concerns, please speak to your local rep or you Accord Regional Officer.

### Happy New Year!

The Group Operations Exec wish you a Happy New Year.

**Although Accord's primary aim is to protect your interests at work, we also provide a range of excellent benefits which make membership great value for money.**

### Legal Helpline

All union members and immediate families are entitled to use the legal helpline.

This gives you access to a qualified legal adviser on any matter. The advice is completely confidential, **FREE** and easily accessible at all hours of the day or night. Call **0800 884 0118**.

This advice would cost, on average, £100 per hour if independently sought.

### Personal Injury Claim line

If you've been injured in an accident, our legal experts can help. Our personal injury claim line is provided by Russell Jones & Walker (RJW), one of the UK's leading law firms.

Consistently rated as one of the top personal injury firms, RJW recovers tens of millions of pounds of damages every year for claimants.

Their experts can advise you on any type of injury, including criminal injury claims, and will ensure you receive maximum compensation as quickly and simply as possible.

It's a **FREE** service to members and their families. All you need to do is pick up the telephone.

**Call 0800 884 0114**

### Accord Travel Club

Before you book **ANY** holiday / tour / flight / hotel / car **ANYWHERE**, ring **0800 953 1263** and checkout your Accord Travel Club Discount. Our Holiday Club has become a firm favourite over recent years, with members saving tens, sometimes hundreds of pounds, off their hard earned holiday price.

All you have to do is pick up the phone to realise the savings you can make.

### Commission Cashback Scheme

The Union's Commission Cashback Scheme specialises in sourcing level and decreasing term assurance, critical illness and income protection policies for Accord members and their families. Members then receive cashback of up to 9 times their monthly premium. The average lump sum cashback paid out this year under the scheme is **£400**. Since its inception, the scheme has paid out over £2.5m. Ring our brokers on:

**Lifelink: 01189 349800**

**Valley: 01706 218719**

### Tax & Pensions Advice Line

For **FREE** confidential access to taxation and financial specialists you can call **0870 428 1909**. There have been recent changes to pension provision across the Lloyds Banking Group. Won't you want the best advice possible to enable you to make sensible choices? Other recent queries that our providers have helped members with include:

- PAYE coding
- Benefit in kind – mortgages due to changes in tax regulations
- Tax and pensions advice on taking Voluntary Redundancy
- 2nd income
- Inheritance tax and capital gains tax
- Buy to let properties

Similar advice would cost between £150 to £200 per hour if sourced independently.

### Personal Accident Insurance

Your Accord membership automatically provides you with **FREE** personal accident insurance. You can top-up this insurance for yourself and/or buy competitively priced cover for your family by calling **0870 905 0668**.

**These benefit schemes aim to make your membership value for money, but the most important reason for joining Accord remains the individual and collective rights you enjoy. We will never leave you alone to tackle a work related problem and will support you to the end to ensure that you are treated fairly and with dignity at work.**