



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

08/2011

4th October 2011

Working for You In Group Operations & Executive Functions

Group Ops BAU 14th September:

We met with the company on the 14th September. This newsletter sets out some of the items we discussed. Please note that we are bound by confidentiality requirements on some issues. Representing Accord were:

- Chris Riley (PEC, Pudsey)
- Linda Crouch (Accord Regional Officer)

Our next meeting will be held on the **5th October.**

Participants have company e-mail addresses except Linda Crouch who can be contacted on linda.crouch@accordhq.org.

Customer Services – Qualifications

The Chartered Institute of Bankers is working with Customer Services to develop a Complaint handling qualification. The pilots have proved successful with colleagues in these groups completing in about 6 months and all passed. The current workbook is to be updated onto e-learning to allow greater flexibility.

The desire is for all complaint handlers to undergo this qualification in a phased rollout approach (planned to start during the Your Learning week in October). The business will allocate 4/6 hours a month for colleagues to complete their training, with the duration expected to take between 3-9 months. There is no official deadline for colleagues to complete. It is not expected that colleagues would have trouble completing the qualification, but additional support will be provided to ensure colleagues complete successfully.

We think this is a positive step for our members in Customer Services.

Customer Services – Rosyth Shifts

The Customer Services business has previously set out their vision for the department and the rationale behind extending opening hours – a positive for our customers. Shift reviews have been successfully completed in a number of sites, and the business put forward a plan to bring Rosyth into line; extending coverage to 8-8.

The business has already been talking to local reps to ensure they are engaged throughout the process and management are committed to discussing regularly with them as the plan progresses.

The first stage is for the business to understand colleague's preferences for the new shift patterns with the anticipation that the new shift patterns could be filled on a voluntary basis. The business will be back to provide an update next month, with a view to moving to the new shifts at the end of October.

Following on from this, we've had a number of concerns raised to us about the form the business were using to capture colleagues preferences which asked for reasons as to why colleagues were not able to move to the new shifts. We raised this issue with the business which agreed to stop asking this question.

Other Business

This is a snapshot of some of the concerns that have been raised to us that we took forward on our member's behalf:

- The Copley car parking situation is worsening with the closure of a local car park and the anticipated transfer of colleagues from the Dean Clough site closure. A join up approach is needed, which considers how parking spaces are allocated. A local working party has already been setup in IT, however we wanted to ensure HR were aware of this so that other business onsite were involved. Since our meeting a further communication has been issued to colleagues.
- The rollout of Workwise in Copley is leaving some of you with a earbashing – literally from the increase in volume. We're told that the new glass/perspex screens do not provide the same level of sound protection as the old sound boards.
- Colleagues in IT are telling us that they are still receiving the message that there is no home working, despite the intention of the bank to encourage it. There is no policy that says this, and all requests for home working should be considered as part of the flexible working policy. HR agreed to investigate this issue further.
- A 'Code of Conduct' document is to be issued to colleagues in Chester, however the unions have some particularly concerns about some of the wording. Some changes have already been made however we don't believe they go far enough. HR have agreed to re-examine this before it is issued to colleagues.
- Performance management has been given some cause for concern, this time for a new reason. Some colleagues in a number of departments have been told that colleagues always start out as a developer and need to demonstrate that they are performing. This is not a correct application of the policy and HR agrees. HR will investigate the specific instances we have highlighted here. If you think you have been incorrectly graded, please get in touch with your local reps or one of our regional

officers and we will help you through the process to appeal the decision.

- Some of our reps are being told that their union activities are not to be included as part of their balanced scorecards and their union training doesn't count towards their personal development. It was agreed that this was not in the spirit of partnership and would be looked at further.
- In Service Continuity there have been a number of vacancies which we don't believe have been advertised on the job shop and instead colleagues have been moved into role from other areas. This will be looked at further to understand the reasons behind this.
- With the use of the grievance policy for mid/end of year reviews, we believe we have identified an education opportunity, mainly for h-HBOS managers. The application of the policy seems to be causing some confusion. In once instance we don't believe HR were informed or involved in the case from beginning to end. HR will look to see what further can be done to educate managers on the application of the policy.
- A recent incident cast some doubt on the SLAs used for building maintenance where it posed a Health & Safety issue. It's also proved tricky trying to track down the right people to own the issue from Group Health & Safety.

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