



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

10/2011

8th November 2011

## Working for You In Group Operations & Executive Functions

### Group Ops BAU 5<sup>th</sup> October

We met with the company on the 5<sup>th</sup> October. 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 **9<sup>th</sup> November.**

Participants have company e-mail addresses except Linda Crouch who can be contacted on [linda.crouch@accordhq.org](mailto:linda.crouch@accordhq.org)

### Migration Update

Well, Release C has come and gone, so how did it go for you? We've had mixed feedback, although some positive comments around greater community spirit. We are aware that some of our members are struggling with new processes, especially in Customer Services where the PAF+ has been inundated with procedural queries. The business is working to try and rectify these issues.

### Shift Review – Rosyth – Customer Services

We reported in our last newsletter that there was a shift review under way in the Customer Services teams in Rosyth. This has now been concluded and the new shifts are due to begin at the beginning of November. The business was able to manage this change using volunteers, which is excellent news.

### Payment Protection Insurance

As you may know, the big banks lost a judicial review on Payment Protection Insurance (PPI). Following this, Lloyds Banking Group announced that it was setting aside £3.2 billion to deal with the complaints

arising from this. Many cases were held up prior to the ruling, following the decision the FSA set a deadline for the bank to deal with these complaints. It's good to hear that we met this deadline at the end of August, and this was thanks to the hard work and dedication of colleagues. So tight were the deadlines that the bank offered a special overtime incentive as a one-off for August.

To put this in perspective, the bank is receiving almost 15,000 complaints a week. On the 1<sup>st</sup> October, Nick Allen was appointed the PPI Operations Director and the team are rapidly expanding to try and meet the demand.

### Updates from Previous Meetings:

- We are still working with the business regarding the car parking situations in Copley & Leeds. Updates have been issued to keep colleagues informed and we will notify members of the situation when we are able.
- Last month we reported that some union reps were encountering difficulties having their union duties recognised as part of their balanced scorecard. This has now been referred to Group Employee Relations for a group approach and response.
- We reported previously on the Code of Conduct that was being created for circulation in Credit Operations in Chester, this was in response to colleague feedback in that area. Further clarity has been provided around the use of the code and it was agreed that this could be issued. The wording has been made clearer and has clarified the issues the unions had.

## Group IT – 21<sup>st</sup> October

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

Please note that we are bound by confidentiality requirements on some issues. Representing Accord were:

- Martin Drew (Rep, SC&IT)
- Linda Crouch (Accord Regional Officer)
- Fran O'Dowd (Accord Regional Officer)

Our next meeting will be held on the 18th November.

Participants have company e-mail addresses except Linda Crouch who can be contacted on [linda.crouch@accordhq.org](mailto:linda.crouch@accordhq.org)

### The following topics were discussed:

- Pay slips distribution. We provided general feedback about the changes to delivery which have not been well received by our members. There is also confusion over some of the information printed on the new pay slips such as the loss of the hourly rates and overtime hours.
- Car parking in Copley and Leeds. It is anticipated that a meeting will be setup with Group Property to discuss these issues in greater depth.
- Inconsistencies in heritage gradings and the user of long term ARA in SC&IT. It was confirmed that some of the long term ARAs in SC&IT is being investigated and addressed and the unions should forward specific example on.
- On the 6<sup>th</sup> October, it was announced that Bristol would be kept as a location for Group IT. Some members have contacted us as they elected for voluntary severance, understanding that their roles would be relocated, however following this announcement may now wish to change their minds. It was confirmed that if colleagues were impacted by the location strategy and their roles were still available they would be able to reconsider. We also believe that this should have been discussed with the impacted colleagues who had preferred for VS due to the location exiting strategy.
- Christmas opening hours and holidays. It is anticipated that the details of opening hours will be announced in the next few weeks.

- Contractor reductions in SC&IT. We asked for an issue to be investigated where we believe contractor numbers are being reduced for the end of the year, however the same contractors will be brought back into the group in January.
- Security Services team in Service Delivery. It has taken on contractors and consultants and we are concerned that with job reductions continuing across the group that these vacancies are not being given to existing colleagues. We have asked for further details.
- High noise levels with the new workwise perspex screens in Copley, Linda from Accord is picking this up with a workwise advisor.
- Health & safety issue in Sighthill. Following the publication of our last newsletter, Group Health & Safety have been in touch and have escalated the issue.

## Accord Executive Committee - Group Operations

### Elections 2011-2013

The Group Operations Executive Committee is made up of reps from across the division and our re-elected every two years. We will be launching our elections at the Reps RGM on the 8<sup>th</sup> November in Leeds.

Your executive committee is here to:

- Support reps across the division.
- Gather feedback from our reps to escalate via the correct channel.
- Provide support to our regional officers for consultation meetings.
- Ensure our reps are trained and kept informed so that they can look after our members

Seats have been allocated to the executive committee based on the number of members we have in each division for the new enlarged Group Operations business.

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