



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

03/2011

13th May 2011

Working for You in LP&I (April 2011)

Performance Ratings, Pay and Bonus

Reps are assisting members with an unprecedented number of grievances related to appeals against 2010 end of year performance ratings, 2010 bonus awards and 2011 pay awards. Many cases relate to a high incidence in LP&I of zero bonus and pay awards being given to those who were rated as Developing Performer. Under the agreed and published Pay Guidelines Accord expected those individuals rated as Developing Performers but paid below or within the Primary Zone to have received salary increases between 1% and 2%. We expected those paid in the Market Range to have received between 0.5% and 1.5%, not the zero awards many were actually given. Accord feel these individuals would be fully justified in appealing their award on the grounds the published guidelines were not followed. Accord is already supporting a number of such grievances and would be happy to support any member who wishes to raise a grievance of this nature. Members who wish to pursue this should contact a local rep to discuss their case.

In the meantime the union is raising the matter with Employee Relations at both Divisional and Group level.

BAU Meeting with LP&I - 14th April 2011

Please note that some items are confidential and therefore we might not be able to provide a full report at this stage.

CES Scores

Accord raised concerns over lower scores in some areas especially where members were advised that the lower results were due to misunderstanding the questions! Accord feels that some scores may link to many of the senior managers being off site and based in Edinburgh. When managers are in Bristol, they are generally in meetings all day and colleagues do not get any contact with them. A local Bristol meeting was to be held to further discuss this aspect in Finance. Accord raised concerns relating to the engagement in David Stoddard's areas where the blogs seem to be tailoring off and his dial-in calls have had low uptake. Divisional Employee Relations agreed to raise the concerns with the HRBP for Customer Service. Marilyn Morris (Accord President) confirmed that the union is launching its own survey of members to gain a picture of working life across the Group.

Sunday Overtime

Accord raised the issue of the business requiring Sunday overtime without thinking of the individuals - for example some requests were made for Mother's Day; part timers are reluctant to work overtime as the new policy requires them to work 35 hours before payment at premium rate is made, and the slots that the business are requesting colleagues to cover are short 2 hour slots when a lot of members need to travel in to work it.

SII Update

Joy Lyth provided an update on Solvency II. Accord asked how the recent announcements in Insurance and the Strategic Review due to take place in the summer impacts the work being done on SII. Joy confirmed that at this time, the project team are continuing to make decisions as one integrated insurance business and following the SII plan.

Accord also asked for the lead on the Engagement Workstream to come and provide more information to the Union, particularly around how the business plan on measuring progress against the Engagement plan. Accord asked how the planned outsourcing of SC&IT P&C Support will impact SII – i.e. the potential loss of skills & experience. The Business agreed to pick this up for a future meeting.

Accord asked for more detail around the SII resourcing figures and specifically requested some reassurances that colleagues 'at risk' who are currently undertaking SII roles have 'proper' roles, BSCs and also plans are in place with regards to potential roles they can go back to after the project is finished.

Job Shop Errors

The Business confirmed that Job Shop was aware of some issues/problems with the site and were looking into how to rectify the problem. Marilyn Morris asked for copies of the email correspondence so she could raise it with the central Redeployment team at the next Group meeting.

Marketing Overview

Richard Jones and Mike Lewis dialled into the meeting to provide an overview of the changes currently underway within Marketing. Feedback from Accord suggested that although colleagues were surprised by the numbers in scope, the communications have gone more smoothly than previous restructures and this is appreciated by colleagues.

Some colleagues are concerned at the number of restructures they have been impacted by over the last few years and this is affecting their engagement. Mike acknowledged the challenge to get colleagues engaged in the new strategy and structure and Richard explained that he was conscious of the cycle individuals go through during change and he is committed to staying close to colleagues and supporting them through this time.

Accord still doesn't have an Accord rep in Marketing and Richard acknowledged the importance of having a rep in the business and agreed to send a note out on Accord's behalf to encourage interested members to get in touch.

Bonus & Pay

Accord raised various concerns in relation to how Pay and Bonus awards have landed with members. The percentages and modifiers have confused many colleagues and there are concerns that Recommenders have made the awards and therefore some line managers are communicating something they didn't allocate.

Accord highlighted issues where colleagues who are new to a team received developing performer ratings automatically and, as many are not receiving bonus or pay increases, they are now reluctant to move teams and roles in future. Additionally there is a reluctance to raise a grievance as colleagues do not want to be seen to be 'rocking the boat'.

Within Finance and CS it has been suggested that some colleagues are starting the year with a Developing Performer rating until there is sufficient evidence to prove their performance warrants a higher rating. This will be investigated further for specific examples.

Performance Management Meeting

Unfortunately due to diary availability the PM session has had to be postponed. Accord agreed to send through an additional list of concerns.

SC&IT Announcements

Accord confirmed that very few members have raised issues or appear to have looked through the potential implications of the change in reporting line.

Head of Customer Services – Bristol

Accord recognise that a new HOCS has been appointed and would like to invite her along to one of the monthly meetings to introduce herself and provide an overview of her impressions of the business during her first few weeks in the role.

MI

Divisional Employee Relations shared some initial high level figures/reports with Accord setting out some data relating to VR/CR etc. Further data is being collated as requested by Accord.

The Executive Committee members from Customer Service meet regularly with the Head of the Bristol site. Here are some of the items raised at the last meeting.

Contact Centre structure / role / salary change proposals

Contact Centre have been briefed re the potential changes to grading and career progression but these are not yet implemented as still awaiting "sign off" from HR.

Underwriting role re-alignment

This issue has now been finalised and briefed out to all concerned following persistent chasing from Accord.

Cross Heritage Grading

This was mentioned again so that the issue was not forgotten.

"CM Sell Off" rumours

Rumours have again been picking up across Bristol. It was suggested these are probably fuelled by things like senior people like Phil Loney, Andy Briggs etc leaving and delays in implementing plans e.g. the CC changes (see above), the Strategic Review, no action on cross heritage grading etc. We were advised that David Stoddard's audio briefing addresses this question but Accord pointed out that the Contact Centre are not being allowed to listen to this because they are too busy. Apparently the calls will be shorter in future.

Current Stress / Pressure levels

There seem to be higher than normal levels of stress and many individuals are currently feeling under pressure. It was suggested people now feel they have to justify what they are doing all day. Accord is concerned the frequent changes of line managers has added to the stress felt as there is no consistency. Also members feel they must document everything discussed in their 121s on their Balanced Scorecard because they will probably have a different line manager by the time they receive their end of year rating.

Chair's Report

Here is some headline information on other matters with which Accord's Divisional Executive Committee are involved.

LBG Pay and Performance Framework

Following the 2011 Pay Talks the bank has agreed to engage the unions in a joint review of the LBG pay framework and the application of performance management processes. Accord will take the opportunity to influence the new management of the bank and to focus on what is right for staff of the Lloyds Banking Group in the future.

Accord will take the opportunity to influence the new management of the bank and to focus on what is right for staff of the Lloyds Banking Group in the future.

Aylesbury

The exit from Aylesbury is proceeding as anticipated. An opportunity has arisen for 40-60 colleagues in SC&IT who would perhaps otherwise have been 'at risk' of redundancy to transfer to ELAS.

TUPE to HCL

Accord has been supporting individual members in SC&IT whose contracts of employment transfer on the 1st May. Constructive discussions have now taken place with HCL and their will be on-going dialogue so that Accord can continue to discuss issues affecting members after the transfer. As there will not be formal recognition of Accord, members are invited to become Associate members of the union.

Divisional Reorganisation

Following the change in senior management within the Division and the announcement that SC&IT will report into Group IT, there is possibly going to be some change required to the structure of Accord to support members. For the time being, Accord's structure remains as it is.

Colin Armorgie

If there is anything you feel you would like raised at the next meeting, due to take place on 9th June, please contact one of the executive committee:

Cilla Christmas (Principal Executive Council member –Aylesbury)

John McGrath (Customer Service & Principal Executive Council member & H&S)

Colin Armorgie (SC&IT & Chair)

Candy Port (Customer Service – Contact Centre)

Tracey Stone (Data Quality Solvency II Finance Operations)

Have You Switched to Direct Debit? Win £1,000

It's never been more important for you to have a voice in your workplace.

Being part of Accord gives you that as well as a host of other benefits.

We need you to help us to continue to make a difference by changing the way that you pay your subscriptions. Payroll deduction may not be available soon, so please swap to Direct Debit now.

All you need to do is ring Union HQ on 01189 341808 and we'll sort it out for you in one quick phone call.

Alternatively, you can change your payment method on-line at <http://www.Accord-myunion.org>

Log into the members' section and click on the 'Update Your Details' button. Switch to DD by 30th June 2011 and you'll be entered into a special prize draw to win £1,000.