



04/2011

19th July 2011

## Working for you in GI

### Strategic Review

The outcomes of the Strategic Review were published on 30<sup>th</sup> June.

Ged Nichols (Accord General Secretary) responded to the announcements on behalf of the union. If you didn't receive the update then you can find the commentary via the link below:

[Accord » » 30 June: 15,000 jobs shock](#)

Members in General Insurance who have contacted us have been reassured that General Insurance remains a key part of the company strategy and that the company is committed to not offshoring further operational roles. Additionally the 8 key hubs for back office operations include the main West Yorkshire sites.

However concerns do remain as there will undoubtedly be changes that impact on colleagues as cost reduction remains a priority and that it was stated by the company that 'We will be selective about our other profitable channels focusing on home, motor and small to medium sized businesses in GI.'

We will raise the question of the impact of the Strategic Review on GI in the next BAU meeting.

### Performance Management – How was it for you?

We'd like to know how you have felt about the performance management process this year – from objective setting in January to the review meeting. This newsletter will be sent out by e-mail and the e-mail will include voting buttons. Please use the voting buttons to indicate how you have felt about the process and tell us why you feel that way – what has worked well that you want to see repeated and what could be improved upon?

All feedback will be kept confidential but your feedback will be invaluable in shaping discussions with the company.

We'd like to discuss the first results with the company at the BAU meeting on July 28<sup>th</sup>. Therefore it would be very helpful if you could respond by 3 p.m. on Tuesday 26<sup>th</sup> July.

### Being a Rep



We asked Emma Thornley, an Accord rep at the Direct unit in Lovell Park Leeds to tell us about her role.

**When did you become a rep Emma?**  
November 2010

### Why did you decide to volunteer?

In my previous place of work I was treated very unfairly and had no support as there was no union, I wanted to help other's feel they were being treated fairly by their employer, managers and other colleagues. I felt I had the skills and determination to help support colleagues, as well as supporting the business in my area.

### What's been the best part of doing the role so far?

Definitely the reward and recognition from both Colleagues and Managers even if it's just a simple thank you. I feel a great sense of achievement and job satisfaction when issues are resolved.

### What have you learnt and has it helped with your day job?

I have learnt so much since I volunteered mainly about policies and procedures. I now have a better understanding of what our business objectives are and how we are trying to achieve them on a daily, weekly and annual basis. Looking at the bigger picture and realising colleague behaviours have a knock on effect within the business. I can now answer basic queries the more experience I gain.

## Would you encourage other members to volunteer?

Yes.

I would say it is a challenging role and can sometimes be very time consuming, but it has raised my profile within my division. Both Managers and Colleagues come to me for advice describing me as approachable with a can do attitude, and for me it is worth it. I enjoy every challenge small or big and am looking forward to what lies ahead and getting involved with something I can really get my teeth sunk into!

Accord holds Rep elections every two years and the next elections take place in September. If you are interested in being a rep and want to know more then please speak to one of the executive committee (contact details are shown at the end of the newsletter).

Full training is provided and all our reps receive the support of our paid officials. Our recognition agreement with the company means that company time is available for rep duties.

## Update on the June BAU Meeting

### Home Working for colleagues in Operations

The business undertook a survey on home working to assess the appetite for working from home amongst colleagues.

A very positive response was received and the company will now consider the matter further including the practical requirements e.g. H & S, technology, performance management. Consultations will then be undertaken before any policy is agreed. It is likely that if home working is adopted as a practice it will not come into effect until 2012.

The company has assured us that any move to home working will be voluntary and no colleague will be forced to undertake it.

### Direct People Plan

A discussion was held on the People Plan that is being implemented in Direct. Accord always welcomes a business implementing a clear plan that focuses on developing and supporting its people and was pleased to note the commitment from Direct.

The plan will be discussed further in September following implementation. If you have any comments about the plan and how it affects you after it is implemented then please contact a member of the consultation team.

## Colleague Engagement and Working Life

A discussion on the colleague engagement scores and the results of Accord's own Quality of Working Life survey will be discussed at the next BAU meeting (July 28<sup>th</sup>).

Richard Beaven will be joining us to provide an overview of his role, the colleague engagement survey results and planned actions.

### Issues raised by members

#### Copley

The lack of availability of reasonably priced car parking for the Copley site is causing members concern. Caroline Reid (Head of HR) will take the matter to the Group Property forum to look at whether the company can help to find a workable solution.

A concern has been raised at an e-mail issued to colleagues that appears to demand that each member should undertake 15 minutes of unpaid overtime each day. The business is investigating the matter but we have made it very clear that any such demand is unacceptable.

#### Leeds

The implementation of Workwise in Lovell Park, Leeds, was due to be discussed but the business is not yet in a position to provide an update on their plans. This will now be discussed at the next BAU meeting (July 28<sup>th</sup>).

### Nottingham

We understand it's a difficult & unsettling time for members in Nottingham with the closure getting closer and the building beginning to empty.

We continue to work closely with the company on trying to make the process as dignified and stress free as possible. If you are based in Nottingham and need help and support please do speak to your local reps or our officer, Peter Gallagher. Peter can be contacted on 07717 366 646 or by e-mail at [Peter.Gallagher@AccordHQ.org](mailto:Peter.Gallagher@AccordHQ.org)

### Your team at consultations

If you have any items that you'd like us to address in our consultation meetings, or any queries relating to items discussed at the BAU meeting, then please contact one of the team listed below:

Julie Astin (Copley)  
 Jeff Glazer (Leeds)  
 Duncan Hall (Copley)  
 Martin Lang (Nottingham)  
 Cilla Christmas (PriscillaChristmas@HBOSplc.com)

Or speak to Linda Crouch, [Linda.Crouch@AccordHQ.org](mailto:Linda.Crouch@AccordHQ.org), who is the Accord Officer leading the team.