



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

05/2011

18th July 2011

Working for You in LP&I

Mid Year Performance Reviews

During July, after your mid-year performance review, your Balanced Scorecard should be returned to you by your line manager and will include your indicative mid year performance rating.

Accord reps here in Bristol have been supporting numerous members with 2010 year-end performance rating grievances and one of the main learns from this was the importance of having sufficient, clear, documented evidence to support your performance rating.

There were a number of cases where line managers had changed, often more than once during the year. Something one line manager will easily understand from a short bullet point may mean nothing to a new line manager, so it's important your notes can be easily understood and linked to a level of performance when read by someone who doesn't know you or the work you have completed.

Make your evidence succinct and results focused and link your evidence to the level of performance you feel it demonstrates. For example:

I have demonstrated Good Performance by meeting my quality and effectiveness targets, achieving 97% quality and 100% effectiveness this period.

I have demonstrated Strong Performance by delivering ahead of target and ensuring project costs were under budget.

Remember to ensure you are not disappointed or surprised by your year end rating. You should record evidence that demonstrates you have met all of your objectives and show you have displayed the required behaviours in doing so. If you've been told or believe you may not achieve the rating you feel you deserve, make sure you ask your manager what extra you need to do to achieve this and where appropriate agree a suitable development plan to help support you in achieving this.

Ultimately if you disagree with your indicative rating you can challenge it by raising a formal grievance.

For advice please contact one of your local reps.

Bristol Park & Ride

Accord is aware of the recent Park & Ride price increase and administration changes made by Bristol City Council, that could result in season ticket costs rising 50% from £400 to £600 per year.

At a time when most members have already been hit by reductions to bonuses and pensions and salaries have increased at less than the rate of inflation, this sort of significant increase in travelling costs could cause members problems. We have raised this with the company but so far they have been unable to offer a solution. Accord is going to talk to the council to try and find a way to help.

Bristol Contact Centre Career Progression Model

Accord has been involved in consultations concerning the Contact Centre Career Progression Model and is pleased this has now been implemented.

We believe this is a step in the right direction in recognising and rewarding the skills and experience required in these roles.

Temperature on 4th floor Harbourside

Accord has raised issues on behalf of members, mainly in the Contact Centre on the 4th floor, and escalated this to a variety of people.

Group Property have been working towards identifying the problems and a solution but we have received feedback explaining it is proving somewhat difficult to identify exactly what is causing the problems.

To date Group Property have:

- Taken temperature readings from several areas across the third and fourth floor to identify any temperature fluctuation. This data has been collected over a 4 week period (29 April – 23rd May) and includes areas around central desk area of top floor.
- Engaged specialists to check that the Building Management System is working correctly and identify any alteration that can be made to improve the efficiency of system.

- Adjusted time settings for cooling to engage from 5am.
- Cleared perimeter vents which had been previously blocked off.
- Reviewed alternative blinds which incorporate side tracks to prevent sun penetration through the sides of window.

Any solutions may be restricted by many of the buildings features i.e. standard of special glazing throughout the building, lack of external light diffusion screen to top floor, open airy atrium. None of these areas can be altered without major impact to the design and excessive planning.

- Accord has also suggested a number of interim measures that should be considered for example:
 - Stand alone screens by the windows to reduce heat of direct sunlight
 - Stand alone fans
 - Turning up the air con on the 4th floor
 - Allowing colleagues regular "break out" time to cool off
 - Providing cold drinks or ice lollies during really bad times.
 - Providing cooling sprays for anyone wishing to use them
 - Stand alone air con system to supplement existing air con.

LP&I BAU Meetings

We have had two further LP&I BAU meetings with the company one on 12 May and another on 9 June. The following topics were discussed.

- **Solvency II – Engagement, Comms & resourcing Update.**
- **CS Bristol** Donna Trapnell, newly appointed Head of Customer Services in Bristol attended the meeting to introduce herself and answer questions.
- **CES Plans.**
- **Pay & Bonus – further issues.**
- **Grievances** - Accord stressed it is concerned at the very high number of grievances relating to Pay and Bonus awards and asked if the company is doing any analysis to learn from these cases. The company provided the latest stats relating to the number of grievances across LP&I which supported Accord's findings.

- **Performance Management Meeting held on the 24th May 2011.** The joint meeting with Unite was held to flag the process problems experienced by members with a view to making the half year process run more smoothly.
- **Cross – Heritage Grading** - Accord voiced it's frustration re progress and that the business is not taking the opportunity to work with Accord on this issue.
- **Campus Forum—Accord will now have 2 reps on this committee.**
- **Temperature on Harbourside 4th floor (mainly Contact Centre).**
- **Absence & Attrition rates and other MI.**

We will report on the latest BAU meeting held on the 14th July in our next Newsletter.

If you have an item you would like Accord to raise on your behalf please contact one of your local reps, or if you feel it's a general issue that needs to be raised at our next LP&I BAU meeting please contact one of your local Executive Members who are:

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 Ops)

Some of the feedback received from local Accord members recently

"Thank you for all your help and support over the past few months with my grievance.

Having worked for the company and been a member of Accord for 15 years, I never thought I would ever be in a position where I would find it necessary to raise a grievance and ask for help. The decision to raise a formal grievance was not taken lightly and I had many concerns over how it would be handled and looked upon.

I can honestly say that throughout the whole process your knowledge, guidance and support was invaluable. You were always very approachable, friendly and nothing was too much trouble for you. You were always willing to stop what you were doing to listen to me and never made me feel like I was wasting your time.

I hope that I will never be put in a position like this again, but through this experience would highly recommend to all, the value of being a member of Accord."