



07/2011

6th July 2011

Working for You In Group Operations & Executive Functions

Group Ops BAU 8th June:

We met with the company on the 8th June. 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)
- Carley Anderson (Accord Vice President)
- Linda Crouch (Accord Regional Officer)

Our next meeting will be held on the 13th July.

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

Performance Management:

- Group Operations kick started the mid-year review process with a Performance Management week from the 16th May. The aim was to promote the process and stages as well as clarifying any misunderstandings about how PM should work.
 - ◇ A number of interchange articles were run throughout the week focusing on the mid year review process and included links to the calibration guide that was issued towards the end of 2010. Any members that might have missed this should visit this [intranet link](#).
 - ◇ Live meeting sessions were held which 400 participants joined (both colleagues and managers). These sessions were recorded and are available for playback.
- 6th June was the deadline for sending Balanced Scorecards to managers for mid-year review (77% of colleagues did this on time). and working with remaining colleagues to ensure they understand the necessary next steps.

- 1-2-1's should be booked in with your manager from 30th June - 31st July.
 - ◇ The unions raised questions about the way this had been communicated as it seems that it has been misunderstood that the 6th June was the deadline for holding mid-year reviews. The organisation confirmed there had been a consistent message throughout but would investigate those areas advised by the Union where there appeared to be some misunderstanding.
- It was noted by the unions that a number of colleagues have recently had their areas transferred into Group Ops and it was important that these communications are repeated towards year end to ensure a consistent message to all.

IT:

- It was recently announced that the early Voluntary Severance register opened to colleagues impacted by Phase 3 withdrawal from non-strategic sites.
 - ◇ The unions raised some issues regarding the communication for the opening of the early VS register for Phase 3. We were aware of reps that were not included.
 - ◇ The unions raised concerns about the communications and that a number of members had challenged because they were not eligible to register.
 - ◆ ER/HR to take away to see if an update needs to be issued in Darryl West's next communication to all IT colleagues
- IT integration, a quick update:
 - ◇ Phase 2 – All impacted colleagues should have had 1-2-1s with their Line Manager and know the selection outcomes. Accord will support members through the appeals process where it is believed the outcome is unjustified.

AOB:

- Update on Project Vectis - Clearings:
 - ◇ We've had a 1st consult and further meetings have been arranged for June/July.
 - ◇ 'The unions asked for regular communications to take place to keep impacted colleagues informed of progress and next steps'
- Customer Service Grade Review:
 - ◆ Following last months BAU, Accord issued a note saying that we'd had no negative feedback, since then we have received a handful of queries. There seems to have been some misunderstanding around the appeals process, and the organisation has had full conversations with colleagues to clarify understanding.
- Cost Management Units
 - ◇ The unions raised concerns over the way in which the CMU had imposed changes to the colleague expenses policy without it coming through the unions or agreed processes.
 - ◇ This issue is not specific to Group Ops and has been flagged up by ER. It is being raised to Groupwide discussion as all in attendance agreed it had not been handled in a consistent way.

Group Operations – PSS Colleagues:

Colleagues within the PSS area in Belfast have been transferred into Group Operations from Direct Channels. We have conducted a small ballot in this area regarding the T&Cs as the bank looks to move them onto the standard group terms. The results will be communicated shortly to these colleagues.

Group IT Call – 17th June

We have monthly meetings with the IT HR team, the following sets out some of the items we discussed.

Representing Accord were:

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

Our next meeting will be held on the **15th July**.

- **Release C & Holidays** - With the recent announcement regarding the changing date of Release C Accord have had a number of contacts from our members wanting to know how this might affect their family's holiday plans. The business will be looking at their resourcing, however it has been confirmed to us that they will not be asking colleagues to cancel their holiday plans except in exceptional circumstances. HR are keeping a close eye on this with us, and any cancellations would result in full reimbursement to colleagues.
 - ◇ We raised concerns over how long some colleagues have gone without holidays and now they are expected to wait longer.
- **24/7 Operations & shifts** – An email was circulated in this area regarding the claiming of overtime and lunch breaks. Both Accord and Unite raised our concerns about this immediately with HR and it has since been fully retracted and shall not be enforced. It was not in keeping with our agreements with the business.
- **Compulsory overtime** - There was a concern that one area were attempting to force colleagues into a compulsory overtime situation to resolve resourcing gaps in a 24/7 shift rota. Both unions disagreed with this approach.
 - ◇ HR agreed that rotas should be staffed on a voluntary basis only. Compulsory overtime (as set out in contracts) can be called upon, but this is where additional work is needed and not to fill normal resourcing gaps. Details to be sent on for investigation.

IT Colleagues – Lovell Park, Leeds

On the 21st June, the bank communicated to IT colleagues in Lovell Park that they would be exiting the site by the end of 2011. Unfortunately the bank is unable to confirm the Go To locations at this point as a result of the delay with Release C, however the bank hopes to be able to confirm this in August.

SC&IT which has recently transferred into Group IT will remain in Lovell Park at this time.

IT Colleagues – Regents House, Bristol

The bank has communicated to IT colleagues in Regents House, Bristol that the site will be closing at the end of 2011. Colleagues will receive further information from the bank about how they will be personally impacted by the move. The Go To locations identified by the bank are Canons House and Harbourside.

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