

# ACCORD



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

02/2012

16th February 2012

## Working for You in GI

### Use your vote

Accord goes to the polls in February to elect its President and National Council (the PEC).

A ballot paper will be issued to member's home addresses on 14<sup>th</sup> February and you will have until noon on 6<sup>th</sup> March to get the papers back to the scrutineer. Details of all the candidates who are standing for election will be provided with the ballot paper

The President and the PEC oversee the union's activities and represent your interests at Group level negotiations – they influence your daily working life. **Who do you want to represent you? – Use your vote.**

### Conference 2012

The biennial conference is the most important event in the union's calendar and will be attended by 250-300 reps and officers.

Guest speakers will come from Lloyds Banking Group and the trade union movement.

Although non reps don't attend the conference, all 30,000 Accord members are invited to submit motions for debate. The majority of the daytime sessions are dedicated to these motions.

Any member, or group of members, can submit a work-related motion to their local rep for debate. Following the debate, delegates vote for or against each motion. Those that are carried (voted for) will become key elements in the union's work for the next two years. If you want to submit a motion, first speak with your local rep, who will forward it to HQ on your behalf.

The closing date for submission of motions is 29<sup>th</sup> February 2012.

### Spotlight on Copley

The January BAU meeting was held in Copley on February 3rd and the spotlight was on Copley issues. Jackie Toman-Wilkes and Gaurav Jairath and the full GI rep team joined us to discuss items raised by members in Copley.

Linda Crouch (Accord officer with responsibility for Copley) started the session by thanking Jackie and Gaurav for agreeing to regular consultation meetings with the local reps and noted that the benefits had already started to come through. The reps can provide input on plans and comms at very early stages and can help to prevent issues occurring or resolve them very quickly.

This is the model that we already use in Direct in Leeds, which the Management team and local Reps think has really been beneficial.

### Car Parking

The involvement of the senior management team in GI to try and resolve the problems is starting to bear fruit:

- The parking allocation policy is being reviewed and 100 extra passes have been issued. Richard Bevan is pressing hard for customer service colleagues to get priority.
- You should recently have been asked for your views on a potential park & ride initiative in Halifax.

We are still waiting for the business to respond on the questions we raised on the issue of welfare parking. We'll keep pressing for progress in both areas.

### Pay and Grading for claim consultants

This question was first raised with Kate Guthrie (HR Director, Insurance) in November on behalf of members who felt that the grading attached to their role was incorrect (and therefore pay).

The business has agreed to re-evaluate the role and will share the role profile with the area rep for comment before it is evaluated. The role evaluation process is one that is agreed by the unions and Accord officers are present to ensure that the process is fair and reasonable.

### *HCS Shift changes and Saturday working*

All special requests made as part of the shift changes have now been considered and individuals have been advised of the outcomes. Our local reps have been involved in supporting members through the shift changes and special request process.

A question was raised about the requirements for booking holiday on a Saturday. A discussion was held and the matter is to be discussed further at the next local meeting with the management team in Copley.

If you have any questions about working hours, shift patterns etc then please contact your local rep.

### *More support for you locally*

The business has agreed to an increase in the number of reps in GI Copley and we're really pleased to welcome Wayne Stott (Claims) and Rachel Robinson (HCS) on board.

If you are interested in becoming a rep, wherever you are based, then speak to one of our Exec team members (see 'Your Team at Consultations').

### **Shannon Creditor**

LBG undertook to update colleagues in Shannon about the on-going discussions with third party buyers in Q1 2012.

Accord will be briefed in the next few weeks on any progress to date in advance of any communications to members from the bank. We are not expecting any announcement of outcome at this stage, fully understanding that considerable work has still to be done by both the third parties and LBG. Any comments or questions on this or any other issues should be sent to our Regional Officer for Shannon Jim Fielding at [jim.fielding@accordhq.org](mailto:jim.fielding@accordhq.org)

### **Colleague Engagement Survey**

Headline results are out and we held a brief discussion about them. It was good to hear that Toby Strauss (Group Director of Insurance) was taking a personal interest, was fully aware of the issues and was targeting managers to deliver real change rather than just move the figures.

The reps in Leeds and Copley will work with the Senior Managers via their local engagement meetings on understanding the issues flagged and their plans to address them.

### **Breaks in Direct**

Great news for colleagues in Leeds, the business has agreed to harmonise lunch breaks to match the team in Bournemouth so all existing colleagues that have a 50 minute lunch now get an additional 10 minutes meaning that Bournemouth and Leeds now get a 60 minute lunch break. The business has been able to do this thanks to the hard work of colleagues who have delivered efficiency improvement

### **Performance Management**

#### *Objective setting*

GI confirmed that the objective setting process was completed by 31<sup>st</sup> January as promised at the last meeting. The HR and management team will now do some sampling to ensure that the objectives meet the SMART standards and that the process has worked for colleagues.

If you get asked for your view of the process, then do give a view, we need to encourage the good practices and get improvements if they are needed. Your responses will help to achieve that.

Don't forget that objectives aren't fixed for the whole year, they should develop as your role develops or circumstances change. When you have your monthly 1-1 review the objectives and make sure that you still feel that they are a fair and reasonable measure of your performance.

#### *Year End Ratings*

Your year end rating should be confirmed this month.

Hopefully you will be happy with your rating but if you have concerns please speak to your line manager. If you remain unhappy once you've had that conversation then you can appeal your rating via the Grievance process. Your local rep is there to offer support at all stages of the process.

## 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:

- Duncan Hall (Copley)
- Sally Baston-Cooke (Copley)
- Emma Thornley (Leeds)
- Cilla Christmas  
(PriscillaChristmas@HBOSplc.com)

Or speak to Linda Crouch (Linda.Crouch@AccordHQ.org) who is the Accord Officer leading the team.

Toby Strauss (Group Director, Insurance) has announced changes to Insurance that will bring the LP & I and GI businesses together. Over the forthcoming months the structure of our consultations may change but at the moment meetings will still be held that focus wholly on GI.

### 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 by emailing [info@accordhq.org](mailto:info@accordhq.org).

Switch to DD by 31st March 2012 you'll be entered into a **special prize draw to win £1,000**.

**Although Accord's primary aim is to protect your interests at work, we also provide a range of excellent benefits which make membership great value for money.**

**Legal Helpline** All union members and immediate families are entitled to use the legal helpline. This gives you access to a qualified legal adviser on any matter. The advice is completely confidential, **FREE** and easily accessible at all hours of the day or night. **Call 0800 884 0118.**

**Personal Injury Claim line** If you've been injured in an accident, our legal experts can help. Our personal injury claim line is provided by Russell Jones & Walker (RJW), one of the UK's leading law firms. It's a **FREE** service to members and their families. All you need to do is pick up the telephone. **Call 0800 884 0114.**

**Personal Accident Insurance** Your Accord membership automatically provides you with **FREE** personal accident insurance. For details call **0870 905 0668.**

**Accord Travel Club** Before you book **ANY** holiday / tour / flight / hotel / car **ANYWHERE**, ring **0800 953 1263** and checkout your Accord Travel Club Discount.

**Commission Cashback Scheme** The Union's Commission Cashback Scheme specialises in sourcing level and decreasing term assurance, critical illness and income protection policies for Accord members and their families. Members then receive cashback of up to 9 times their monthly premium. The average lump sum cashback paid out this year under the scheme is **£400**. Since its inception, the scheme has paid out over £2.5m. Ring our brokers on: **Lifelink: 01189 349800 or Valley: 01706 218719**

**Tax & Pensions Advice Line** For **FREE** confidential access to taxation and financial specialists you can call **0870 428 1909.**

**Will Writing Service** In conjunction with Russell Jones & Walker Solicitors, members can benefit from discounts and expert legal advice. It is quick, simple and professional, and because you do it online, you can see your will being created as you go along. To access the web-based service go to <http://www.yourlegalrights.co.uk/accordwills>. You'll need a discount code which can be found in the legal services section on the Accord Website. Wills can be made from as little as £19.99 – that's a 60% discount on the usual price.