



2011/ 03

May 2011

## Working for you in W & I

### BAU meeting report

We have continued to present you at consultation meetings with the company. This newsletter is a summary of the discussions that took place in March and April.

### RDR

#### *Back-Office Roles*

The business has reviewed the position of colleagues in back-office roles (Verifiers and Paraplanners) who are required to complete the RDR qualifications, by the company but not by the FSA, following feedback we submitted on behalf of members. It has been confirmed that these colleagues will still need to complete the qualifications however the timeline has been extended to allow them more time to complete the qualifications. Colleagues are already undertaking the exams and will receive a specific briefing on timeframes in due course.

#### *SS & D Review*

SS & D are reviewing support provided to their specialist advisers and how it can be improved in light of the feedback we submitted on behalf of members. We are awaiting an update on the review and are expecting to receive an interim update shortly. We'll report back as soon as we can.

#### *RO1 Review*

Colleagues who have recently completed the RO1 exam have been asked to provide feedback on the level and type of support provided. Further consultation on company support for RDR exams will take place once the results of that review are available and we'll report back as soon as we can.

### *Gapfill vs. Exams*

The business reported that there has been some movement from the FSA, and colleagues who already hold a level 4 Diploma qualification will no longer have to Gap Fill the Protection paper, therefore those colleagues who previously required R05 may no longer need this qualification. In addition, there has been a full review of RDR requirements on the remaining syllabuses, and it has been agreed that colleagues who are already Level 4 qualified can make their own choice between Gap Fill CPD and examination route.

If you need to have RDR qualifications you should have had a conversation with your Line Manager about what this means for your situation. If you haven't already done so then so ask to speak to them about it in your next 1-1.

### **Reward and Recognition**

The Company is holding adviser focus groups at the moment **to discuss your current reward and incentives packages with a view to identify possible improvements for the future.**

Please give us your thoughts by e-mailing Cilla Christmas by c.o.b. on 17th May. We'll compile your feedback and share it with the company (no individual details will be shared) in order to shape their thinking as they work through this process.

### **Group Pensions Unit**

Members in the unit raised concerns about the lack of clarity on targets and bonus for this year as they are not fully in place. The issue has been raised with the Divisional remuneration specialist and we are expecting further consultation to take place when the company bring proposals back to the May BAU meeting. For further information please contact Cilla Christmas.

## BoSAS Salary reduction letters

Members in BoSAS contacted us as they had received letters from Flex telling them that their salary was reducing in April. We were able to flag the matter to the business at the BAU meeting the next day and to provide confirmation straight afterwards to members that the letters were sent in error and that no individual would be financially worse off.

## Work-Life Balance

Accord is running a Quality of Life survey on our website.

Please take the time to visit the website and complete the survey. The aggregate details will be used to work with the company at Group and Divisional level to find ways to improve working life for everyone. A number of members have contacted us with concerns about the structure of their roles and how they believe it works against their having a decent work-life balance and it will be helpful how widespread these concerns are.

We'll let you know what the W & I results tell us once they come through and update you on how consultations progress.

## At our next consultation meeting

These are the items that we'll be putting forward for the agenda:

1. Reward and Remuneration
2. RDR - support for exams
3. Performance Management in 2011
4. H & S - structure within business areas and support provided to managers
5. Work-Life Balance across W & I

If you have any comments about these issues or have other items that you'd like us to raise on your behalf then please contact one of the Advisory Committee members, details below, by c.o.b on 15th May.

## Have you switched to Direct Debit yet?

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.

## Advisory Committee - Are you interested in getting involved?

We have vacancies on the advisory committee. Help us to Help you by joining us and putting the case for members to the company.

If you are a member or a rep then you could play a valuable part in helping the business be successful whilst looking after colleagues.

If you have any issues or questions, then please contact one of the team:

- Cilla Christmas PriscillaChristmas@HBOSplc.com)
- Tom Harrison (Tom.harrison@lloydstsb.co.uk)
- Lawrence Lakeland ([LawrenceLakeland@BoSIS.co.uk](mailto:LawrenceLakeland@BoSIS.co.uk))

Or contact Martin Pyke, the Accord officer looking after W & I matters at: [Martin.Pyke@AccordHQ.org](mailto:Martin.Pyke@AccordHQ.org) or 07954 421 812

**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 24 hour legal helpline. The advice is completely confidential and **FREE**. **Call 0800 884 0118.**

**Personal Injury Claim line** If you've been injured in an accident, our legal experts can help. It's a **FREE** service to members and their families. **Call 0800 884 0114.**

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

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**Commission Cashback Scheme** This specialises in sourcing level and decreasing term assurance, critical illness and income protection policies for Accord members and their families. **Lifeline: 01189 349800 Valley: 01706 218719**

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