

Telephony - Shift Working Proposals Get The Go Ahead

Members will be aware that the development of new shift working patterns is central to the continuous improvement programme called RISE taking place within Telephony in Card Operations.

I reported in my last Newsletter, that we had worked with the Bank over many months to find a way forward that would provide the sort of flexibility the Bank wanted whilst protecting staff who couldn't or wouldn't change their working hours. As a result agreement had been reached on a way forward, which would make change entirely voluntary.

Importantly, the Bank realised that for there to be any meaningful change or improvement it must have patterns that staff were willing and able to work. As a result the agreed proposals had no impact on over 60% of staff and following the

preference exercise for those staff that did not fit automatically into the new patterns, all but 50 staff will be able to work the proposed patterns.

Consequently although the exact date has yet to be confirmed, the changes will now go ahead in early June.

Next Steps

Over the next few weeks staff will be asked to confirm that they are still willing to change their working hours.

It is important to reiterate that staff moving onto new working patterns will not move onto flexible contracts but whatever new hours are agreed will become their new fixed contractual hours. There will not be any trial period and once made changes will be permanent.

Team Leaders who do not fit automatically into one of the categories will now be asked to state a preference for which shift patterns, if any, they would be willing to work. **Again participation will be voluntary and staff will be under no obligation to discuss their reasons for not wanting or not being able to change their hours.**

Those staff with working hours that do not fit into one of the new patterns will continue to work their existing hours. However, the Bank will endeavour to see what if any 'tweaks' in hours can be agreed to accommodate the new patterns. It will also explore with the staff concerned any redeployment opportunities within other Card Operations functions or parts of the Bank.

The Bank has told LTU that it is confident it can successfully accommodate or redeploy all affected staff and that Voluntary Severance/ Voluntary Early Retirement should not be necessary.

LTU Advice

Members requiring advice or assistance at any stage should contact the Union's Advice Team on 01234 262868 and speak with a full time official for independent, professional advice.

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