

Registrars Members Update

FAIR PAY NOW CAMPAIGN

The Pay Campaign

A guarantee that all Staff, are paid no less than 90% of the appropriate Local Market Indicators.

All Increases to be backdated to April 2002 for all staff who have been employed since January 1st 2002, based on 2002 MI's.

Value of Local MI's to be increased to their 1999 levels, based on increases since then in UK Average Earnings.

MI's to be moved progressively higher over subsequent years to reflect higher local cost of living.

Additional funds to be injected to raise salaries of longer-serving, experienced Staff far closer to their MI's.

LTU has recently launched its Fair Pay Now Campaign in Registrars, the main features of which are detailed down the right hand side of this page.

As well as issuing a series of Newsletters to back up our Fair Pay Now Campaign, and continuing to press the Bank until it recognises the fact that salary Levels are unacceptably low in Registrars in Worthing, LTU will be providing additional increased 'on-site' support to members in the form of ...

- Our new JAOR, Mike Duffell, who will be available to members once a month. Further details about Mike's appointment can be found on Page 4 of this Newsletter
- Increased visits by LTU's Regional Officer for Registrars, David Knight, who will now be spending one day a month at each of The Causeway, Aspect House, Brooklands House and Highdown House
- Further local support from David Evans, LTU's Senior Health & Safety Representative in Registrars, as detailed on Page 5 of this Newsletter.

This Newsletter will bring Members up to date with the progress of the Union's Fair Pay Now Campaign and outline the support that members can expect locally.

Fair Pay Now ...

Members will be aware from previous Newsletters this year that LTU has mounted a 'Fair Pay Now' Campaign for all Registrars Staff. The basis of this Campaign is detailed in the box on the front page..

The Bank had announced that Market Indicator for Band 8 Staff in Worthing will be increased to just £12,000.

In fact, in the last four years Registrars Pay Rates in Worthing will have;

- Increased by just 4.8% for staff in Band 8;
- REDUCED by 5.1% for staff in Band 7.

In the same four year period;

- Inflation has increased by 7.9%.
- UK Average Earnings have increased by 13.7%.
- Local House Prices have increased by 78.9%.
- Average Pay in the Worthing 'Travel To Work' area have increased by 10.0% over the last 3 - rather than 4 - years, according to government statistics.

In our Newsletter of xxth February, LTU advised members that we have rejected the new Market Indicators and Pay Arrangements which have been announced for Registrars Staff as unacceptable.

LTU recently published the table at the foot of this page, comparing Worthing Pay Rates and Living costs with a selection of other areas.

It shows just how bad Registrars' Worthing Pay Rates are by showing, in the last column, how much the Market Indicator would need to be to match the standard of Living in each of the locations.

LTU will shortly follow this up by publishing its research showing how Registrars Pay compares poorly against that of other similar employers operating within the Worthing area.

But these aren't the only reasons for LTU's 'Fair Pay Now' Campaign ...

- The cost of living in the Worthing area is well above the UK national average.

Yet, out of 307 different areas allocated Local MI's by the Bank, just 57 (18.6%) have been allocated rates which are the same or lower than those proposed for Registrars Staff in Worthing.

- Registrars has been a particularly successful and profitable component of the Lloyds TSB Group in recent years. Indeed only last year Senior Management were congratulated by Peter Ellwood for the function's performance.

But despite this, Pay Rates were last year frozen in Worthing!!!

- Even worse, this year the Bank has sought to excuse nominal increases in Registrars Pay Levels - just a 4.8% increase for Band 8 since April 1999, and a cut of 5.1% for Band 7's - on the

HOW REGISTRARS' WORTHING PAY RATES COMPARE			
Area	Band 8 M.I.	Average House Price	Equivalent Living Standard
Bradford	£11,750	£74,237	£15,157
Grimsby	£11,750	£61,194	£15,275
Derby	£11,850	£89,365	£14,457
Ipswich	£12,000	£105,521	£13,560
Plymouth	£12,000	£97,785	£12,840
Worthing	£12,000	£147,053	£12,000
Birmingham	£13,500	£107,417	£14,040
Brighton	£13,500	£181,184	£12,690
Bristol	£14,250	£144,553	£15,390

Keeping In Touch With You

Do we have your correct details? Newsletters by e-mail

Do we have your correct Work Location recorded? If not, clearly we will not be able to communicate as effectively with you.

If your Work Location has changed, or is different to that shown on the envelope containing this Newsletter then please tell us using the enclosed insert.

You can now receive most Newsletters by e-mail to your home computers if you wish.

Simply contact the Union's Bedford Office on 01234-262868 and advise us of your e-mail address.

You will then receive copies of the LTU Newsletters relevant to Registrars members as a Word document.

Support You Can Count On

Only LTU has the resources to provide members working in the Registrars with the level of services needed to ensure that their interests are fully met. These include:

- Regular Newsletters on issues affecting staff.

Each year, LTU is alone in issuing many informative Newsletters tailored specifically to addressing the needs and concerns of Registrars staff.

- Regular visits by LTU.

LTU's Full Time Officials and JAORs visit each Registrars building on a regular basis to provide help, advice and guidance on all matters affecting staff.

- Regular meetings with Registrars Senior Management.

LTU meets with the Senior Management on a regular basis to discuss issues of direct concern to

staff who work in Registrars.

- Campaigns for and on behalf of members working in Registrars.

LTU regularly campaigns on issues - from pay to working conditions - affecting Registrars staff.

Because of LTU's professionalism and resources, and the fact that the Union represents only staff in the Lloyds TSB Group, LTU is able to be closely in touch with the needs and concerns of staff in all areas of the Bank - such as Registrars. This means that LTU can act quickly and effectively to ensure that staff get a fair deal.

Only LTU can offer this level of support.

Any members needing advice, information or representation should telephone LTU's 24 Hour Advice Line on 01234 262868.

STEVE TATLOW
Assistant General Secretary
STEVE TATLOW
Assistant General Secretary

Keeping You In Touch

LTU issued nearly 200 Newsletters last year, and has already issued a staggering xx so far in 2003, many of which have contained advice, information and guidance for Registrars members.

Here are just some of the Newsletters that LTU has produced. If you would like further copies of any of these Newsletters, simply contact the Union's Bedford Office on 01234-262868, or e-mail Graeme.Down@ltu.co.uk.

- *02-Jan-Agency Staff Employment Rights*

What You Get For Your Subs

... for Registrars Staff

grounds that turmoil in the Stock Market is forcing a squeeze on costs.

The Bank never offered above average increases in Pay Rates to Registrars staff in recent years when the Stock Market was particularly buoyant, so why penalise staff now?

- *LTU can see no good reason whatsoever for Registrars Management refusing LTU's demand to guarantee that no Bands 7 and 8 staff will be paid below 90% of the (already unacceptably low) Market Indicator*

This is despite the fact that the vast majority of staff across the rest of Lloyds TSB have such a guarantee.

- *Senior Management has insisted that staff are already paid close to the Market Indicators.*
- *If this really is the case then the reasons for refusing to guarantee minimum salary levels is even more unjustified, since, if the Bank were right - which LTU disputes - agreeing to LTU's claim would not mean that vast numbers of staff would be entitled to additional pay increases.*

Pay Grievance Successes

In recent years, LTU has had considerable success supporting members in pursuing Pay Grievances over the level of their salaries within Registrars.

Of the 14 Registrars cases eventually pursued through the Bank's formal Grievance Procedure;

- *Nine resulted in pay increases in addition to those*

originally awarded in the April Pay Increases;

- *The successful cases resulted in additional pay increases ranging between 2% and 8.9%; the average being 4.37%. In several cases the increases were back-dated up to two years, with resultant increases to Profit Sharing as well;*
- *In only two cases was LTU unable to secure further pay increases for staff using the Bank's Grievance Procedure.*

Most of the cases resolved successfully affected staff with three or more years service, whose salaries were typically only at around 90% of the appropriate Market Indicators. This was despite the fact that it was clear that they were fully experienced and satisfactory performers.

Ongoing Support From LTU

LTU's JOAR, Mike Duffell is available one day each week, and will be pleased to discuss any problems members have relating to pay. Mike can be contacted on 01903-xxxxxx. Further details of Mike's role and responsibilities can be found on Pages 4 & 5.

LTU has a dedicated Advice Team all the members of which are very experienced in dealing with members' Pay Award issues. The Advice Line is available 24 hours a day, 7 days a week on 01234-262868.

LTU Representation in Registrars

Jointly Accredited Office Representative

Mike Duffell was appointed LTU's Jointly Accredited Office Representative (JAOR) for Registrars earlier this year following training undertaken by both the Union and the Bank.

The JAOR Role is a joint Bank and Union initiative, designed to help facilitate communication and the resolution of individual issues and concerns at a local level.

Mike is allocated one day a week (Thursdays) on full pay from the Bank, to carry out the following duties:

- Conduct 'Advice Shops' in and around Registrars, in order to help identify and resolve individual and collective staff issues and concerns.
- Liaise closely with local HR Management to discuss developments which may affect staff and attempt to resolve staff concerns.
- Be an effective contact between LTU and its members.

- Provide assistance to members with grievance, disciplinary or performance problems, in close liaison with LTU's experienced full-time officials.

- Attend meetings between the Union and Registrars' Management, providing local input to negotiations and consultations.
- Explain the role of LTU to new employees and other staff and ensure that members are able to make the fullest use of LTU's extensive services.
- Help to ensure that staff are kept up to date on all developments which may affect them, across the Bank and in their own specific area.

Mike Duffell
Jointly Accredited Office Representative for Registrars

LTU's Representative Liaison Committee

LTU has an active Representatives Liaison Committee which meets quarterly.

The Registrars Representatives Liaison Committee is one of many similar Committees across the Bank's Head Office and Department areas which provide a direct link between the Union's members and the Union's negotiating Officials enabling;

- Clear lines of communication between the

member and the Union centrally;

- Direct input from members to the Union's negotiating Officials to ensure local issues are fully addressed when the Union meets with Registrars' Senior Management;
- To enable LTU's negotiating Officials to update members first hand with details of developments, both in Registrars, and across the Bank as a whole.

Health & Safety Representation

David Evans has long been involved in Health & Safety Representation on behalf of members in Registrars for LTU, and now has considerable experience in Health & Safety Representation.

LTU recently took the step of formalising David's status, and wrote to the Bank Accredited him as our Principal Health & Safety Representative in Registrars.

David's duties as LTU's Principle Health & Safety Representative include:

- Conducting Health Safety site visits in order to help identify and resolve Health & Safety issues and concerns;
- Liaising closely with local HR Management to discuss developments which may affect the Health, Safety and Welfare of staff and attempt to resolve staff concerns;

- Providing assistance to members with Health & Safety issues, in close liaison with LTU's experienced full-time Officials;
- Attending meetings between the Union and Registrars' Management, providing local input to Health & Safety negotiations and consultations.

David Evans
Health & Safety Representative for Registrars

Other Representational Help Available

In addition to all the on-site Representation available to members in Registrars, LTU also provides an unrivalled range of support from our Bedford Office.

- One of LTU's Full-Time Officials, David Knight, will be visiting all the Registrars sites at least every three months next year;
- LTU's 24-Hour Advice Line is available to members at any time, day night or at the weekend. All the members of the Advice Team are ex members of Bank staff who are now

full-time employees of the Union so are in a unique position to give professional, accurate, impartial, advice to members on any work-related matter. Members can ring on 01234-262868 ... and remember that's 24 hours a day, 7 days a week;

- In addition to the members of the Advice Team, LTU has a team of Consultants who are employed specifically to take on the more complex Individual Representation, such as, for instance, Grievance cases;
- Members can also contact the Union directly via e-mail. E-mail the Union at advice@ltu.co.uk