

8 JULY 2005

Telephony

Performance Improvement Plans

Members will be aware from the Union's All Members Newsletters of our concerns over the large number of staff across the Bank likely to be placed on Performance Improvement Plans (PIP's) because they have failed to meet all of their Balanced Scorecard objectives.

Within Telephony we have been equally concerned at attempts to place some staff, albeit a limited number, on formal PIP's as a direct result of their failing to achieve the franchise growth element of the Balanced Scorecard - in other words for lack of sales alone.

However, I am pleased to report that having brought the issue to the Bank's attention new advice is to be issued to HOCC's and their management team that this is not an appropriate or accepted practice and that any cases must be stopped immediately. **No Performance Improvement Plans should be initiated or continued where franchise growth alone is not being achieved, unless there is an outright refusal to sell.**

For further advice or assistance on this, or any matter, members should phone the Union's 24 Hour Advice Line on 01234 262868 to speak to a full time official for independent, professional advice and assistance.

Effective Levels

As members will also know we have been working with the Bank for some considerable time on changes to the consistency and complexity of Effective Levels. One aim of our negotiations has been to achieve a situation where there are consistent targets and objectives across all centres with clearly established minimum levels of individual performance. Only then if minimum levels of performance are not being met should there be any question of performance improvement being considered.

I hope to report on our negotiations within the next month.

NICK HOLT
Assistant General Secretary

