




# Staffing Levels + Unpaid Overtime

- Lists should be circulated in good time for staff to choose their holidays. First choice normally covering the main 10 days should ideally be completed by the end of October; with second choices of a further week or more completed by the end of the year. Ideally, all holidays should be chosen by the end of February of the holiday year in question.
- Staff must have the option of seeing the appropriate list before making their choice.
- Lists should be drawn up on either a branch/office or on a group-wide basis. Either way, staff should ensure that choices are made in strict accordance with seniority of band and length of service within that Band.
- The Bank's rules provide for consideration to be given to staff with school age children. Clearly we would encourage this with, perhaps, concessions being given in one year in return for more restriction the following year. However, any member of staff may insist that the full rules on seniority are adhered to.

Any member requiring advice or assistance on this or any matter should contact LTU's 24 Hour Advice Line on 01234 262868.

 <p><b>01234 262868</b> 24 Hour Advice Line</p>	 <p><a href="mailto:24hours@ltu.co.uk">24hours@ltu.co.uk</a></p>	 <p><b>01234 262821</b> Fax number</p>
--	---	---

**Mark V Brown**  
Assistant General Secretary

LTU's last Newsletter on staffing levels has struck a chord with thousands of staff across the Network. We received some 1600 fax-back responses and almost 600 emails from members telling us their stories about the impact inadequate staffing levels is having on staff morale, customer service and on lost business opportunities in their branches. It seems that this issue impacts on all branches regardless of size and location.

We are currently analysing the responses we received from members and some of their individual stories and concerns will appear in a series of forthcoming Newsletters. What is clear from the responses we have looked at thus far is that significant numbers of staff are still working large amounts of unpaid overtime and that, to be blunt, is the crux of the problem. There is a direct relationship between staffing levels and unpaid overtime and if we are to have any chance of impacting on the former then staff must refrain from doing the latter.

The economics of unpaid overtime tell their own

---

## INSIDE

### Top Ten Questions On Overtime

### Holiday Lists

---

story. On the basis of the evidence we have seen from the fax-back responses and emails the average member of staff does approximately 2 hours unpaid overtime per week. We know that there are 56,354 staff in the Group and if each of those did 2 hours unpaid overtime that equates to 112,708 hours per week. Over a year that equates to some 5,184,568 hours of unpaid overtime.

A full time member of staff works 1820 hours per year and if you divide that into the total number of hours worked unpaid that equates to some 2,848 new members of staff. We know that such a simple calculation tells only part of the story but the fact remains that if staff didn't work unpaid overtime the Bank would be forced to employ more staff.

# Overtime Top Ten Questions & Answers.

## **Do I have to work unpaid overtime?**

No. Most staff are entitled to be paid for all the hours which they work. The exceptions to this are the first 15 minutes only of any overtime worked and that all overtime must be approved in advance by your manager.

## **How do I get my manager's approval for overtime working?**

Immediately it becomes clear that overtime working is needed you should confirm with your manager that they wish you carry on working and that you will be paid. If the answer is 'yes' then overtime must be paid. It may also be sensible to agree with your manager some general principles regarding the circumstances in which they will or will not ask you to work overtime (e.g. overtime working might always be required for resolving cash differences or might never be approved for tidying your desk at the end of the day) in order to avoid problems when approval on the day is difficult.

## **Must I arrive at work early to attend meetings?**

No. Attendance at meetings outside your normal working hours (whether before or after) is entirely voluntary.

## **When can I take my lunch hour?**

Under a long standing agreement between LTU and the Bank lunch breaks should start no earlier than 11.30am and should finish no later than 2.30pm, unless different arrangements have been agreed as part of a Work Options request. Lunch breaks should be near as possible to the middle of your working day.

## **Do I have to work overtime to balance my till?**

No. If a till is wrong then there is no requirement to work overtime to put it right. The Bank's rules say only that if approved overtime is worked then it must be paid: there is no rule to say that overtime must be worked.

## **Can my manager decline to pay overtime because he has no budget for it?**

No. If overtime is worked and approved then it must be paid, budget or no budget.

## **Can my manager insist that I take Time Off in Lieu instead of receiving overtime pay?**

No. If approved overtime is worked then staff can insist on being paid for it.

## **How much Time Off In Lieu can I claim?**

If an employee is happy to take TOIL instead of being paid then this can be granted at the manager's discretion. However, there are no rules about how much TOIL can be claimed for overtime worked nor any rules about when this can or cannot be taken. Usually TOIL is granted on an hour for hour basis. LTU strongly recommends that staff insist on being paid for their overtime working.

## **What should I do if my manager refuses to pay overtime?**

If your manager declines to pay for approved overtime working then you should do a number of things. Firstly you should ask your manager for a full explanation as to why payment is being withheld. Secondly you should contact LTU's 24 Hour Advice Line on 01234 262 868 so that we can confirm whether or not any such explanation is or is not valid and then advise on any further action required. Thirdly you should decline to work any further overtime unless your manager agrees that in future payment will be made as due.

## **Can my manager change my work pattern without my agreement?**

For those on fixed contracts the answer is 'no'. For those on Flexible Contracts the answer is 'possibly'. Under no circumstances can an employee's total number of hours worked be changed, whether on a fixed or flexible contract. In any circumstances where any LTU member is approached by their manager to change their

pattern they should contact LTU's 24 Hour Advice Line on 01234 262 868 so that we can provide advice specific to their own circumstances and the nature of their contract.

# Holiday Lists

As many areas will shortly start circulating holiday lists for next year's leave it is appropriate to provide members with guidance as to what is and is not acceptable in drawing up holiday lists and allocating holiday choice.

## Room on the list?

One of the biggest problems overall is whether or not the required numbers of days holiday to be taken by any one group of staff is actually allowed for on the holiday list they are on.

Typically, with 252 working days in a year and with leave entitlement averaging at least 25 days per full time member of staff, there should be allowance for at least one member of staff in every ten in any group of staff to be away at any one time.

Therefore regardless of how the holiday list is organised there must be sufficient spaces allocated for all staff to be able to take their full holiday entitlement in the holiday year in question.

## Choosing Your Holiday

The methods of allocating holidays used by branches and departments are numerous and varied. It is difficult therefore to draw up a complete set of guidelines which cover all circumstances. However, the basic principles which should apply to all offices include: