



# Membership Application

LTU, St John's Terrace, 3-7 Ampthill Street, Bedford MK42 9EY Tel 01234 262868 Fax 01234 262821 www.ltu.co.uk 24hours@ltu.co.uk

Title

Surname

Forename(s)

Home address

Postcode

Date of birth

Payroll number

Branch/Office/Dept

Location code

Home telephone

Work telephone

Personal Email address

Work Email address

Job title

Pay band

Date of joining group

Vassar Smith Fund

The Vassar Smith Fund is a registered charity which provides support and financial assistance to current, retired and former members of staff and their dependants.

If you would like to contribute to the Fund tick this box to make a monthly contribution of 10p or, if you would like to donate more simply write the amount you would like us to add to your subscription in the same box.

Subscription Category... 2008

Bands 1, 2, 3 & 4	£11.05 p.m.	<input type="checkbox"/>
Band 5	£10.50 p.m.	<input type="checkbox"/>
Bands 6, 7 & 8 over 25	£9.75 p.m.	<input type="checkbox"/>
Bands 6, 7 & 8 under 25	£8.80 p.m.	<input type="checkbox"/>
Part time over 15 hrs	£5.35 p.m.	<input type="checkbox"/>
Part time under 15 hrs	£4.10 p.m.	<input type="checkbox"/>

"For the purposes of the Trade Union Act 1984 and other statutory requirements I authorise the Union to use my work address as my "proper address" to which any communications may be sent."

Signature  Date

To receive LTU newsletters by email ... tick here   
Email address preference (please tick) Personal  Work

## Instructions to your Bank or Building Society to pay by Direct Debit

Please fill in the whole form and send it to:  
Lloyds TSB Group Union, St John's Terrace, 3-7 Ampthill Street, Bedford MK42 9EY

Originator's Identification Number

8 3 0 2 7 1

1. Name and full postal address of your Bank or Building Society

To: The Manager

Address  Bank or Building Society

Postcode

2. Name(s) of account holder(s)

3. Branch sort code

4. Bank or Building Society Account Number

5. Lloyds TSB Group Union reference no.

6. Instructions to your Bank or Building Society. Please pay Lloyds TSB Group Union Direct Debits from the account detailed on this instruction subject to the safeguards assured by The Direct Debit Guarantee. I understand that this instruction may remain with Lloyds TSB Group Union and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)

Date

### The Direct Debit Guarantee This Guarantee should be detached and retained by the Payer.

- This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.
- If an error is made by Lloyds TSB Group Union or your Bank or Building Society you are guaranteed a full and immediate refund from your branch of the amount paid.
- If the amounts to be paid or the payment dates change Lloyds TSB Group Union will notify you 10 working days in advance of your account being debited or as otherwise agreed.
- You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please send a copy of your letter to us.

2nd May 2008

All Members Newsletter

# The Camberley 9

Staff in branches who have to deal with disgruntled, and sometimes abusive, customers would agree that a combination of falling staffing levels and increased pressure particularly in respect of sales has meant the quality of service to customers has suffered and is continuing to suffer.

The Bank recently launched the Net Promoter Score. The results of the pilot showed that the biggest issue which causes customers to be detractors, and less likely to buy products and promote the Bank's services, is queuing but nothing seems to be happening to solve this problem. **If Helen Weir deals with one problem in her first 100 days then it should be queuing.**

But the impact of falling staffing levels doesn't stop there. In recent months we have seen an increase in Cashiers contacting the Union for representation at disciplinary hearings.

In Camberley Group we recently represented 9 staff who had failed to follow procedures for cheques paid in over the counter. All but 2 were for amounts over £650, a locally agreed limit,

but under the national limit of £1000 for which a prompt comes up on the screen telling staff to check signatures. **The levels at which the disciplinaries were held was hugely disproportionate with 7 members of staff being dealt with at stages 3 and 4. Following representation from LTU the cases were either thrown out all together or the disciplinary level was reduced.**

But the common factor in all these cases was the pressures associated with reduced staffing levels. Branch staff are increasingly under pressure to get customers in and out of the branch as quickly as possible and inevitably this results in more mistakes. Instead of being understanding the Bank simply looks for someone to blame.

Our advice to members is quite simple. You are not paid enough to sort out the queuing problem. Leave that to Helen Weir. **You should follow the procedures to the letter and if that results in queuing or customers having to wait longer then so be it. Customers who complain should be encouraged to contact the Bank. Only then will the Bank take any notice of this issue.**

# Saturday Working - More Questions & Answers.

## Do I have to move branches?

Your Line Manager can ask you to move to another branch. However, you may be able to challenge that decision and LTU will help you do that. If your asked to move branch and you don't want to then contact the Union's Advice Team on 01234 262868 for advice, information and representation.

## I'm still being told that my decision not work on a Saturday shows a lack of commitment to the Bank.

Ignore such comments and should they persist, or you think it is impacting directly on the way you are being treated by your Line Manager, then keep a record of what's said and contact the Union straightaway.

## I've been working on Saturdays and I've not been able to take time off in lieu due to staff shortages.

If you are on a fixed contract and have chosen to work Saturdays because it suits your personal circumstances then you can either give your line manager notice that you intend to go back to your previous hours of work because of your inability to get the agreed time of in lieu or you can ask for overtime instead.

## I've tried Saturday working but don't like doing it. Can I go back to my previous hours?

Yes you can. If you are on a fixed contract you must advise your manager in writing that you wish to revert back to your previous hours by giving 28 days notice. If you encounter any problems then contact the Union's Advice Line 01234 262868.

## My contract states that I only need to work 5 out of 6 days in a week. If I work half day on a Saturday and half day during the week then I am working 6 days out of 6. Do I have to do this?

No. If your contract states the number of days on which you should fulfil your working hours then that is what you should do. Whilst you may chose to work on Saturdays, your Line Manager cannot insist that you work outside the number of days quoted in your contract.

## My Manager has told me that if I work on a Saturday I must be at work between 1pm and 5pm on the day I take my Time Off In Lieu. Is this correct?

No. In this situation you would be working 4 hours on the Saturday and 4 hours on the day you take your TOIL. This adds up to 8 hours work. Staff are paid for 7 hours work and are not paid for one hour lunch breaks. Members should ensure that they receive their full TOIL hours.

# Vote For LTU's Nominees - Now

LTU's Executive Committee is asking members to support the nomination of two members of the scheme as follows:

## No 1 (Lloyd Bank) Pension Scheme

- **Keith Cullup (Pensioner)** - Keith works for the Union as a Consultant in individual case representation and was previously Senior Manager at Slough Central until his retirement. He was Chairman of the Union and a member of the Executive Committee for many years.

## No 2 (TSB Bank) Pension Scheme

- **Richard Smith (Active Staff)** - Richard has been a key member of the Union's Salesforce Negotiating Committee for 9 years. Richard's been in the Bank for 20 years

Richard has said that "For many staff both past and present the pension scheme is the most important benefit they receive.....and ensuring that it is properly managed for the future will be one of my top priorities should I be elected to the Trustee Board."

Eligible staff will have one vote for each of the vacancies and we urge all members to support LTU by voting for the election of our two nominations onto the Board of Trustees.

Only a strong LTU presence on the Trustee Board will ensure that the interests of both staff and pensioners are protected both now and in the future.

Members with any questions or comments on our staffing levels campaign or on any of the issues raised in this Newsletter can contact the Union as follows:



**Mark V Brown**  
Assistant General Secretary