

Management Of Sickness In Sunderland Contact Centre

LTU has raised with Senior Management in Telephone Banking important concerns regarding the management of sickness and application of the Bank's Persistent Short Term Absence Policy (PSTA) at Sunderland Contact Centre.

The Union's most serious concerns are:

- **Proceedings automatically commencing against staff under the Bank's Persistent Short Term Absence (PSTA) policy for just 4 occasions of absence within a rolling 12 month period.** The Bank's policy is that this should happen only if there is this number of absences *over just 3 months*; unless there is a pattern of absence that suggests it might be unjustified.
- **Members of the Centre's management team turning up at the homes of staff who are off work sick, without any forewarning. This includes staff for whom there has been no hint or suggestion that their sickness absence is unwarranted.** No such visits should take place without prior, written arrangement and advice to staff that they are entitled to be accompanied by a Union Official during the visit.
- **Staff being set ridiculously high Attendance Targets that must be met if they are to avoid the risk of being dismissed under the Bank's PSTA Policy. A number of Sunderland staff have been told they must achieve 97.5% attendance - that is just six days off sick in a single year; in some instances, irrespective of whether or not they have a medical condition.** The highest possible Attendance Target should be 95%, which should

be lower for staff suffering a medical condition or disability.

LTU is pleased to report that - having raised these concerns once again this week - Telephone Banking Senior Management have offered to meet urgently in Sunderland before Easter, specifically to discuss Sickness Management and application of the Bank's PSTA Policy, in order to ensure that all cases are managed in accordance with Group policy.

Are You Affected?

LTU will be using this urgent meeting to ensure that all staff at Sunderland are treated fairly when taking time off work because of sickness.

In the meantime, any members who believe they have been treated unfairly - or are placed on the PSTA Policy - should seek LTU's assistance in one of the following ways:

- * **Telephone LTU's confidential 24 Hour Advice Line straightaway on 01234 262868.**
- * **Speak to Mark Henderson, LTU's Official for Sunderland, during one of his regular visits to the Contact Centre.**
- * **Contact Linda Taylor, LTU's JAOR who is based at the Sunderland Contact Centre.**
- * **Contact me by email at Steve.Tatlow@ltu.co.uk**

LTU will update members on the progress of our discussions on Sickness Management in Sunderland in a future Newsletter.

STEVE TATLOW
Assistant General Secretary