

Membership Application

LTU, St John's Terrace, 3-7 Amphil 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

LTU's Individual Advice and Representation Service

Over the last few weeks and months **LTU's Advice Team has seen an increase in the number of Customer Assistants contacting the Union for individual advice and in some cases representation.**

In our last newsletter we referred to Camberley Branch where LTU recently represented 9 staff who had failed to follow procedures for cheques paid in over the counter. The levels at which the disciplinarys 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 pressure 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 is resulting in more mistakes. Instead of being understanding the Bank is simply looking for someone to blame.

Once you have read this Newsletter, if there is anything that you want to discuss you should contact LTU's Advice Team on 01234 262868.

LTU's Advice Team

The 'Advice Team' is the Union's most important and most frequently used service. **It is run by a team of full time LTU Officials based in the Union's Office in Bedford. Like all LTU Officials they are employed and paid for by the Union and we do not employ any staff seconded from the Bank.**

"It will never happen to me" has been an all too familiar response from members whenever the issue of disciplinarys has been discussed."

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 Amphil Street, Bedford MK42 9EY

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

Originator's Identification Number

8 3 0 2 7 1

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.

This is because we believe that they need to be wholly independent of the Bank and have no potential conflict of interest. LTU is the only Union that does not accept subsidies from the Bank. All LTU's Advice Team previously worked for the Bank and were lay representatives of LTU.

Need For Advice And Representation

"It will never happen to me" has been an all too familiar response from members of staff whenever the issue of disciplinaries has been discussed.

The fact is that it can and does affect individuals at all levels including those with previously high levels of performance and with unblemished careers.

Get Advice

Being subject to the Bank's disciplinary procedures is a serious issue, which could result in dismissal. At the first hint of an issue it is better to seek advice rather than wait and hope that it will come to nothing.

If you anticipate even a possible problem contact the Union immediately. Do not assume that the problem will go away or that you can deal with it on your own. Our advice and assistance, especially in disciplinary cases, can be that much more effective if we are approached before the process begins.

In many instances the Union receives a telephone call for representation just prior to the disciplinary interview, or worse still, after a preliminary meeting with the Senior Branch Manager has taken place during which a member's position may already have been prejudiced.

For any interview in which your performance is discussed, ensure that you keep a contemporaneous signed note for record of what is said prepared by you. Take note of any and all criticisms made against you and ensure that any counter arguments you make are put on the record.

Representation

The Bank has a good track record in encouraging proper representation of members of staff subject to the disciplinary process. This is not only of advantage to the individual but is, of course, also of advantage to the Bank. This is because disciplinary action against an individual not properly represented is much easier to challenge at an Employment Tribunal, which is always sensitive to any

lack of fair play or natural justice.

If you require advice or help of any sort an Official will work with you individually and it goes without saying that our support is provided on a 7 day, 24-hour basis.

Members can also be assured that any requests for advice or assistance will be dealt with on a completely confidential basis by Officials who work totally independently of the Bank and who have an established track record in resolving personal problems. I emphasise this because I know that members are often reluctant to share their problems and this sometimes leads to our being contacted for assistance much later than we would wish.

If any criticism is levelled against you or if you think criticism may be levelled against you for any reason in the future, seek advice on how to proceed by contacting LTU's Advice Team on 01234 262868.

Service For Members Only

As I've said before LTU membership is a form of insurance. LTU members pay monthly subscriptions and these subscriptions pay for all our services including the Advice Line. Non-members pay nothing and again, like any other insurance, cannot take out membership only when they suspect they have a problem. We will not advise or represent non-members under any circumstances and for that reason members calling the Advice Line may be asked to confirm personal details so that we can validate calls.

If you are not a member please don't call us. Whilst our members get first class service, non-members have to represent themselves.



Mark V Brown
Assistant General Secretary