

# The Importance of LTU's Individual Advice Service in Equiniti

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

Indeed the number of queries, and especially the number of requests for representation, received from members in Equiniti is far greater than we ever experienced from any group of members within Lloyds TSB. A more 'macho' management style is now being adopted by Senior Management within Equiniti.

It seems that in the pursuit of profit at any cost Equiniti is quite prepared to ignore the rights and entitlements of staff, many of which were properly negotiated and agreed at the time of the transfer. But LTU fears that, as bad as things are getting at the moment, this is simply the thin end of the wedge and Equiniti's desire to continually drive down costs and maximise profits means that life for staff working there is going to get worse.

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## 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 Equiniti, or indeed Lloyds TSB. This is because we believe that they need to be wholly independent of the employer, and have no potential conflict of interest. LTU is the only Union that does not accept subsidies from the employer of our Members.** All LTU's Advice Team previously worked for

Lloyds TSB, 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. But with the tougher stance now being adopted within Equiniti, certainly compared to Lloyds TSB, members are increasingly finding that “it will never happen to me” simply doesn’t apply within Equiniti.

## Get Advice

Being subject to the 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 Line 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

**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 are totally independent, 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.

## Contacting LTU



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