



in the Financial Services Sector

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UK to lose 3% of workforce

A new report from Forrester Research claims that the UK will lead the growth in offshore outsourcing across Europe over the next 10 years. They argue that the total number of UK jobs expected to go offshore by 2015 could be around 760,000, or equivalent to 3 percent of the workforce, if non-IT jobs are included.

Financial firms will account for 350,000 of the jobs transferred from the UK or 30 percent of the total by 2015. UK will outsource a similar level of its IT and business functions as the US, but offshore outsourcing will be much less common in the rest of Europe. Germany, France and Italy are each expected to offshore about 140,000 jobs by 2015 while Ireland, Greece, Spain, and Portugal will move less than 1 percent of their countries' jobs offshore, placing them at an economic disadvantage compared to the UK.

Amicus Legal & General section challenge the bullies

Amicus in L&G launched major campaign on bullying and harassment. The section has designed a series of leaflets, which will be distributed to all members. These leaflets give advice, describe what constitutes bullying and looks at how the union can help if you are experiencing harassment.

The campaign title – 'Be represented, Be respected, Be protected' will be the focus of workplace activities. The senior rep at L&G Pam Edwards said, "We want to raise members awareness about how Amicus can help them. Moreover, we want to make people look at themselves and consider if their behaviours could be having a detrimental impact on those around them. Peer to peer bullying is often fairly low-key and people don't always realise that they're doing it".

Trade union academy

The Government is to create and fund a Trade Union Academy to train union representatives. The initiative will be announced at the TUC Congress in September and would be funded by the unions and the Department for Education and Skills under the controversial union modernisation fund.

The TUC said that the courses would be linked to national qualifications and to universities for validation, and funding would be dependent on take-up.

To vote in a PersonnelToday poll on whether the government should support trade union modernization go to: <http://www.personneltoday.com/>

Barclays has acquired Juniper, the US credit card company, from CIBC for GBP 160m. Barclays has acquired a 50% stake in Intelenet Global Services, the Indian business process outsourcing company, for GBP 19m.

Bradford & Bingley is to sell Charcol Aitchison & Colegrave and Charcol Holden Meehan, which have aggregate net assets of about GBP 5.6m, to John Scott & Partners of Marlow

National Savings is to transfer some of its administration work, which is contracted out to Siemens, to India, but no jobs are said to be at risk at its Premium Bonds headquarters in Blackpool.

Freedom Finance is creating 30 jobs at a new mortgage and loans centre in Norwich.

Capita Group is to start recruiting 200 new staff for a call centre in Gloucester, in order to operate the government's new Child Trust Fund.

Norwich Union (Aviva) is planning to reorganise its long-term life and pensions business by merging ten subsidiaries into four, in order to cut costs and simplify its corporate structure.

HBOS Halifax Bank of Scotland has launched First Alternative Woman, promising average savings of up to £130.

Information and Consultation – good practice guide

ACAS has published its good practice advice jointly prepared with the DTI, CBI and TUC to help employers, employees and employee representatives to reach agreements in the light of the proposed Information and Consultation of Employees (ICE) Regulations coming into force on 6 April 2005. The advice, consists of a brief overview, plus a series of modules dealing with the core issues that people in organisations will need to deal with:

- Information
- Employee representation
- Methods and structures
- Handling restructuring
- Confidentiality
- Resolving disputes
- Maintaining effectiveness

To download the guide go to:

<http://www.gnn.gov.uk/imagelibrary/detail.asp?MediaDetailsID=71903>

ACAS Help line - 08457 47 47 47

3% pay deals

The level of annual pay awards is 3%, according to figures from the Industrial Relations Services.

HSBC buys Brazilian loan unit

HSBC is buying the consumer finance division of Brazil's Indusval Multistock Group for £67.8. Indusval operates store loans through some 3,250 retailers and personal loans through its own network of 61 branches across the country. In October last year, HSBC bought the assets of Lloyds TSB in Brazil, including Losango, its consumer finance unit.

Zurich's first-half profits up 93%

Zurich Financial Services, the owner of Eagle Star and Allied Dunbar, revealed that profits almost doubled between January and June.

They soared 93 per cent to £765m on the back of high premiums and more profitable underwriting in general insurance. But Europe's third-biggest insurer sounded a cautious note on its general insurance business, which accounts for four-fifths of income from premiums.

Deep cost cuts have been made at Zurich over the past two years. Last month, it unveiled plans to outsource 1,600 IT jobs across Britain, the US and continental Europe. Earlier this year, 450 jobs were axed in its UK life business as part of a drive to save \$200m annually. Zurich is among the few insurers still operating direct sales forces in Britain. But it is considering separating its Allied Dunbar and Eagle Star sales force into a separate company next year.

Ireland forecasts growth

The Department of Finance has predicted that Ireland is poised to benefit from the global economic recovery. And economic expansion was revised to 4.7%, from a previous forecast of 3.3%. Gross domestic product grew by 3.7% in 2003.

Low-cost savings 'doomed to fail'

A range of government-inspired low-cost savings products, meant to plug the gap in UK retirement provision are likely to fail, a report has said. Market analyst Datamonitor said the range of simplified stakeholder products, not yet launched, would not appeal to people on low incomes.

The report was based on interview with independent financial advisers (IFAs), life insurers and banks. Many concluded that the products would not boost their business or UK savings.

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