

LBG DIRECT CHANNELS NON-CUSTOMER FACING JOB LOSSES

Assistance for Unite members

Unite has been consulted over the plans to integrate LTSB and HBOS Direct Channels non-customer facing teams by merging support functions such as IVR, Digital, Call Planning and Change with the loss of 211 roles by January 2010.

Regrettably integration of this nature is inevitable as Lloyds Banking Group seeks to achieve its cost savings targets, leading to the reduction in the overall number of jobs. In this case it will remain to be seen whether the remaining staffing levels will be adequate.

Thankfully for 2009 at least, any reduction in the demand for customer contact staff will be achieved through natural attrition (resignations etc).

Details of the senior structures (Wave 4) are being released first with the next levels (Wave 5) becoming clearer in June. It appears around 30 jobs are affected at Wave 4 and around 195 in Wave 5 with some new roles being created resulting in the overall reduction of 211. Whilst this leaves some level of uncertainty at least the Bank is announcing the overall impact (211 jobs) now so that our members understand the total extent of the job losses in these areas up front.

At this stage it appears there will be flexibility in terms of where some colleagues can be physically located in the new

structures. However, given that a review of Contact Centre locations for the longer term is yet to be undertaken there will be remaining uncertainty over the long term security of jobs for some individuals and we have expressed concern about this.

The business has confirmed that its priority will be to find redeployment for anyone not placed in the new structures and Voluntary Redundancy will be used wherever possible. The union however has concerns about the extent of redeployment opportunities particularly for the more senior people.

Unite now has vast experience of assisting members from both LTSB and HBOS sides of the LBG integration with issues concerning job security (e.g. selection procedures, severance benefits, redeployment processes etc) and Unite members seeking assistance are welcome to e mail

lbg.support@unitetheunion.com or call our helpline on **08081 449595**.