

To all staff in Lloyds TSB

THAT WAS THE YEAR THAT WAS!



2007 was a tremendously busy year for Unite and its team of lay representatives who have been working tirelessly on behalf of its members. During 2007 the Union produced nearly 100 newsletters, these can be found on the Unite website on www.unitetheunion.com Lloyds TSB section. Below is a snapshot of just some of the issues that your Union has dealt with during the past year.

IT AND GROUP OPERATIONS

Members may recall the Bank entered its first phase of sourcing for new IT providers. As a result Unite were able to secure improvements to the offshoring agreement with the Bank which for the first time allowed a voluntary redundancy register to be set up, which included staff who were out of scope along with a £2,000 training bond that allowed many staff the opportunity to re-train. This has assisted our members in having greater choice when determining their future and has resulted in staff not being made compulsory redundant as a consequence of volunteers being found elsewhere.

In Peterborough a fund of £40,000 was established to help fund learning opportunities for those staff affected by the Peterborough site closures. We had agreed that these funds can be made available to all staff affected by the Peterborough closure.

TELEPHONE BANKING

In telephone banking a new quarterly bonus scheme was introduced. Unite were quick to establish that for the first quarter following the introduction of this change all staff will be rated as bronze unless their overall score is higher in which case they will be rated as silver or gold. In addition we sought protection for time "off the phone" when advisors were undertaking quality assurance to ensure that there was no detriment to potential payouts that could have been received had they been on the phone. Also Unite secured a major victory for the protection of BSM on-call payments when the in-house staff association [LTU] conceded defeat on this.

REDUNDANCIES ACROSS THE GROUP

In 2007, Unite were solely responsible, thanks to a number of grievances supported by Unite, of bringing the Bank, C&G and Asset Finance back to the negotiating table on retaining a choice of redundancy

terms that are now available until December 2008. Members recall that in October 2006, the Bank chose to withdraw previous terms because of the assertion that they were age discriminatory. As a result of this we were able to secure an extension of either terms until 31 December 2008. We are aware of hundreds of members benefiting from these proposals being put back on the table thanks to Unite members taking up individual grievances.

In Cheltenham & Gloucester the Company announced the closure of 31 branches. Unite challenged the closure of these branches and the rationale. As a consequence of our involvement a number of staff were successful in appealing against their selection for redundancy and have found other jobs within the group. As staff will be aware, Unite are the only recognised Union in C&G.

PENSIONS

In August 2007 Unite sought to seek some improvements to the pension scheme rules. Particularly around those members of staff who are below the age of 25 and wish their employer to contribute towards their pension scheme. Whilst we were not successful in all our claims concerning pensions, the Bank has made a number of concessions that have assisted our members who are in the Bank's defined contribution scheme.

SELLER'S TARGETS

During the year, the matter of targets for MSPs was negotiated with Unite. As a consequence a 13% reduction in targets was agreed in October 2007.

EQUALITY ISSUES

We were also able to persuade the Bank to enhance its maternity provisions as part of our claim back in 2005 when we sought to improve a number of equal opportunities issues around work life balance for staff, particularly around maternity and adoption leave.

PAY

In the latter part of 2007, the Union conducted a nationwide survey on members' thoughts around the Bank's current pay strategy. The survey itself brought some startling analysis. The final question of the survey was "does the pay and benefits package in Lloyds TSB make staff want to stay with the Bank?" The response was that a staggering 0.85% strongly agreed with this statement. It was with that in mind that your negotiators went into 2008 pay talks with a strong mandate for a more transparent and fairer pay system for 2008. Sadly the in-house staff association LTU have accepted the Bank's proposals which quite frankly are a complete leap into the dark based on a three year pay pot that only is dependent on the Bank's perceived market movement plus 1% for years 2 and 3. Your Union have not accepted a three year deal and will continue to campaign for a more open and transparent pay system that does not have any forced distribution contained within it. We will be sitting down with the Bank in 2008 to assess the number of zero awards that are made and have made it very clear to the Bank that we will not accept any increases in the number of zero award payments, particularly for those long serving loyal staff who are performing at an acceptable level.

In the Channel Islands we have taken the Bank to the Island's Conciliators in an attempt to improve the Bank's current offer.

COMMUNITY BANKING

During the end of 2007 the Bank announced the current team leader population was to be split into two roles. The consequences of this are still ongoing. Unite are seeking that no members are requested to move to a branch with a lower market pay rate and seeks further assurances that there will be no downgrading or job losses as a result of this exercise. We have already started to represent members who appealed against a move deemed to be unreasonable or personal circumstances have not been considered.

YOUR REPRESENTATIVES

During the year a new representative agreement was signed off between Unite and the Bank which gave us more representatives within the workplace, which means a better service to Unite's members. A considerable number of staff have taken advantage of this and become office representatives themselves. The Bank sees this as a positive development, as it is those very workplace reps who give the Union valuable feedback on issues affecting their workplace. All this is being supported by a comprehensive training schedule that allows our reps to be professionally, independently TUC trained. In addition to this, facility time is given for our reps to perform their duties. Should any member wish to know more about this, then contact our helpline on 0808 144 9595.

Finally, apologies for some of the issues that have not been covered within this newsletter. However do not take our word for it, go on to the Unite website and see the number of issues that we have been in negotiations on with your employer. We enter 2008 with optimism in terms of our membership growth. However the Union cannot stand still as we are already dealing with the consequences of the HR review which may change the role of managers within Lloyds TSB job roles significantly.

You will be aware from reading your paper or watching TV that Unite the Union are involved in virtually every political and industrial campaign across the United Kingdom. Unite influences government decisions. The Unite parliamentary group consists of 112 Labour MPs. With over 2 million members we are almost in every workplace. It is with that political and industrial strength that we are the only Union in Lloyds TSB that can fundamentally protect you both collectively and individually if you have a problem at work. It has to be recognised that the Lloyds Trade Union (LTU) can no longer do this as its declining membership makes it increasingly difficult to offer you the external assistance in time of need. During 2007 Unite lodged a number of employment tribunal claims on the grounds of unfair, sex and race discrimination. Thankfully all these cases were settled by way of a compromise agreement. However, in order to submit these claims there is a considerable cost to the Union, one which Unite will never back away from.

Unfortunately we are hearing reports that ex-LTU member's cases have not been supported when it comes to external means. We recognise that you have a choice, however if you are paying an insurance policy you need to be sure that you are fully protected in times of need.

Not a Member?

Being part of a TUC affiliated independent trade union that has over two million members allows us the opportunity to offer you an unbeatable discounted rate on your membership. Membership subscriptions are £5.77 per month for full-time staff and £3.17 for part-time staff. In addition you will receive the first three months of your membership completely free. To join visit our website on www.unitetheunion.com.

E-Mail Updates

If you would you like to get Unite updates via email, please contact us on LTSB@unitetheunion.com

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