

LTSB JNC UPDATE APRIL 2009

Here's a quick round up of what was on the agenda for the April JNC meeting for the LTSB heritage side of things.

This meeting centred mainly on following up previous issues but we did have a presentation on the Employee Engagement Survey that was carried out just after day 1 of LBG.

Anyone wanting a copy of the summary info we were given is welcome to contact me at gwyn.bates@unitetheunion.com but in essence we were told

- LTSB heritage staff completed the survey in greater numbers (83%) than HBOS heritage staff (52%)
- The overall Index score was 4 points below the industry norm with LTSB heritage staff scoring quite a lot higher than the HBOS which isn't too surprising at that stage of the game

The Bank shared their plans for the Q2 survey including how they intended to campaign to get a higher participation rate and also what they were doing to iron out some of the anomalies that exist which have led to strange results in some areas in terms of response rates (i.e. Some areas over 100%!)

We are expecting a conference call in the next couple of weeks to talk us through the next survey to be issued. We made specific points about the results as follows:

- Needs more emphasis placed on ensuring there is no local pressure to answer in any particular way
- Needs greater checks on people entering the correct place of work
- Needs a way of checking for individuals completing the survey more than once
- Needs a review of the Diversity questions to ensure appropriate language used
- Needs to ensure all staff know that local line managers do not get the demographic data about responders

DISCIPLINARY DATA

We discussed data provided to us by the Bank which indicated the number of formal warnings issued is increasing monthly. Certainly Unite reps have noticed they are getting busier with casework of this type all the time.

Data for Jan-March shows the majority of cases are for breach of Rules and procedures and the Bank have agreed that the Service centre should carry out further analysis to look into the causes of the increase.

We have also asked for further data on the number of dismissals which will be provided soon so that the debate can continue.

SICKNESS ABSENCE REVIEWS

Unite reps have picked up the fact that some areas of the business are not fully adhering to the Banks Absence Management procedures particularly with the regard to the recommended trigger points for sickness reviews to take place. The procedure states that reviews should be "typically" triggered when an individual has had 4 instances of absence in 12 months. However, we have found numerous examples where a trigger of 4 times in 3 Months has been used. We gave examples of areas where this seems to be happening and the Bank has agreed to look into it. We need Workplace reps and members to let us have further examples (these will be treated in strict confidence) so we can continue to tackle the issue.

The JNC meetings are attended by a full time union officer and elected reps from the LTSB National Company Committee. The current members of this team are

Rhianne Parsons (GI) rhianne.parsons@lloydstsb.co.uk

Jane Revell (Community Banking) jane.revell@ntlworld.com

Julian Creighton-Williamson (Commercial) juliancw@btinternet.com

Ray Boreham (Group Ops Payment services) raymond.boreham@lloydstsb.co.uk

Dale Edington (Direct Banking) dale.edington@lloydstsb.co.uk

Marius Pelser (Scottish Widows) marius.pelser@scottishwidows.co.uk

We want to encourage members to contact us with feedback or indeed with any topics you wish us to raise at the JNC meetings. You can contact

- your local Unite rep
- one of the JNC team listed above or
- the LTSB helpline 08081 449595
- the C&G helpline 01452 375420
- the Scottish Widows Internal Unite mailbox (\$Unite,Mailbox)