

PERSONAL FINANCE CENTRES JOB LOSSES & CENTRE CLOSURES

Today (9th June) Lloyds Banking Group have announced further integration plans that impact upon LTSB Asset Finance, which will result in the closure of a number of Personal Finance Centres with associated job losses. The headline details of the announcement are:-

- Closure of 28 of the current network of 92 Personal Finance Centres
- De-twinning of the 3 centres in Romford, Croydon and Sidcup/Bromley
- Headcount reduction of 160fte (although due to current vacancies the actual impact is currently 149fte)
- The creation of 40 new roles in Cardiff in the Central Sales Channel

COMPANY RATIONALE

As well as the requirement to achieve significant cost savings as a result of the integration of LTSB and HBOS, LBG have stated that the rationale for the proposed changes revolves around the current economic environment and the relative high risk to impairment associated with a sizable proportion of the business undertaken by the PFCs. The reduction, due to changing customer behaviours and the outcome of the Competition Commission review, in payment protection business has also impacted negatively upon income. LBG also claim that increasing number of customers are seeking alternative delivery channels i.e. internet, telephone etc to transact their financial dealings rather than the traditional face to face interview. LBG have confirmed that despite these closures and job losses Personal Finance will continue to play a significant role in Asset Finance and the wider Lloyds Banking Group.

MANAGING REDUNDANCIES

In consultation with the company, Unite have agreed a number of measures to help realise LBGs commitment to avoid compulsory redundancies wherever possible. These include:-

- The opportunity to apply for voluntary severance for impacted members
- Re-deployment opportunities to be fully explored for members wishing to remain with the company
- LBG to explore the possibility of suitable bumping opportunities or knock-on redundancies, where skills and geography broadly match up

Unite is opposed to compulsory redundancies and will work with LBG to take every available measure to avoid any such redundancies, ensuring that members at risk of redundancy who wish to remain in the employment of the group are given every opportunity to do so. Unite does however recognise that due to the geographic nature of a number of the closures that the threat of compulsory redundancies is a very real one and Unite has emphasised the real need for LBG to 'pull out the stops' in terms of exhausting all potential redeployment and bumping

opportunities for those impacted staff who wish to remain with LBG.

UNITE REACTION

LTSB Asset Finance has been through significant restructuring in the last 2-3 years and a further unwelcome announcement impacting this area of the business brings a further wave of uncertainty, concern and anxiety for members employed within Asset Finance and the PFCs. As previously stated, Unite has major concerns regarding the location of some of the closures and the opportunities for re-deployment for impacted staff; however Unite will provide support to members and will do everything possible to ensure that those members who wish to remain in employment with LBG are given every opportunity to do so.

NEXT STEPS

Members will be advised of the impact of the announcement upon them and where appropriate one to one meetings will be undertaken to discuss the impact and preferences. LBG will continue to consult with Unite throughout this redundancy/closure exercise and members with any concerns or queries should raise this in the first instance with their line manager, however if this does not resolve the issue, members should contact the union either at one of the contact numbers or at lbgsupport@unitetheunion.com.

PERSONAL FINANCE CENTRES CLOSING

Ashford, Bath, Bournemouth, Cannock, Cardiff, Carmarthen, Coventry, Crewe, Darlington, Doncaster, Gloucester, Grimsby, Ipswich, Leeds, Leicester, Lincoln, Luton, Mansfield, Merry Hill, Norwich, Plymouth, Pontypridd, Portsmouth, South Shields, Sutton Coldfield, Truro, Wakefield, Warrington

NOT A MEMBER?

Join Unite's two million members either on-line at www.unitetheunion.com or contact the union on 08081 449595.

UNITE CONTACTS

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