

LU's Plan for Stations

Through LU's leaked Strategy Document, the RMT has obtained an important heads-up on LU's ambitions, so we are better-placed to respond with our own strategy. Below you can read how, piece by piece, they intend to overhaul stations working. Overleaf, you can read what the RMT is already doing in response.

- [1] POM upgrade and "Wave and Pay " will mean that traditional Ticket Offices will no longer be required. Existing staff shifting to the POMS and Ticket Hall.
- [2] 30 Travel Information Centres will remain, staffed by non-operational "Travel Information Specialists".
- [3] From the autumn of 2013 to 2016 SAMF Grade will be phased out; no further recruiting to the grade.
- [4] Across all grades, 1500 posts to be lost under these plans. 280 Full-Time Established (FTE) posts will be lost in the initial phase and there will be a reduction of 770 Duty Manager and Supervisor positions during the strategy. The location of further job cuts is unclear, but certain that front-line staff will suffer most.
- [5] Greater use of Part-Time Staff, following a detailed review on how this can be implemented.
- [6] Further reduction in the number of Station Groups.
- [7] Agree approach to minimum numbers. I.E. Reduce still further where practical and necessary.
- [8] Reduction of Banked Rest-Days by scheduling some staff directly to a 35 hour week, reducing cover requirements.
- [9] Reduce Reserve Cover Staff. More flexible Staff Deployment and central Cover Staff.
- [10] LU believe the fact that most staff know our duties months in advance with few changes has led to 'a culture of inflexibility'.
- [11] LU know 'fixed rosters are valued by employees', but believe technologies now exist that could provide a better solution for the business.
- [12] LU feel full-time fixed cover staff (reserves) are expensive. They are looking at other Operators who use cheaper overtime and Agency Staffing.
- [13] LU want staffing solutions to be flexible to meet variable needs, so that local managers only deploy and pay extra resources when they are needed.
- [14] LU say up to 30% of resources spent on reserve staff could be converted into an overtime allowance. They hope the offer of overtime will 'engage some staff in these proposals'.
- [15] Focus and mindset centred around inflexible operational processes and procedures. Also, current manual systems that create long lead times and prevent customer demand and schedules from being reviewed regularly.
- [16] Station Staff to take increased role in revenue protection, so that numbers of RCIs can be reduced.
- [17] Greater enhancements to POM and AFM machines will go hand-in-hand with CSAs increasing their use of POMs and knowledge of ticketing.
- [18] LU say a 'cultural shift in the mindset of Supervisors will be required for these proposals to be met'. SSSs will have greater responsibilities on a daily basis.
- [19] Station Supervisors will become " Customer Service Team Leaders " and will take over a lot of DSMs' current roles and responsibilities.
- [20] In large Inner-London Stations, Team Leaders will have deputies and the separate role of Control Room Assistant will be withdrawn.
- [21] In Outer-London Stations, Team Leaders will run several smaller stations (up to 5) during Traffic Hours. Outside of that, security management will be provided by third parties.
- [22] In smaller Sub-Surface Stations, only one " Team Leader " will be required to cover up to 3 adjacent stations during non-traffic hours.
- [23] LU plans to engage staff in 'creating a real sense of involvement amongst our Operational Managers and Staff in these changes'. They plan to 'mitigate any Trades Unions adverse messaging'.
- [24] LU say they can change agreements without breaking the established Machinery of Negotiation - even if it is not possible to reach agreement to do so.
- [25] Any possible subsequent changes to this Plan/Strategy should be avoided as this has the effect of clouding the messages and extending the discussion required.

The Campaign Starts Now!

This is an extract from a resolution passed at November's RMT Regional Council meeting:

This region resolves to 'take immediate action to fight back against these plans which include reducing staffing on stations, introducing driverless trains over the next 10 years and an attack on our engineering grades through reduced maintenance regimes We call on the Regional Council and RMT head office to take a lead on fighting these plans by:

- Updating membership lists by the beginning of January 2012
- Detailing exactly what LU's plans are and sending this information to all London region members.
- Contacting passenger groups to gain support for our fight against these attacks.
- Contacting our sister Unions to seek a unified defence against these attacks.
- Highlighting the issues nationally using campaigns such as the SOS campaign and the RMT's fight against the McNulty report.
- Looking to place items on the company council agenda with a view to gaining guarantees that:

1) The plans for driverless trains are scrapped, and that drivers will remain driving trains as per current arrangements.

2) All Stations will be staffed 24/7 by a minimum of Station Supervisor and other fully licensed LU employees. In addition section 12 stations to keep the existing staffing levels in line with current CCEP's.

3) A continuation of existing safe working practices and maintenance regimes in all areas of APD are adhered to and that no decreases in staffing levels occur in any of the COO/APD grades.

Without any of the above assurances from LU we need the union to notify the company that we are then in dispute over these attacks and prepare to ballot the members for action by early February 2012 in time for the run up to London mayoral elections and the Olympics.

Boycott AFM Functionality: Your Job Depends on it!

LU's Strategy Document clearly states that they are intent on closing all Ticket Offices. In order to do this they must transfer some ticket selling activities from inside the Ticket Office to outside on the POM's.

LU Management have informed the unions that they will expand the AFM Functionality to CSA's from January, starting with a pilot at Bank.

We are advising our members not to take part in the AFM Functionality program. It will enable the company to close ticket offices and thus a potential route of promotion. It will not provide a fast-track route to an SAMF job, only a fast-track for the company to close Ticket Offices and get rid of hundreds of jobs.

Remember, CSAs: your Job Description does not include or allow for the selling of tickets. It is not part of your job.

RMT believes selling tickets outside the Ticket Office is not safe, increases risk of staff assaults and the risk of disciplinary action against our members.

So, **do not assist** LU with these attacks on jobs and safety. If you experience any problems or are unsure of your rights contact your local RMT rep or seek advice from your RMT Branch and Stations Functional council Reps.

Station Access

The Strategy Document also indicates LU will abolish 24-hour station supervision in outlying stations and introduce remote station supervision.

A recent Traffic Circular said Supervisors could no longer refuse access to a contractor and must instead contact a Duty Operations Engineer (DOE) to make the decision from a remote location.

So LU is stripping Supervisors' responsibilities, paving the way for when there is no SS to book contractors on.

As well affecting jobs, this has obvious safety implications. How can a decision be made by someone who is not on-site?

We must take a stand to hold onto our safety-related responsibilities on stations. If any incidents arise as a result of this practice, contact your RMT Health and Safety rep.

Your RMT Stations and Revenue Council representatives are:

John Reid 07748 760261

Mac Mckenna 07801 071363

Neil Cochrane 07739-869867

John Kelly 07740-065367

Paul Schindler 07810-153880

Malcolm Taylor 07748-933241

