



London Calling

The Newsletter of the London transport Regional Council

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Every Journey Matters (EJM) Special edition July 2013

Prepare to Defend Stations Jobs

LU Pressing Ahead with plans for Mobile Supervisors and Re-Grading of Station Roles

- ★ **Bogus Every Journey Matters (EJM) project comes up with answers management want**
- ★ **Most common staff comment at workshops was the need for more staff but this idea has not been chosen to “go forward”**
- ★ **EJM reports threaten disciplinary crackdown on time-keeping, individual performance targets and capability proceedings against those who do not meet targets**

Ideas going forward include:

- ★ **Mobile Supervisors visiting each station on the group**
- ★ **Station staff monitoring the control room via tablets while working on the gateline**
- ★ **Re-grading of responsibilities with CSAs taking on many S/S roles and supervisors taking on P&D and scorecard management**

And all this as Phil Hufton, our new Chief Operating Officer, calls for urgent action to prevent passenger and staff injuries and delays on stations. How, by cutting staff?

**RMT will defend Every Job
We Can Fight & Win**



The role of station staff

In the first series of workshops we looked at what we could potentially do to improve the way we staff our stations, in order to deliver excellent customer service.

Delegates came up with several different ideas; three main topics have been chosen to be taken forward:

Mobile/Roaming staff: Staff empowered to move between locations within the station or from one station to another.

Multi-Skilled Staff: Staff should be given more flexibility/skills to deal with various problems

Group Information Hub: main information point for dissemination of information between Service Control and Stations.

LU Circular on EJM Phase 1



“Hundreds of Tube and London Overground staff are to lose their jobs as transport chiefs seek to cut costs after their Government grant was slashed by 12.5 per cent.

Mike Brown, London Underground’s managing director, said the cuts mirror the trend of supermarkets towards self-service checkouts and said the plans were being discussed before Chancellor George Osborne cut £222 million in last month’s Spending Review.”

Mike brown can brief the standard but will not consult with RMT

Unity is strength....



A Ridiculous Attempt to Justify Cuts

By Stations & Revenue Functional Council RMT Reps

Every journey matters is run in conjunction with another management wheeze called the stations process review. Under this review managers have gone around watching staff doing their jobs. If LU is to be believed these two projects have allowed the company to identify problems and ways of resolving issues.

Yet the EJM Phase 1 report says just ten CSA's were involved in workshops on stations roles.

How many stations were visited and how many duties were observed for management's stations process review? Five stations, one shift each.

From this tiny sample reams of colour pie-charts have been produced - and guess what they show. We need to cut jobs!

What a farce. But then again, why waste time conducting proper consultation with the unions when you already know the outcome?

RMT has been demanding proper consultation for months about LU's plans for stations. Still the company refuses. We can only assume they are other embarrassed or afraid of member's reactions when the plans are laid bare.

Station Job Cuts are not Justified

Proposed job cuts and changes to station processes are not driven by any consideration for passengers or staff but aim to meet the demands of government for cuts to TfL's and LUL's funding.

We now carry more passengers and generate more revenue per member of staff than ever before. Station staffing has been cut to the bone already.

But the government want to reduce spending by £220m in one year. Further cuts will follow and have already been flagged up in *On the Move*.

RMT does not accept that cuts are needed. LU lost millions through the PPP debacle and continues to haemorrhage money to private companies. We could save millions by bringing all routine work back in-house.

The government is making cuts to services, including public transport, because it has diverted spending to bail out the banks. £80bn, the total that the government aims to cut from public services, was given to the banks in 2008 alone.

If the government needs to claw back £220m let them get it off the bankers and city bosses.

As for the travelling public, we don't need Every journey Matters or management's stations process review to know what passengers need from the tube: Ticket offices open through the day and more staff to help.

LU Cuts will hit All Grades

Cuts and new working practices are facing stations, service control and engineering grades now. Train operators will face similar demands in the near future. RMT will seek to negotiate with LU to defend our job security and conditions. All members must be ready though, to take decisive industrial action should it be needed. We will not allow management to pick us off, function by function.

Job Cuts Will Undermine Safety

LUL's recent COO Safety Climate Survey highlighted that when asked how Health & Safety could be improved in the workplace the one consistent reply that station staff gave was to increase staffing levels.

Changes to working practices and any reduction in station staffing levels will place added pressure on staff to undertake their duties and activities in the workplace. This would increase staff stress and workplace violence, LU should be increasing staffing levels.

Dave Phillips, RMT Stations Health & Safety Tier 2

We Can Fight Job Cuts & We Can Win

By John Reid

London Transport Regional Council: Secretary

The Evening Standard has reported that TfL plans hundreds of job losses on the Tube and London Overground. The Government has cut the grant to TfL by 12.5%, £222million.

So the Evening Standard gets to discuss the cuts and changes in job descriptions, but management cannot sit around a table and discuss with your elected representatives.

These cuts will impact on the safety of the travelling public, our ability to service the needs of VIP's and other disabled passengers, who praised the role of our staff during the Olympics.

Our campaign must highlight, to the travelling public, how the cuts will affect their services. We must target community campaigns, disability groups and other interested parties. We must also put the GLA on the spot. Will they argue for a reverse in these cuts and demand full funding for the Tube and Overground?

Other Trade Unions should be involved in our campaign; we must raise the campaign against cuts in the Trades Councils. If the RMT is defeated it will lead to an onslaught on the conditions of other workers in London.

Every Branch must hold special meetings to discuss the cuts, produce specific leaflets on how cuts will affect their groups, the region will produce material on top of this.

A massive recruitment campaign must be undertaken to build RMT membership. All members should aim to recruit new members into the RMT.

Joint meetings with other rail unions should be held to build unity in the workplace to fight all cuts.

Our wages and conditions have been won through years of struggle. The real wages of Londoners has been cut by 7.5% over the last 5 years and thousands of jobs have been lost. Our Union and our members must draw a line in the sand, stand and fight to defend our conditions and the conditions of our families. We will not surrender one job, one penny off our pay or pensions.

TfL directors have recently awarded themselves huge bonuses, our reward job cuts. We will stand for this shabby and duplicitous treatment. We will resist their plans for job cuts. This is a fight we can and must win.