



## **Service Control Functional Council Bulletin – May 2011**

### **Latest Updates**

#### **Duty Manager (DRM) Transfer & Vacancy proposals**

Management outlined their proposals for the above as follows:

*For a period of 3 years from 14/11/10, any vacant positions of TOSM, DRM or DSM will be advertised in the first instance to Duty Managers whom were subject to the OSP process and notified of their role prior to September 10<sup>th</sup>.*

#### **Transfers**

- *Duty Managers (DMs) may apply to transfer to a different location within the same role with the permission of their current employing manager.*
- *Requests should be lodged with Operational Resourcing who will manage the process.*
- *Any transfer will be subject to the availability of vacancies and the agreement of donor and receiving employing manager*
- *Any refusal to accept a transfer will be confirmed in writing.*

#### **Vacancies for TOSM, DSM & DRM roles**

- *DMs that wish to transfer location within their grade will be considered first.*
- *The resultant vacancies will be advertised to all DMs whom were part of the original OSP selection process.*
- *All DMs in whatever roles considered equally and may apply*
- *A selection process will apply*
- *It is intended to form small 'pools' of TOSMs, DRMs & DSMs to facilitate the coverage of medium term absence such as maternity leave and the subsequent swift filling of vacancies.*
- *Individuals selected to a 'pool' position will be required to continue to work in their substantive role until a suitable position is available. They may be required to work in one or more locations on a short term basis until a permanent role becomes available.*
- *DMs will be appointed from the pool to a permanent location on a range of criteria including preference, experience and business need.*
- *If no suitable candidates are identified from the initial closed list process then vacancies may be advertised more widely.*

### ***Vacancies for DTSM***

- *Vacancies for DTSM will be sourced from across TfL in line with normal processes.*
- *It is intended to create a small pool of DTSMs to assist with coverage and the rapid filling of vacancies.*
- *Individuals selected to a 'pool position' will be required to continue to work in their substantive role until a suitable position is available. They may be required to work in one or more locations on a short term basis until a permanent role becomes available.*
- *DMs will be appointed from the pool to a permanent location on a range of criteria including preference, experience and business need.*

Reps had no prior sight of these proposals and queried a number of points. As a result, further consideration would be given to the proposals and discussed at the next meeting.

### **Signal Cabin grading Analysis**

Staff side have been requesting for some time that the issue of signal cabin grading needs to be revisited in light of revised workloads and responsibilities in cabins throughout the network since their last analysis was presented in October 2004. Management promised to provide the data used and disclose the resultant calculations.

Despite a request by Staff side for all documentation and reports to be provided in advance of meetings for consideration, a document was in fact tabled on the day of the SCFC for consideration. In the document it appeared to acknowledge that there had been a significant increase in workloads at a number of locations, whilst apparently showing a reduction at others. Staff side queried as to whether the figures supplied in fact reflected further anticipated increases at key locations due to projects such as Crossrail, but these had also not been factored in. Staff side wished to take away these calculations for further consideration before responding.

### **Other Service Control grading issues**

In addition to the above, a debate arose in relation to the method and factors used in determining current salary bands and grading in service control as a whole (including cabins and DRMs etc). Management felt that unless Staff side were trained in the method of calculation and interpretation of results, the information provided would be of little value. Staff side insisted that this information should be provided in any case, which Management agreed to do.

Similarly a request from Staff side to have the grading difference between SO4 & SCL1s removed has apparently been the subject of separate Steering Group discussions. The matter is still as yet unresolved and has been tabled for further discussion at the next steering group meeting in July, with the findings presented to the next SCFC.

## **Olympic Arrangement for Service Control**

On the important matter of resourcing during the Olympics, despite stating its urgency at the last SCFC in February of the need to convene at the earliest opportunity, Management tabled a document without notice at the May meeting. Staff side refused to comment or discuss the document or presentation on the day and requested the opportunity to consider its content externally. This was duly postponed until a later date.

## **Interpretation of the PSCA**

A long standing disagreement as to the interpretation of the terms of the Professional Service Control Agreement relating to rostered rest day utilisation finally resulted in a referral to an Ad Hoc Directors meeting. In addition, due to the potentially significant implications of Managements interpretation, consideration is also being given for an immediate referral to Company Council for clarification. In short, it is managements view that rostered rest days (i.e. not those on covers), can be changed regardless of whether it is rostered or on covers as long as 28 days notice is given. Staff side vigorously challenge that assumption.

## **Service Control Staffing**

Discussions took place in relation to perceived staff shortages at a number of locations, which appear to be routinely left uncovered or un-resourced despite historical assurances that any such shortage(s) were temporary. Management indicated that steps were under way to remedy the majority of cases, although no firm dates were provided. Staff side continue to press for definitive dates.

## **Self Demotion Process**

A case for self demotion, along with the suggested method and procedure for doing so was given approval at the SCFC. The final document is awaited by Staff side for distribution.

## **Transfers & Movements**

A long awaited 'Transfers & Movements' Committee was finally convened after the May SCFC. It is intended to have this forum after every SCFC in the future to ensure all cases are discussed and a transparent process followed. Tables of recent transfers, promotions and secondments were provided for consideration, the content of which Staff side took away to review. Management also advised that the current SM waiting list with around 4 names would be disbanded in accordance with 'established procedures' - where a vacancy was not found after 2 years. Those concerned would be informed and allowed to re-apply during any future campaign.