



April 2017

## Station Staffing Review Proposal for consultation



This document reflects ongoing work and discussions within LU on options for the future of London Underground. It is not intended to reflect or represent any formal TfL/LU views or policy. Its subject matter may relate to issues which would be subject to consultation. Its contents are confidential and should not be disclosed to any unauthorised persons.

**EVERY JOURNEY MATTERS**

## <sup>2</sup> Executive summary

Our station staffing review has considered:

- London TravelWatch findings
- Trade Union concerns
- Experience of operating the Fit for the Future operating model – AM and staff feedback

Principles underpinning the review:

- Improving customer service
- Improving the work environment for our staff
- Ensuring time is available to manage and develop our teams
- Getting the greatest benefit from positions being added
- Complying with the ACAS agreement

# Staffing Review – concerns we heard:

## Area Managers and station staff:

- Do we have enough resilience?
- Do we have enough staff to meet customer demand?
- Can we reduce lone working, therefore improving staff visibility and the working environment?
- Do we have the right cover levels?
- Do CSM2s have enough time to perform people management tasks?
- How can we improve the work environment for staff e.g. roster balance?

## Trade Unions

- Can we reduce lone working?
- Are there staff at key Control Rooms?
- Is there enough resilience at local stations – is this causing staff to be moved and/or stations to be left unstaffed?
- Are CSA1s doing too many ‘extreme’ turns?

## London TravelWatch

- Do we have enough staff at local stations to provide visibility to customers?



## <sup>4</sup> Themes

### What we looked at:

- Control Room staffing
- Lone Working and Staff visibility
- Improving the work environment for staff, including roster balance
- Resource for Gatelines, Ticket Machine Servicing, Security Checks and SATS coverage
- Local requests from Area Managers
- Night Tube (CSS and CSA cover, Control Room CSS)
- Adjustments to coverage levels
- Maternity Leave cover
- Support for CSM2s
- Adjustments to supervisor grades



## <sup>5</sup> Staffing Review – improvements we're making (1)

- Around **100 more staff** introduced to **reduce lone working** at 53 stations
- **21 more staff** at 6 stations for **extra control room coverage**
- **Extra CSAs** at 16 Destination stations to **help with customer service and safety**
- **10 more staff** to help with **increased SATS** staffing at 33 stations
- **Increased Night Tube staffing** on 16 Areas
- **Increased cover levels** on 15 Areas
- The **extra staff** for gatelines, ticket machine servicing and SATS staffing will also **improve roster balance**

## <sup>6</sup> Staffing Review: improvements we're making (2)

- Retained all “Welcome” staff (CSA2s) at Destination and Gateway Stations
- **Converted 5 CSA2s to CSA1s** at Russell Square to help with **lift operation**
- Provided for enhanced **Maternity Leave cover**
- Provided increased support to **CSM2s**
- **More supervisors** on 5 Cover Groups with the highest level of lone working to **reduce station closures**
- **Changes to CSS grade** on the Wanstead Area to **improve local rosters**
- In all, we addressed **more than 160 local requests** for additional staff



# 7 Overview of the additional roles

	AM	CSM1	CSM2/3	CSS1	CSS2	CSA1	CSA2	Total
Local requests			1	25	1	60	32	<b>119</b>
Control rooms				20		1		<b>21</b>
Local Working					8	14	76	<b>98</b>
RSLU						6		<b>6</b>
Night Tube				5		22		<b>27</b>
CSM2 Model				8				<b>8</b>
Extended SATS						10		<b>10</b>
Cover increases		2		4	3	3		<b>12</b>
<b>Sub-Total</b>		<b>2</b>	<b>1</b>	<b>62</b>	<b>12</b>	<b>116</b>	<b>108</b>	<b>301</b>
Maternity (CSS1 and/or CSS2)								<b>15</b>
Contingency (roster balance)								<b>9</b>
<b>Total: 325</b> <b>FT 201 : PT 124</b> <b>CSM / CSS roles 101</b>								



# 1. CONTROL ROOMS



# Station Staffing Review – Control Rooms

We are adding the following roles in control rooms:

- Canning Town: Additional weekend and Night Tube cover
  - West Ham: 07.00 – 23.00 Monday to Sunday and Night Tube
  - Blackfriars: Peak Hours
  - Seven Sisters: Night Tube
  - Brixton: Night Tube
  - Shepherd's Bush (C) Night Tube
- 
- Day staffing from 9 March
  - Night Tube staffing from May



# Station control points

Before FftFS a number of stations had control room assistants to support station operation. In future these station offices will not be designated as control rooms and staff operating the equipment will not be required to hold a control room permit.

After analysis of staffing levels at these stations, we are proposing the following :

- Edgware Road: More CSSs added as part of CSM2 mitigation which will also provide assistance for station operation. This will provide supervisory coverage 0700-2300 Monday to Friday, and 1000-1800 Saturday and Sunday.
- Hammersmith – local solution
- Southwark – no change
- Bermondsey – no change



## 2. LONE WORKING / STAFF VISIBILITY



# Lone Working Summary

The London TravelWatch investigation recommended that we needed to increase staff visibility at local stations. Trade Unions have also asked us to reduce lone working at local stations. Feedback from Area Managers and staff has also supported the reduction in lone working to improve the working environment for staff.

We will therefore be adding a number of roles at local stations to reduce lone working. These will be CSA2, as all operational requirements will be carried out by the existing CSS.

- 53 stations will gain additional CSA2, CSA1 and CSS2 staff
- Additional headcount of 98: 63 full time, 35 part time



## Station Staffing Review – Lone working proposal

Area	Station	Shift
Hendon Central	Golders Green	W/E Middle
Leytonstone	Leytonstone	0700-1500
Ladbroke Grove	Hammersmith (H&C)	Mid Turn
Hainault	Hainault	0700-1500
Stanmore	Neasden	1500-2300
East Ham	East Ham	Mid Turn
Fulham Broadway	Parsons Green	Mid Turn
Acton Town	Northfields	0700-1500
High Barnet	Finchley Central	1100-1900
Willesden Green	West Hampstead	1000-1800
High Barnet	East Finchley	W/E Middle
Amersham	Amersham	P/T 1600-2000
Leytonstone	Leyton	1300-2100
Stanmore	Stanmore	1500-2300
Hammersmith	West Kensington	P/T 0700-1100 P/T 1500-1900
Hendon Central	Edgware	1500-2300
Amersham	Rickmansworth	P/T 1500-1900
Hornchurch	Dagenham East	1500-2300
High Barnet	High Barnet	1100-1900 W/E 1000-1800



## Station Staffing Review – Lone working proposal

Area	Station	Shift
Loughton	Loughton	1100-1900
Willesden Green	Kilburn	0900-1700
Hammersmith	Barons Court	P/T 0700-1100 P/T 1500-1900
Hendon Central	Colindale	0900-1700
Loughton	Debden	0700-1500
Hendon Central	Hendon Central	0900-1700
Loughton	Epping	0700-1500
Ladbroke Grove	Wood Lane	0700-1500
Fulham Broadway	West Brompton	0900-1700
Fulham Broadway	Southfields	P/T 0700-1100 P/T 1500-1900
Stanmore	Kingsbury	1500-2300
Fulham Broadway	East Putney	P/T 0700-1100 P/T 1500-1900
Ladbroke Grove	Ladbroke Grove	1500-2300
Stanmore	Queensbury	1500-2300
Uxbridge	Hillingdon	0700-1500
Uxbridge	Ruislip	0700-1500
Willesden Green	Willesden Green	P/T 0700-1100 P/T 1500-1900



## Station Staffing Review – Lone working proposal

Area	Station	Shift
White City	North Acton	0700-1500
Greenford	West Ruislip	P/T 1500-1900
Turnham Green	Turnham Green	W/E Middle
Harrow on the Hill	Rayners Lane	1300-2100
Wanstead	Newbury Park	0700-1500
Greenford	Greenford	0700-1500
Hornchurch	Dagenham Heathway	P/T 0700-1100 P/T 1500-1900
Turnham Green	Gunnersbury	0700-1500
Pinner	Pinner	P/T 0630-1030
Harrow on the Hill	Northwick Park	P/T 0700-1100 P/T 1500-1900
Turnham Green	Kew Gardens	W/E Middle
White City	East Acton	P/T 0700-1100 P/T 1500-1900
Queens Park	Harlesden	1100-1900
Queens Park	Kensal Green	0900-1700
Queens Park	Stonebridge Park	0700-1500
Turnham Green	Chiswick Park	P/T 0700-1100
Greenford	South Ruislip	0700-1500



# Lone working – availability of Customer Service Supervisor 2s

We're adding more CSS2s on cover groups/areas with higher levels of lone working, to provide better resilience and reduce the likelihood of staff being required to move stations.

Cover Group	Area	Additional CSS2
District East	Hornchurch	2 x CSS2 'Cross Cover' (0645 and 1445)
District West	Hammersmith	2 x CSS2 'Cross Cover' (0645 and 1445)
Metropolitan North	Pinner	1 x CSS2 'Cross Cover' (0645)
Metropolitan North	Amersham	1 x CSS2 'Cross Cover' (1445)
Metropolitan Central	Uxbridge	2 x CSS2 'Cross Cover' (0645 and 1445)

These are locations where CSS2s do the most lone working. Our changes will improve things for our people, and reduce the risk of stations being left unstaffed or closing due to a lack of people available to cover short notice absences.



# 3. GATELINES

## TICKET MACHINE SERVICING

## SECURITY CHECKS

## FOCAL POINTS

## SATS



# Gatelines, Ticket Machine Servicing, Security checks

Destination and Gateway stations have been analysed to identify where the number of available staff may impact on the ability to manage ticket machines, gatelines and security checks.

We're adding resource at the following stations. This will reduce the proportion of extreme turn working for CSA1s as the duties are inside turns.

Line	Area	Station	Additional staff	Time
Bakerloo	Charing Cross	Charing Cross	1 x PT CSA2	W/E Mid Turn
Bakerloo	Elephant & Castle	Elephant & Castle	2 x CSA1 1 x PT CSA1	M-F 0915-1715 W/E 1300-2100
Bakerloo	Oxford Circus	Oxford Circus	1 x CSA1	M-F Mid Turn
C&H	Farringdon	Farringdon	1 x PT CSA2	M-F PM Peak
C&H	Liverpool Street	Moorgate	3 x PT CSS1	M-F AM and PM Peak
C&H	Paddington	Paddington	4 x CSS1	7 Day Core Hours
Central	Bank	Bank	3 x CSA1	M-F Core Hours
District	Embankment	Embankment	1 x PT CSA2	W/E Mid
Jubilee	Stratford	Stratford	2 x CSA1	7 Day Mid Turn
Jubilee	Baker Street	Baker Street	2 x CSA1	7 Day Mid Turn
Metropolitan	Wembley Park	Wembley Park	1 x PT CSA2	M-F PM Peak
Metropolitan	Kings Cross St Pancras	Kings Cross St Pancras	4 x CSA1	7 Day Core Hours
Northern	TCR	TCR	3 x CSA1	M-F Core Hours
Victoria	Highbury & Islington	Finsbury Park	2 x CSA1	7 Day Mid Turn
Victoria	Green Park	Green Park	1 x CSA1	M-F 1500-2300
Victoria	Highbury & Islington	Highbury & Islington	2 x CSA1	M-F 0700-1500 M-F 1500-2300



# Focal Point Staffing

We will continue to provide Focal Point staffing at 25 stations, as we do currently.

At the majority of locations, focal point staffing remains CSA2.

At Russell Square, the 5 CSA2s have been converted to CSA1s to help support operational requirements relating to the lifts.

# SATS staffing

As demand continues to rise on our network, SATS are a key part of managing the throughput of trains. As part of the Staffing Review we've identified opportunities to increase SATS coverage. This will be done by tasking existing staff or through additional staff requested by local management during the review. 10 more staff have been provided where extra capacity is needed.

This will also reduce the proportion of extreme turns for CSA1s.

**Additional SATS would be a benefit at the following 33 locations. Staff capacity already exists or has been requested during the staffing review to provide this capability**

Line	Area	Station	Suggested Additional SATS	Line	Area	Station	Suggested Additional SATS
Bakerloo	Charing Cross	Charing Cross	AM & PM	Bakerloo	Piccadilly Circus	Piccadilly Circus	PM
Bakerloo	Elephant & Castle	Elephant & Castle	AM & PM	C&H	Paddington	Paddington	AM & PM
Bakerloo	Oxford Circus	Oxford Circus	AM & PM	Jubilee	Canary Wharf	Canary Wharf	AM & PM
C&H	Farringdon	Farringdon	PM	Jubilee	London Bridge	London Bridge	AM & PM
C&H	Liverpool Street	Moorgate	AM & PM	Northern	Tottenham Court Road	Tottenham Court Road	PM
C&H	Liverpool Street	Liverpool Street	AM & PM	Piccadilly	Leicester Square	Leicester Square	PM
Central	Bank	Bank & Monument	AM & PM	Victoria	Highbury & Islington	Finsbury Park	AM & PM
Central	Holborn	Holborn	AM & PM	Victoria	Victoria	Victoria	AM & PM
Central	Notting Hill Gate	Notting Hill Gate	AM & PM	Jubilee	Westminster	Westminster	AM & PM
District	Earls Court	Earl's Court	AM & PM	Metropolitan	Wembley Park	Wembley Park	AM & PM
District	Embankment	Embankment	PM	Metropolitan	Kings Cross St Pancras	King's Cross St. Pancras	AM & PM
District	South Kensington	South Kensington	PM	Northern	Camden Town	Camden Town	AM & PM
Jubilee	Bond Street	Bond Street	AM & PM	Victoria	Green Park	Green Park	AM & PM
Jubilee	Canada Water	Canada Water	AM & PM	Victoria	Highbury & Islington	Highbury & Islington	AM & PM
Jubilee	Canary Wharf	North Greenwich	AM & PM	Victoria	Euston	Euston	AM & PM
Jubilee	Waterloo	Waterloo	AM & PM	Central	St Pauls	St Pauls	PM
				Central	St Pauls	Chancery Lane	PM



# 4. NIGHT TUBE



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**EVERY JOURNEY MATTERS**

## Night Tube

27 staff will be added on 15 Areas as Night Tube cover weeks, providing added resilience to locations that operate at minimum numbers for some or all of the overnight period.

Area	NT CSA1	NT CSS
Victoria Area	1	
Euston Area	2	
Green Park	2	
Walthamstow Central Area		1
Brixton Area	3	2
Shepherd's Bush Area	1	2
Marble Arch Area	1	
Stratford Area	2	
London Bridge Area	1	
Tottenham Court Road Area	1	
Heathrow Area	1	
Leicester Square Area	1	
Gloucester Road Area	2	
Embankment Area	1	
Liverpool Street Area	3	
<b>Total</b>	<b>22</b>	<b>5</b>

## Night Working

We believe it's possible to improve sharing of night turns between CSMs and CSSs on some areas, which would lead to an increase in CSS1s balanced against a reduction in CSMs. This is subject to ongoing consultation and review with local management.



# 5. COVER LEVELS



# Cover levels

The standard level of cover across cover groups is 37.5%.

Staff will be added to increase the proportion of cover on cover groups where it is currently tight. The following areas will benefit from this:

Area		
Paddington	Edgware Road	Gloucester Road
Highbury & Islington	Euston Square	Waterloo
Uxbridge	Seven Sisters	Walthamstow Central
Pinner	South Kensington	Embankment
London Bridge	Harrow on the Hill	Amersham

We are adding 15 CSS positions to cover Maternity Leave



# 6. SUMMARY OF PROPOSED STAFFING CHANGES BY LINE



# Proposed Additional Staff Summary

Line	FT	PT
Bakerloo	19	4
Central	24	21
Victoria	13	17
Metropolitan	17	8
District	20	29
C&H	19	10
Jubilee	29	13
Northern	21	17
Piccadilly	15	5
Maternity	15	0
Contingency	9	0
<b>Total</b>	<b>201</b>	<b>124</b>



Additional Staff Proposed
19 FT
4 PT
23 Total

## Proposed Staff Summary

Cover Group	Area	Station	Grade	Time	Days	COST FT	COST PT	Remarks	Reason
Bakerloo South	Piccadilly Circus	Piccadilly Circus	CSA1	1500-1900	Mon - Fri	1		Additional SATS would be beneficial at this location	Extended SATS
Bakerloo South	Oxford Circus	Oxford Circus	CSA1	Mid Turn		1		CSA1 added for operational resilience during the day	AM Request
Bakerloo South	Piccadilly Circus	Piccadilly Circus	CSS	19:00 - 00:00	Wed - Sat		1	CSS added as per AM request	AM Request
Bakerloo South	Charing Cross	Charing Cross	CSA2	10:00 - 18:00	Sat - Sun		1	CSA2 added as per AM Request	AM Request
Bakerloo South	Elephant & Castle	Elephant & Castle	CSA1	09:15 - 17:15	Mon - Fri	2		CSA1 added for operational resilience during the day	AM Request
Bakerloo South	Elephant & Castle	Elephant & Castle	CSA1	13:00 - 21:00	Sat - Sun		1	CSA1 added for operational resilience during the day	AM Request
Bakerloo North	Wembley Central	Harrow & Wealdstone	CSA1	Core hours	7 days	3		Core hour CSA1 roster added to area to provide POM float/service function	RSLU



## 28 Bakerloo Line – Cont'd

Cover Group	Area	Station	Grade	Time	Days	COST FT	COST PT	Remarks	Reason
Bakerloo North	Queen's Park	Queens Park	CSA1	Core hours	7 days	3		Core hour CSA1 roster added to area to provide POM float/service function	RSLU
Bakerloo North	Queen's Park	Harlesden	CSA2	1100-1900	Mon - Fri	2		Added as per local working discussions with AM	Lone Working
Bakerloo North	Queen's Park	Kensal Green	CSA2	0900-1700	Mon - Fri	1		Added as per local working discussions with AM	Lone Working
Bakerloo North	Queen's Park	Stonebridge Park	CSA2	0700-1500	Mon - Fri	1		Added as per local working discussions with AM	Lone Working
Bakerloo Central	Kilburn Park	Kilburn Park Area - General	CSS1			2		2 x CSS1 inc cover to provide M-F mid turn assist for CSM2. To be built into current CSS1 roster	CSM2 Model
Bakerloo Central	Marylebone	Marylebone	CSA1	From SoT	Mon - Fri	2		Would provide resilience against minimum number breaches at opening	AM Request
Bakerloo Central	Warwick Avenue	Warwick Avenue Area - General	CSS1	Mid Turn	Mon-Fri	1	1	Would end need for CSM to do CSA duties – CSS would provide management time for CSM	AM Request



## 29 Bakerloo Line – Overview

	AM	CSM1	CSM2/3	CSS1	CSS2	CSA1	CSA2	Total
Local requests				2		7	1	10
Control rooms								
Lone Working							4	4
RSLU						6		6
Night Tube								
CSM2 Model				2				2
SRT								
Extended SATS						1		1
Cover increases								
<b>Total</b>				<b>4</b>		<b>14</b>	<b>5</b>	<b>23</b>



Additional Staff Proposed
24 FT
21 PT
45 Total

## Proposed Staff Summary

Cover Group	Area	Station	Grade	Time	Days	COST FT	COST PT	Remarks	Reason
Central Leytonstone	Leytonstone	Leyton	CSA1	13:00 - 21:00	Mon-Fri	1		Picked up under lone working priority list	Lone Working
Central Leytonstone	Leytonstone	Leytonstone	CSA2	07:00 - 15:00	Mon-Fri	2		Picked up under lone working priority list	Lone Working
Central Leytonstone	Leytonstone	Leytonstone	CSA1	13:00 - 21:00	Sat - Sun		1	CSA1 added as per AM request	AM Request
Central Leytonstone	Leytonstone	Snaresbrook	CSA2	06:00 - 10:00	Mon - Fri		1	CSA2 added as per AM request	AM Request
Central Leytonstone	Leytonstone	Leyton	CSA1	23:00 - 07:00	Fri - Sat		1	CSA1 added as per AM request	AM Request
Central Leytonstone	Leytonstone	Leytonstone	CSA1	23:00 - 07:00	Fri - Sat		1	CSA1 added as per AM request	AM Request
Central Leytonstone	Mile End	Mile End Area - General	CSS1	Mid Turn	Mon - Fri	1		1 x CSS1 added to provide M-F mid turn cover for CSM	CSM2 Model

Cover Group	Area	Station	Grade	Time	Days	COST FT	COST PT	Remarks	Reason
Central Centre	Shepherd's Bush	Shepherd's Bush	CSA1	16:00 - 19:00	Mon - Fri		1	Will release CSM2 and leave them with 4 days spare, also fixing management time issue	AM Request
Central Centre	Shepherd's Bush	Shepherd's Bush	CSS	23:00 - 07:00/Coverage	Fri - Sat/or Full Time for Cover rest of week		2	Actioned under control room AM review	Control Rooms
Central Centre	Marble Arch	Marble Arch	CSA1	15:00 - 23:00/16:00 - 00:00	Sat		1	CSA1 added as per AM request	AM Request
Central Centre	Central Centre Group - General	Central Centre Group - General	CSA1	23:00 - 07:00	Fri - Sat		1	CSA1 added as per AM request	AM Request
Central City	St Paul's	St Paul's	CSA2	09:00 - 17:00	Sat - Sun		1	CSA2 added as per AM request	AM Request
Central City	Holborn	Holborn	CSA1	Coverage		1		CSA1 added as per AM request	AM Request
Central City	Holborn	Holborn	CSA1	05:30 - 13:30	Mon - Sun	1		CSA1 added as per AM request	AM Request

Cover Group	Area	Station	Grade	Time	Days	COST FT	COST PT	Remarks	Reason
Central City	Bank	Bank	CSA1	07:00 - 11:00 and 15:00 - 19:00	Mon - Fri	3		Add a core hour M-F CSA1 line to roster	AM Request
Central City	Bank	Bank	CSA1	07:00 - 11:00 and 15:00 - 19:00	Mon - Fri		2	CSA2s could be used on gatelines, with CSA1s released to staff platforms	AM Request
Central East	Loughton	Epping	CSA2	07:00 - 15:00	Mon-Fri	1		Picked up under lone working priority list	Lone Working
Central East	Loughton	Debden	CSA2	07:00 - 15:00	Mon-Fri	1		Picked up under lone working priority list	Lone Working
Central East	Loughton	Loughton	CSA2	11:00 - 19:00	7 days	2		Picked up under lone working priority list	Lone Working
Central East	Wanstead	Newbury Park	CSA2	0700-1500	Mon - Fri	1		Picked up under lone working priority list	Lone Working
Central East	Hainault	Hainault	CSA2	07:00 - 15:00	Mon - Fri	2		Picked up under lone working priority list	Lone Working

Cover Group	Area	Station	Grade	Time	Days	COST FT	COST PT	Remarks	Reason
Central Centre	Marble Arch	Marble Arch	CSA1	night tube	Fri - Sat		1	Additional NT staff would be beneficial here	Night Tube
Central Centre	Shepherds Bush	Shepherds Bush	CSS1	night tube	Fri - Sat		2	Additional NT staff would be beneficial here	Night Tube
Central Centre	Shepherds Bush	Shepherds Bush	CSA1	Night Tube	Fri - Sat		1	Additional NT staff would be beneficial here	Night Tube
Central West	Greenford	South Ruislip	CSA2	0700-1500	Mon - Fri	1		Picked up under lone working priority list	Lone Working
Central West	Greenford	Greenford	CSA2	0700-1500	Mon - Fri	2		Picked up under lone working priority list	Lone Working
Central West	Greenford	West Ruislip	CSA2	1500-1900	Mon - Fri		2	Picked up under lone working priority list	Lone Working
Central West	Greenford	Greenford Area - General	CSS2	roster line	roster line	1		Add one cover week as per AM request	AM Request
Central West	White City	East Acton	CSA2	0700-1100 1500-1900	Mon - Fri		3	Picked up under lone working priority list	Lone Working
Central West	White City	North Acton	CSA1	0700 - 1500	Sun - Sat	2		Picked up under lone working priority list – form core hour roster by moving current CSA start times	Lone Working
Central City	St Paul's	St Paul's Area - General	CSA1	1500 - 2300	Mon - Fri	2		Added as per SATS feedback from line	AM Request

## 34 Central Line – Overview

	AM	CSM1	CSM2/3	CSS1	CSS2	CSA1	CSA2	Total
Local requests					1	13	2	16
Control rooms				2				2
Lone Working						3	17	20
RSLU								
Night Tube				2		2		4
CSM2 Model				1				1
SRT								
Extended SATS						2		2
Cover increases								
<b>Total</b>				<b>5</b>	<b>1</b>	<b>20</b>	<b>19</b>	<b>45</b>

## Additional Staff Proposed

13 FT

17 PT

30 Total

## Proposed Staff Summary

Cover Group	Area	Station	Grade	Time	Days	COST FT	COST PT	Remarks	Reason
Victoria North	Seven Sisters	Seven Sisters Area - General	CSA1	roster line	Sun - Sat	2		Will release CSM from CSA duties and give them a spare week for management duties	AM Request
Victoria North	Cover Group	Cover Group	CSA1	cover week	roster line	1		CSA1 added as per AM Request	Cover Increase
Victoria South	Brixton	Brixton	CSS1	2300 - 0500	Sun - Thurs	1		1 x late CSA1 to provide extra capacity at night, also addresses other capacity issues	AM Request
Victoria South	Brixton	Stockwell	CSS1	2300 - 0500	Fri - Sat		1	CSS1 added as per AM request	AM Request
Victoria South	Vauxhall	Vauxhall Area - General	CSA1	2300 - 0500	Fri - Sat		1	NT CSA1 added as per AM Request	AM Request
Victoria Central	Green Park	Green Park	CSA1	1000 - 1800	Sat - Sun	1		Weekend capacity appears adequate – M-F mid turn CSA1 added instead	AM Request
Victoria North	Seven Sisters	Seven Sisters	CSS1	Night Tube	Sat-Sun		2	CSS1 added during AM control room review	Control Rooms

## 36 Victoria Line – cont'd

Cover Group	Area	Station	Grade	Time	Days	COST FT	COST PT	Remarks	Reason
Victoria South	Brixton	Brixton	CSS1	Night Tube	Sat-Sun		2	CSS1 added during AM control room review	Control Rooms
Victoria North	Highbury & Islington	Finsbury Park	CSA1	0700-1100 1500-1900	Mon-Fri	1		Additional SATS would be beneficial here	Extended SATS
Victoria Central	Victoria	Victoria	CSA1	0700-1100 1500-1900	Mon-Fri	1		Additional SATS would be beneficial here	Extended SATS
Victoria Central	Victoria	Green Park	CSA1	Night Tube	Fri - Sat		2	Additional NT staff would be beneficial here	Night Tube
Victoria North	Highbury & Islington	Highbury & Islington Area - General	CSA1	0700-1500 1500-2300	M-F	2		CSA1 added to aid resilience	AM Request
Victoria North	Highbury & Islington	Highbury & Islington Area - General	CSM1	cover week	roster line	2		CSM1 added as per AM request	Cover Increase
Victoria North	Highbury & Islington	Finsbury Park	CSA1	0700 - 1500	Sun	2		Additional 7 day mid turn CSA1 for resilience at FPK	AM Request
Victoria Central	Victoria	Euston	CSA1	night tube	Fri - Sat		2	Additional NT staff would be beneficial here	Night Tube
Victoria Central	Victoria	Victoria	CSA1	night tube	Fri - Sat		1	Additional NT staff would be beneficial here	Night Tube
Victoria North	Walthamstow Central	Walthamstow Central	CSS1	night tube	Fri - Sat		1	Additional NT staff would be beneficial here	Night Tube
Victoria South	Brixton	Brixton	CSA1	night tube	Fri - Sat		3	Additional NT staff would be beneficial here	Night Tube
Victoria South	Brixton	Brixton	CSS1	night tube	Fri - Sat		2	Additional NT staff would be beneficial here	Night Tube



## 37 Victoria Line – Overview

	AM	CSM1	CSM2/3	CSS1	CSS2	CSA1	CSA2	Total
Local requests				2		8		10
Control rooms				4				4
Lone Working								
RSLU								
Night Tube				3		8		11
CSM2 Model								
SRT								
Extended SATS						2		2
Cover increases		2				1		3
<b>Total</b>		<b>2</b>		<b>9</b>		<b>19</b>		<b>30</b>

Additional Staff Proposed
19 FT
10 PT
29 Total

## Proposed Staff Summary

Cover Group	Area	Station	Grade	Time	Days	COST FT	COST PT	Remarks	Reason
C&H East	Liverpool Street	Liverpool Street	CSA1	night tube	Fri - Sat		3	Additional NT staff would be beneficial here	Night Tube
C&H East	Farringdon	Farringdon	CSA2	0700 and 1500	Mon - Fri	2		0700 and 1500 M-F CSA2 to cover request	AM Request
C&H East	Liverpool Street	Liverpool Street	CSS1	Night Tube	Night Tube		1	Additional CSS1 added as per AM request	AM Request
C&H East	Liverpool Street	Moorgate	CSS1	0700 - 1100 and 1500 - 1900	Mon - Fri		3	AM and PM PT CSS1 (lose AM PT CSA1 if vacant as per AM request))	AM Request



## 39 Circle & Hammersmith Line – Cont'd

Cover Group	Area	Station	Grade	Time	Days	COST FT	COST PT	Remarks	Reason
C&H North	Edgware Road	Edgware Road	CSS1		Sun - Sat	3	1	Core hours M-F CSS plus WE PT mid turn. De classify control room, but staffing exists to cover what is there. Also addresses CSM2 issue by introducing CSS1 support	Control Rooms
C&H North	Edgware Road	Edgware Road	CSA1	0700 - 1500	Sun - Sat	3		CSA1 added as per AM request	AM Request
C&H North	Paddington	Paddington (Sub)	CSS1	Core Hours + Cover	7 Days	4		CSS1 added as per AM request to provide extra cover capacity and core hour Sub supervision	Cover Increase
C&H North	Euston Square	Euston Square	CSA2	0700 - 2000	Sun - Sat	4		CSA2 added as per AM request to provide 7 day core hour customer service capacity	AM Request
C&H West	Ladbroke Grove	Wood Lane	CSA2	0700-1500	Mon-Fri	1		Picked up under lone working priority list	Lone Working
C&H West	Ladbroke Grove	Wood Lane	CSA2	1500 - 1900	Mon - Fri		1	CSA2 added as per AM request	AM Request
C&H West	Ladbroke Grove	Wood Lane	CSA2	0900 - 1700	Sat - Sun		1	CSA2 added as per AM request	AM Request
C&H West	Ladbroke Grove	Hammersmith	CSA2	cover week	7 days	1		Picked up under lone working priority list	Lone Working
C&H West	Ladbroke Grove	Ladbroke Grove	CSA2	1500-2300	Mon - Fri	1		Picked up under lone working priority list	Lone Working



## 40 Circle & Hammersmith Line – Overview

	AM	CSM1	CSM2/3	CSS1	CSS2	CSA1	CSA2	Total
Local requests				4		3	8	15
Control rooms				4				4
Lone Working							3	3
RSLU								
Night Tube						3		3
CSM2 Model								
SRT								
Extended SATS								
Cover increases				4				4
<b>Total</b>				<b>12</b>		<b>6</b>	<b>11</b>	<b>29</b>



Additional Staff Proposed
20 FT
29 PT
49 Total

## Proposed Staff Summary

Cover Group	Area	Station	Grade	Time	Days	COST FT	COST PT	Remarks	Reason
District West	Hammersmith	Baron's Court	CSA2	AM and PM peak	Mon-Fri		2	Picked up under lone working	Lone Working
District West	Hammersmith	West Kensington	CSA2	AM and PM peak, and 11:00 - 19:00 weekends		1	2	Picked up under lone working	Lone Working
District West	Hammersmith	Hammersmith Area - General	CSS2	06:45, 14:45		2		Added by business to provide assistance/resilience to areas with largest amount of lone working	Lone Working
District West	Turnham Green	Gunnersbury	CSA1	core hours	7 days		2	AM and PM peak M-F PT CSA1	Lone Working
District West	Turnham Green	Chiswick Park	CSA2	0700-1100	Mon - Fri		1	Picked up under lone working priority list	Lone Working
District West	Turnham Green	Kew Gardens	CSA2	mid turn	Sat - Sun		1	Picked up under lone working priority list	Lone Working
District West	Turnham Green	Turnham Green	CSA1	core hours	7 days	4		Addresses lone working and operational issues identified by AM	Lone Working
District Junction	Fulham Broadway	Southfields	CSA2	Both peaks	Mon - Fri		2	Picked up under lone working priority list	Lone Working
District Junction	Fulham Broadway	East Putney	CSA2	Both peaks	Mon - Fri		2	Picked up under lone working priority list	Lone Working



## 42 District Line – Cont'd

Cover Group	Area	Station	Grade	Time	Days	COST FT	COST PT	Remarks	Reason
District Junction	Fulham Broadway	Parsons Green	CSA2	mid turn	7 days	2		Picked up under lone working priority list	Lone Working
District Junction	Fulham Broadway	West Brompton	CSA2	Mid Turn	Mon - Fri	2		Picked up under lone working priority list	Lone Working
District Centre	Gloucester Road	High Street Kensington	CSA2	07:00 - 11:00	Mon - Fri		2	PT CSA2 added as per AM request	AM Request
District Centre	Embankment	Embankment	CSS1	Various	7 day		3	AM, PM and W/E PT CSS MBR turn	AM Request
District Centre	Embankment	Embankment	CSA1	Cover line		1		CSA1 added as per AM request	Cover Increase
District Centre	Embankment	St James' Park	CSA2	07:00 - 11:00	Mon - Fri		1	PT CSA2 added as per AM request	AM Request
District Centre	Embankment	Embankment	CSA2	08:00 - 16:00	Sat - Sun		1	PT CSA2 added as per AM request	AM Request
District City	Blackfriars	Blackfriars Area - General	CSS1	13:00 - 21:00	Mon - Fri	2		To provide middle turn at temple – CSS would provide management capacity for CSM	AM Request
District East	East Ham	East Ham	CSA1	1000-1800	Mon - Fri	2		Picked up under lone working priority list	Lone Working
District East	Hornchurch	Dagenham East	CSA2	1500-2300	Mon-Fri	1		Picked up under lone working priority list	Lone Working
District East	Hornchurch	Dagenham Heathway	CSA1	0530-1330	Mon - Fri		1	Picked up under lone working priority list	Lone Working
District East	Hornchurch	Dagenham Heathway	CSA1	1300-2100	Mon - Fri		1	Picked up under lone working priority list	Lone Working
District East	Hornchurch	Upney	CSA2	1430-1900	Mon - Fri		1	PT CSA2 added as per AM request	AM Request
District East	Hornchurch	Becontree	CSA2	0700-1100	Mon - Fri		1	PT CSA2 added as per AM request	AM Request
District East	Hornchurch	Dagenham East	CSA2	0700-1100	Mon - Fri		1	PT CSA2 added as per AM request	AM Request
District East	Hornchurch	Hornchurch Area - General	CSS2	06:45, 14:45			2	Added by programme to provide assistance/resilience to areas with largest amount of lone working	Lone Working
District City	Blackfriars	Blackfriars	CSS1	Peaks	Mon - Fri		2	Picked up under AM control room review	Control Rooms
District City	Blackfriars	Blackfriars	CSA1	Cover	N/A	1		Picked up under AM control room review	Control Rooms
District Centre	Embankment	Embankment	CSA1	night tube	Fri - Sat		1	Additional NT staffing would be beneficial at this location	Night Tube
District Centre	Gloucester Road	Gloucester Road	CSA1	night tube	Fri - Sat		2	Additional NT staffing would be beneficial at this location	Night Tube



## 43 District Line – Overview

	AM	CSM1	CSM2/3	CSS1	CSS2	CSA1	CSA2	Total
Local requests				5			7	12
Control rooms				2		1		3
Lone Working					4	10	16	30
RSLU								
Night Tube						3		3
CSM2 Model								
SRT								
Extended SATS								
Cover increases						1		1
<b>Total</b>				<b>7</b>	<b>4</b>	<b>15</b>	<b>23</b>	<b>49</b>



Additional Staff Proposed
17 FT
8 PT
25 Total

## Proposed Staff Summary

Cover Group	Area	Station	Grade	Time	Days	COST FT	COST PT	Remarks	Reason
Metropolitan Centre	Harrow on the Hill	Rayners Lane	CSA2	13:00 - 21:00	Mon - Fri	2		1300 M-F and W/E mid turn will solve AM issues at Rayners Lane	Lone Working
Metropolitan Centre	Harrow on the Hill	Northwick Park	CSA2	Early or late turn	Mon - Fri		2	Early and late as per lone working priority list	Lone Working
Metropolitan Centre	Harrow on the Hill	Harrow on the Hill	CSA2	Early Turn	Sat -Sun		2	CSA2 added as per AM request, and convert late PT to CSA2	AM Request
Metropolitan Centre	Uxbridge	Uxbridge	CSS2	Two lines on roster	7 days	1		Additional CSS2 cover week as per AM request	Cover Increase
Metropolitan Centre	Uxbridge	Uxbridge Area - General	CSS2	06:45, 14:45	Mon - Fri	2		Added by programme to provide assistance/resilience to areas with largest amount of lone working	Lone Working
Metropolitan Centre	Uxbridge	Ruislip	CSA2	07:00 - 15:00	Mon - Fri	1		Picked up under lone working priority list	Lone Working
Metropolitan Centre	Uxbridge	Hillingdon	CSA2	07:00 - 15:00	Mon - Fri	1		Picked up under lone working priority list	Lone Working

## 45 Metropolitan Line – Cont'd

Cover Group	Area	Station	Grade	Time	Days	COST FT	COST PT	Remarks	Reason
Metropolitan Centre	Uxbridge	Uxbridge	CSA2		Sat - Sun		1	0900 PT W/E CSA2	AM Request
Metropolitan North	Amersham	Amersham	CSA2	Afternoon turn	Mon - Fri		1	Picked up under lone working priority list	Lone Working
Metropolitan North	Amersham	Rickmansworth	CSA2	Afternoon turn	Mon - Fri		1	Picked up under lone working priority list	Lone Working
Metropolitan North	Amersham	Amersham Area - General	CSS2	14:45	Mon - Fri	1		Added by programme to provide assistance/resilience to areas with largest amount of lone working	Lone Working
Metropolitan North	Pinner	Pinner	CSA2	06:30 - 10:30	Mon - Fri		1	Picked up under lone working priority list	Lone Working
Metropolitan North	Pinner	Pinner Area - General	CSS2	roster line	7 days	1		CSS2 added as per AM request	Cover Increase
Metropolitan North	Pinner	Pinner Area - General	CSS2	06:45	Mon - Fri	1		Added by programme to provide assistance/resilience to areas with largest amount of lone working	Lone Working
Metropolitan South	Wembley Park	Wembley Park	CSA2	1500	Mon - Fri	1		LT CSA2 M-F could resolve	AM Request
Metropolitan South	Baker Street	Baker Street	CSA2	09:00 - 17:00	Mon - Sun	2		CSA2s added as per AM request	AM Request
Metropolitan Kings Cross	Metropolitan Kings Cross	Kings Cross	CSA1	0900-2300	7 days	4		7 day core hour CSA1 coverage increased to provide additional customer service/operational capacity	AM Request



## 46 Metropolitan Line – Overview

	AM	CSM1	CSM2/3	CSS1	CSS2	CSA1	CSA2	Total
Local requests						4	6	10
Control rooms								
Lone Working					4		9	13
RSLU								
Night Tube								
CSM2 Model								
SRT								
Extended SATS								
Cover increases					2			2
<b>Total</b>					<b>6</b>	<b>4</b>	<b>15</b>	<b>25</b>

## Additional Staff Proposed

29 FT

13 PT

42 Total

## Proposed Staff Summary

Cover Group	Area	Station	Grade	Time	Days	COST FT	COST PT	Remarks	Reason
Jubilee South	London Bridge	London Bridge	CSA1	0700-1100 1500-1900	Mon - Fri	2		Additional SATS would be beneficial at this location	Extended SATS
Jubilee East	Canary Wharf	Canary Wharf	CSA1	0700-1100 1500-1900	Mon - Fri	2		Additional SATS would be beneficial at this location	Extended SATS
Jubilee Centre	Westminster	Westminster Area - General	CSS1	Double Cover for whole week		2	-1	Part time CSS1 removed with 2 x CSS1 to provide double cover as per AM request	AM Request
Jubilee South	London Bridge	London Bridge	CSA1	night tube	fri - Sat		1	Additional NT staffing required	Night Tube

## 48 Jubilee Line – Cont'd

Cover Group	Area	Station	Grade	Time	Days	COST FT	COST PT	Remarks	Reason
Jubilee Centre	Canada Water	Canada Water	CSA1	06:30 - 10:30 and 16:00 - 20:00			2	PT CSA1 staff added in as per AM request	AM Request
Jubilee East	Stratford	Stratford	CSA1	night tube	Fri - Sat		2	Additional NT Staff required	Night Tube
Jubilee East	West Ham	West Ham	CSS1	Core hours	Mon - Fri	4	1	Already actioned under AM control room review	Control Rooms
Jubilee East	West Ham	West Ham	CSA1	1500-2300	Mon - Fri	2		CSA1 added as per AM request	AM Request
Jubilee East	West Ham	Canning Town	CSA2	07:00 - 15:00	Mon - Fri	1		CSA2 added as per AM request	AM Request
Jubilee East	Stratford	Stratford	CSS1	Mid Turn	Sat - Sun		1	1 x PT W/E CSS Mid turn to bring whole week to double cover	AM Request
Jubilee East	Stratford	Stratford	CSA1	Mid Turn	7 Days	2		7 day mid turn CSA1 to boost daytime capacity	AM Request
Jubilee North	Stanmore	Stanmore Area - General	CSS2	Cover Week	7 Days	1		CSS2 added in as per AM request	Cover Increase
Jubilee East	West Ham	Canning Town	CSS1	Mid Turn	Sat-Sun		3	Already actioned under AM control room review	Control Rooms



## 49 Jubilee Line – Cont'd

Cover Group	Area	Station	Grade	Time	Days	COST FT	COST PT	Remarks	Reason
Jubilee North	Stanmore	Neasden	CSA2	15:00 - 23:00	Mon - Fri	1		Picked up under lone working priority list	Lone Working
Jubilee North	Stanmore	Stanmore	CSA2	1500-2300	Mon-Fri	2		Picked up under lone working priority list	Lone Working
Jubilee North	Stanmore	Kingsbury	CSA1	15:00 - 23:00	Mon - Fri	1		Picked up under lone working priority list	Lone Working
Jubilee North	Stanmore	Stanmore Area - General	CSM3	night tube	Fri -Sat		1	1 x PT NT CSM3 as per AM request	AM Request
Jubilee North	Willesden Green	West Hampstead	CSA2	08:00 - 16:00	Mon - Fri	2		Picked up under lone working priority list	Lone Working
Jubilee North	Willesden Green	Kilburn	CSA2	09:00 - 17:00	Mon - Fri	1		Picked up under lone working priority list	Lone Working
Jubilee North	Willesden Green	Willesden Green	CSA2	Both peaks	Mon-Fri		2	Picked up under lone working priority list	Lone Working
Jubilee North	Willesden Green	Willesden Green	CSA2	07:00 - 15:00	Sat - Sun		1	Picked up under lone working priority list	Lone Working
Jubilee West	Swiss Cottage	Swiss Cottage Area - General	CSS1	1000 - 1800	Mon - Fri	1		1 x CSS1 added to provide M-F mid turn cover for CSM	CSM2 Model
Jubilee South	Waterloo	Waterloo	CSA1	1000 - 1800	Sat - Sun	3		Provides ore hours double CSA2 cover at weekend	AM Request
Jubilee South	Waterloo	Waterloo	CSA1	cover week	roster line	1		Cover increase	Cover Increase
Jubilee North	Stanmore	Queensbury	CSA21	Mon - Fri 1500-2300		1		Picked up under lone working priority list	Lone Working



	AM	CSM1	CSM2/3	CSS1	CSS2	CSA1	CSA2	Total
Local requests			1	2		9	1	13
Control rooms				8				8
Lone Working						1	10	11
RSLU								
Night Tube						3		3
CSM2 Model				1				1
SRT								
Extended SATS						4		4
Cover increases					1	1		2
<b>Total</b>			<b>1</b>	<b>11</b>	<b>1</b>	<b>18</b>	<b>11</b>	<b>42</b>

<b>Additional Staff Proposed</b>
21 FT
17 PT
38 Total

## Proposed Staff Summary

Cover Group	Area	Station	Grade	Time	Days	COST FT	COST PT	Remarks	Reason
Northern West End	Tottenham Court Road	Tottenham Court Road	CSA1	night tube	Fri - Sat		1	Additional NT Staffing would be beneficial at this location	Night Tube
High Barnet	High Barnet	High Barnet	CSA1	night tube	Night Tube		1	NT PT CSA1 added as per AM request	AM Request
High Barnet	High Barnet	High Barnet	CSA2	1100 - 1900	Sun - Sat	2	1	Picked up under lone working priority list	Lone Working
High Barnet	High Barnet	East Finchley	CSA2	0900 - 1700	Sat - Sun		1	Picked up under lone working priority list	Lone Working
High Barnet	High Barnet	Finchley Central	CSA2	1100-1900	Mon - Fri	1		Picked up under lone working priority list	Lone Working
High Barnet	High Barnet	Finchley Central	CSA1	1100 - 1900	7 days	4	-2	7 day core hour CSA2 roster, remove PT CSS x 2 to offset	AM Request
High Barnet	Archway	Archway	CSS1	0800 - 1300	Mon - Fri		1	PT CSA2 AM M-F to provide peak capacity	AM Request
High Barnet	Kentish Town	Kentish Town	CSS1	night tube	Night Tube		2	NT CSS1 added as per AM request	AM Request
High Barnet	Kentish Town	Kentish Town	CSS1	1000 - 1800	Sat - Sun		1	Weekend PT as per AM request – adding back CSS1 release CSM2 for management tasks	AM Request



## 52 Northern Line – Cont'd

Cover Group	Area	Station	Grade	Time	Days	COST FT	COST PT	Remarks	Reason
West End	Camden Town	Camden Town	CSA1	night tube	Night Tube		1	PT NT CSA1 as per AM request	AM Request
West End	Camden Town	Camden Town	CSA1	0900 - 1700 and 1000 - 1800	Sun		3	3 PT staff to allow station to remain open at weekends – AM to confirm this will happen	AM Request
West End	Warren Street	Warren Street	CSS1	0700 - 1500 1500 - 2300 roster line	Mon - Fri Mon - Fri Roster line	3	-2	Core hour M-F CSS to remedy CSM2 capacity issue, offset by removing PT CSS	AM Request
West End	Tottenham Court Road	Tottenham Court Road	CSS1	0700 - 1500 1500 - 2300	Mon - Fri Sat helpful Sun less so	3		Bump mid turn later and have core hours additional CSS coverage all week	AM Request
South	Clapham Common	Clapham South	CSA1	0700 - 1100	Mon - Fri		2	PT AM CSA2 M-F as per AM request	AM Request
South	Balham	Balham Area - General	CSS1			2		2 x CSS1 to be built into current CSS roster to provide M-F mid turn cover for CSM. Inc. Cover	CSM2 Model
South	Balham	Balham	CSA1	0700 - 1100	Mon - Fri		0	Move tooting bec PM PT to Balaham AM as per AM request	AM Request
South	Colliers Wood	Colliers Wood	CSA2	0700 - 1100	Mon - Fri		2	M-F PT CSA2 AM as per AM request	AM Request



## 53 Northern Line – Cont'd

Cover Group	Area	Station	Grade	Time	Days	COST FT	COST PT	Remarks	Reason
South	Morden	Morden	CSA2	1000 - 1800	Sat - Sun	1	1	PT W/E CSA2 + cover as per AM request	AM Request
Edgware	Hendon Central	Golders Green	CSA2	0900-1700	Sat-Sun		1	Picked up under lone working priority list	Lone Working
Edgware	Hendon Central	Colindale	CSA2	0900-1700	7 days	2		Picked up under lone working priority list	Lone Working
Edgware	Hendon Central	Edgware	CSA2	Middle Turn	Mon-Fri		2	Picked up under lone working priority list	Lone Working
Edgware	Mornington Crescent	Chalk Farm	CSA2	1300 - 2100	Mon - Fri	2	-1	2 x CSA2 inside late turn throughout the week, PT CSA2 removed to offset	AM Request
City	Angel	Old Street	CSA1	1500 - 2300	Sat - Sun		1	Pt W/E CSA2 as per AM request	AM Request
City	Kennington	Kennington	CSA1	1200 - 2000	Mon - Fri		1	PM M-F PT CSA2 added, re balance rosters to better cover middles	AM Request
Edgware	Hendon Central	Hendon Central	CSA2	Mon-Fri	7 days	1		Picked up under lone working priority list	Lone Working



## 54 Northern Line – Overview

	AM	CSM1	CSM2/3	CSS1	CSS2	CSA1	CSA2	Total
Local requests				8		11	5	24
Control rooms								
Lone Working							11	11
RSLU								
Night Tube						1		1
CSM2 Model				2				2
SRT								
Extended SATS								
Cover increases								
<b>Total</b>				<b>10</b>		<b>12</b>	<b>16</b>	<b>38</b>

<b>Additional Staff Proposed</b>
15 FT
5 PT
20 Total

## Proposed Staff Summary

Cover Group	Area	Station	Grade	Time	Days	COST FT	COST PT	Remarks	Reason
Central	Leicester Square	Leicester Square	CSA1	1500-1900	Mon-Fri	1		Extended SATS would be beneficial at this location	Extended SATS
Piccadilly Centre	Leicester Square	Leicester Square	CSA1	night tube	Fri - Sat		1	Additional NT staff would be beneficial at this location	Night Tube
Piccadilly Heathrow	Heathrow	Heathrow	CSA1	night tube	Fri - Sat		1	Additional NT staff would be beneficial at this location	Night Tube
Piccadilly East	Cockfosters	Cockfosters	CSA1	Middle Turn	Sun - Thurs	1		Mid turn CSA1 as per AM request	AM Request
Piccadilly East	Bounds Green	Bounds Green	CSA1	From SOT	Mon - Fri	1		CSA1 early turn as per AM request	AM Request
Piccadilly East	Manor House	Manor House	CSA1	From SOT	Mon - Fri	1		CSA1 early turn as per AM request	AM Request
Piccadilly East	Arnos Grove	Arnos Grove Area - General	CSS1			2		2 x CSS1 to be built into current CSS roster to provide M-F mid turn cover for CSM. Inc. Cover	CSM2 Model
Central	Arsenal	Arsenal	CSS1	From SoT	Mon - Fri	1	-1	PT to FT conversion as per A< request - grade changed to CSS1 to provide capacity for CSM to perform management duties	AM Request
Central	Russell Square	Russell Square	CSA2	various	7 days	0		Re-grade all CSA2s on roster to CSA1 for operational reasons (lifts etc)	AM Request
Central	Russell Square	Russell Square	CSA1	1300 - 2100	Sat - Sun		1	Weekend PT CSA1 as per AM request	AM Request



## 56 Piccadilly Line – Cont'd

Cover Group	Area	Station	Grade	Time	Days	COST FT	COST PT	Remarks	Reason
Central	Leicester Square	Leicester Square	CSS1	1000	Sun - Sat	1		FT CSS to increase supervisory capacity in SCR	AM Request
Central	Knightsbridge	Knightsbridge	CSA2	0700 and 1500	Mon - Fri	2		CSA2 0900 and 1500 M-F as per AM request	AM Request
Heathrow	Hatton Cross	Hatton Cross Area - General	CSA	SOT onwards	7 days	2		M-F CSA1 early turn (plus cover) as per AM request	AM Request
Piccadilly West	Acton Town	Hounslow East	CSA2	Both peaks	Mon-Fri		2	Picked up under lone working priority list	Lone Working
Piccadilly West	Acton Town	Northfields	CSA2	Early turn	Mon - Fri	2		Picked up under lone working priority list	Lone Working
Piccadilly West	Acton Town	Northfields	CSA	Early turn	Sat - Sun	1	1	Picked up under lone working priority list	Lone Working



## 57 Piccadilly Line – Overview

	AM	CSM1	CSM2/3	CSS1	CSS2	CSA1	CSA2	Total
Local requests				2		5	2	9
Control rooms								
Lone Working							6	6
RSLU								
Night Tube						2		2
CSM2 Model				2				2
SRT								
Extended SATS						1		1
Cover increases								
<b>Total</b>				<b>4</b>		<b>8</b>	<b>8</b>	<b>20</b>



# GRADE CHANGES



# Grade Changes

- The following proposal was made by the Fit for the Future Programme. It was discussed with the Trade Unions but not finalised. These changes are now included in the overall proposal.

- CSMs and CSSs all have the same operational licence – Station Supervision licences
- In the original staffing model presented November 2013 there were the following CSM and CSS grades: CSM1, CSM2 and CSS
- Meal relief for CSM and CSS is only required at “section 12” stations or stations where there is specific infrastructure e.g. lifts that requires it
- CSSs were incorporated as meal relief cover where required
- Subsequently in the revised station staffing proposal of April 2014 the following CSM and CSS grades were presented: CSM1, CSM2, CSM3, CSS1 and CSS2
- The CSS1 grade was a direct mapping of the previously proposed CSS grade and the CSS2 grade being a new grade introduced with the aim of staffing Local stations
- Therefore all non Local Station CSS roles, including meal reliefs, were automatically mapped to CSS1
- However CSS1 and CSS2 have the same Station Supervision licence and so both could equally effectively cover these roles

## We propose changing the following roles from CSS1 to CSS2 grade

		Type	Not changing		Propose changing to CSS2		Not changing	
			CSM2	CSM3	CSS1	PT CSS1	CSS2	PT CSS2
<b>Kilburn Park Area</b>	TWIN	Meal Relief	12		6			
<b>Euston Square Area</b>	TWIN	Meal Relief	13		1	1		
<b>Tower Hill Area</b>	TWIN	Meal Relief	13		1			
<b>Balham Area</b>	TWIN	Meal Relief	12		5			3 (NT)
<b>Russell Square Area</b>	TWIN	Meal Relief	13		1			
<b>Knightsbridge Area</b>	TWIN	Meal Relief	13		1	1		
<b>Wanstead Area</b>	MULTIPLE	Station staffing		4	19	3	6	
		<b>TOTAL</b>	<b>76</b>	<b>4</b>	<b>34</b>	<b>5</b>	<b>6</b>	

**N.B.** In some cases (Euston Square, Tower Hill, Russell Square, Knightsbridge) there are control rooms on the cover group, however there are no CSS1 cover duties at these locations, and as such they will never be asked (special/emergency circumstances aside) to work in a control room.

- The rosters would need to be re-written to replace the CSS1 with a CSS2 – a straight swap
- As CSM/CSS coverage is calculated as a whole without reference to individual grades, there will be no impact on headcount and no impact on coverage
- All staff who have been allocated one of the CSS1 roles would be able to keep that role for life, unless they chose to move. The role would then be backfilled by a new CSS2
  - N.B.This approach does not set any precedent for future organisational changes

## <sup>63</sup> Staffing Review Timeline

- **SFC consultation – until 26 May**
- **Roster production from June to September**
- **Local consultation from July to October**
- **Roster implementation – late 2017 / early 2018**
- **Recruitment of additional 325 staff from now until Dec**