

Allocation of 325 additional Staff Consultation Responses

8th June 2017



Consultation – general comments

The overall proposal set out to allocate the additional 325 staff in such a manner to:

- Maintain and enhance safety levels
- Make a positive impact on staff rosters in terms of extreme turn working and lone working
- Enhance customer service levels where possible

Of course in many cases the addition of an new post to an Area roster can achieve more than one objective.

During consultation on the initial allocation of the additional 325 staff feedback has been received from both RMT and TSSA covering both IR and Safety issues. There has also been feedback from individual Area Managers. This feedback has been invaluable in refining the proposal to make sure it best meets the needs of the business. The following questions or issues were raised:

- The impact of the additional staff on lone working
- Control room staffing
- SATS
- CSA capacity
- The CSM2 model
- Individual area issues

The following slides set out responses to the issues raised and summarise the how the proposal has been amended in the light of feedback



3 Lone working at local areas

The following table shows which areas see the CSS2 working on their own for the greatest amount of time.

Area	Percentage/Lone Working
Hornchurch	100%
Hammersmith	100%
Pinner	100%
Acton Town	96%
Ealing Common	96%
Amersham	95%
Queens Park	93%
Hainault	90%
Uxbridge	83%
High Barnet	83%
Harrow on the Hill	81%
Greenford	80%
White City	79%
Hendon Central	79%
Ladbroke Grove	78%
Loughton	78%
Fulham Broadway	75%
Stanmore	69%
Turnham Green	68%
Willesden Green	67%
East Ham	43.75%
Leytonstone	25%
Wanstead	0%
Median	80%

- Pinner, Hornchurch and Hammersmith have the largest amount of lone working with their CSS2s currently working 100% of daytime rostered shifts rostered on their own
- We have already proposed the addition of 2 CSS2s at Hornchurch and Hammersmith, and 1 at Pinner to reduce this level of lone working to 93%, 93% and 96% respectively.
- We recognise that this is higher than the average level of lone working however we are unable to address this issue further at the current time. We will keep this under review



Control Points

Southwark and Bermondsey Control Points

- The post FftFS level of staffing at these locations provides sufficient CSA1 capacity to meet all BNS requirements throughout the day. This enables the CSS1 to supervise the station from the control point at operationally critical times such as peak hours and degraded service, and gives them the flexibility to supervise on a mobile basis as and when they see fit
- Evacuation numbers are met by the CSS1 and CSA1 allocation throughout the day, allowing the CSS1 to leave the control point at times of emergency to work with the CSA1s to safely evacuate the station
- The CSS1 is trained and in possession of all the tools required to supervise from the control point or whilst mobile throughout the station. CSA1s who are not performing other tasks can be asked to temporarily 'babysit' the control point whilst the CSS1 is mobile. This would consist of nothing more than relaying telephone calls or display information by radio to the mobile CSS1
- Local station operating procedures will be updated to detail the actions to take when the CSS1 leaves the control point



Control Room Permits

- For the avoidance of doubt we consider that the stations below have Control Points:
 - Edgware Road
 - Southwark
 - Bermondsey
 - Blackfriars
 - Hammersmith
- The effect of this is that staff operating these control points do not need to hold a Control Room permit.
- This is the situation that has prevailed since the introduction of FftFS



6 SATS Increases and associated additional staff

The following locations will see the changes detailed below implemented in to their SATS schedule as part of this proposal. 8 additional CSA1s will be added to facilitate this at the following locations:

Piccadilly Circus (1), London Bridge (2), Canary Wharf (2), Leicester Square (1), Finsbury Park (1), Victoria (1)

Line	Area	Station	Proposed SATS	Proposed SATS Times/Location
Bakerloo	Elephant & Castle	Elephant & Castle	AM & PM	Northern N/B 0745-0930 Northern N/B 1700-1800
Bakerloo	Oxford Circus	Oxford Circus	AM & PM	Central W/B 0700-1015 Central W/B 1400-1615
C&H	Liverpool Street	Moorgate	AM & PM	Northern S/B 0700-1000 Northern S/B 1600-1945
C&H	Liverpool Street	Liverpool Street	AM & PM	Central W/B 0700-1500 Central E/B 1600-2130
Central	Bank	Bank & Monument	AM & PM	Central E/B 0730-0945 Northern S/B 1630-2030
Central	Holborn	Holborn	AM & PM	Central E/B 0730-1015 Central E/B 1230-2015
Central	Notting Hill Gate	Notting Hill Gate	AM	Central E/B 0745-0930
District	Earls Court	Earl's Court	AM & PM	District E/B 0730-1000 District W/B 0730-0945 District W/B 1515-2015
Jubilee	Bond Street	Bond Street	AM & PM	Jubilee S/B 0730-1000 Central E/B 0730-1000 Jubilee S/B 1400-1930
Jubilee	Canada Water	Canada Water	AM & PM	Jubilee N/B 0630-1100 Jubilee N/B 1715-1945
Jubilee	Canary Wharf	North Greenwich	AM & PM	Jubilee N/B 0630-1000 Jubilee N/B 1800-1900
Jubilee	Waterloo	Waterloo	AM & PM	Northern N/B 0715-1100 Northern N/B 1700-1830
Bakerloo	Piccadilly Circus	Piccadilly Circus	PM	Piccadilly E/B 1515-1930

Line	Area	Station	Proposed SATS	Proposed SATS Times/Location
C&H	Paddington	Paddington	AM & PM	Bakerloo S/B 0715-1000 Bakerloo S/B 1600-1900
Jubilee	Canary Wharf	Canary Wharf	AM & PM	Jubilee N/B 0700-1000 Jubilee N/B 1600-2000
Jubilee	London Bridge	London Bridge	AM & PM	Jubilee N/B 0700-2015
Northern	Tottenham Court Road	Tottenham Court Road	PM	Northern S/B 1500-2045
Piccadilly	Leicester Square	Leicester Square	AM & PM	Piccadilly W/B 0800-0900 Piccadilly W/B 1630-1930
Victoria	Highbury & Islington	Finsbury Park	AM & PM	Victoria S/B 0700-1345 Victoria N/B 1700-1900
Victoria	Victoria	Victoria	AM & PM	Victoria N/B 0700-1000 Victoria N/B 1500-2300
Jubilee	Westminster	Westminster	AM & PM	Jubilee S/B 0700-1000 Jubilee N/B 1530-1915
Metropolitan	Wembley Park	Wembley Park	AM	SSR S/B 0700-1000 SSR N/B 1600-1900
Metropolitan	Kings Cross St Pancras	King's Cross St. Pancras	AM & PM	Victoria S/B 0700-2015
Northern	Camden Town	Camden Town	AM	EDG S/B 0800-0900 HBT S/B 0800-0900
Victoria	Green Park	Green Park	AM & PM	Jubilee S/B 0700-1100 Jubilee S/B 1600-2300
Victoria	Highbury & Islington	Highbury & Islington	AM	Victoria S/B 0630-1015
Victoria	Euston	Euston	AM & PM	Victoria S/B 0700-1500 Victoria N/B 1600-1930
Central	St Pauls	St Pauls	AM	Central E/B 0700-1100
Central	St Pauls	Chancery Lane	AM	Central E/B 0700-1100



7 CSA1 Capacity

The following locations were identified as having below average levels of unallocated capacity within their CSA1 rosters.

This presents risks around staff's ability to perform security checks, POM servicing, and any other unscheduled tasks that aren't specifically identified on the task schematic.

The proposed additional staff identified below will alleviate this lack of capacity, giving CSA1 staff more untasked time throughout their shifts to perform unscheduled tasks. Even when the staff going back in are of other grades (CSS, CSA2), this will still release extra capacity from the CSA1 roster by providing cover for task the other grades are also licensed to perform.

Line	Area	Station	Category	Proposed Additional Staff
Bakerloo	Charing Cross	Charing Cross	Destination	1 x PT CSA2
Bakerloo	Elephant & Castle	Elephant & Castle	Destination	2 x CSA1 1 x PT CSA1
Bakerloo	Oxford Circus	Oxford Circus	Destination	2 x CSA1
Bakerloo	Piccadilly Circus	Piccadilly Circus	Destination	1 x CSA1 1 x PT CSS1
C&H	Farringdon	Farringdon	Destination	3 x CSA2
C&H	Liverpool Street	Moorgate	Destination	2 x PT CSS1
C&H	Paddington	Paddington	Gateway	4 x CSS1
Central	Bank	Bank & Monument	Destination	2 x CSA1 2 x PT CSA1 1 x PT CSS1
District	Embankment	Embankment	Destination	2 x CSS1 1 x PT CSS1 1 x PT CSA1 1 x PT CSA2
District	Gloucester Road	Gloucester Road	Destination	2 x PT CSA1
Jubilee	Canary Wharf	Canary Wharf	Destination	2 x CSA1
Jubilee	London Bridge	London Bridge	Destination	2 x CSA1 1 x PT CSA1

Line	Area	Station	Category	Proposed Additional Staff
Jubilee	Stratford	Stratford	Destination	2 x CSA1 2 x PT CSA1 1 x CSS1 1 x PT CSS1
Jubilee	Waterloo	Waterloo	Destination	4 x CSA1
Metropolitan	Baker Street	Baker Street	Destination	2 x CSA2
Metropolitan	Wembley Park	Wembley Park	Destination	1 x CSA2
Metropolitan	Kings Cross St Pancras	King's Cross St. Pancras	Gateway	4 x CSA1
Northern	Tottenham Court Road	Tottenham Court Road	Destination	3 x CSS1 1 x PT CSA1
Piccadilly	Leicester Square	Leicester Square	Destination	1 x CSA1 1 x PT CSA1 1 x PT CSS1
Piccadilly	Heathrow	Heathrow Terminals 123	Gateway	1 x PT CSA1
Victoria	Highbury & Islington	Finsbury Park	Destination	2 x CSA1
Victoria	Green Park	Green Park	Destination	1 x CSA1 2 x PT CSA1
Victoria	Highbury & Islington	Highbury & Islington	Destination	2 x CSA1
Victoria	Victoria	Victoria	Gateway	1 x CSA1 1 x PT CSA1

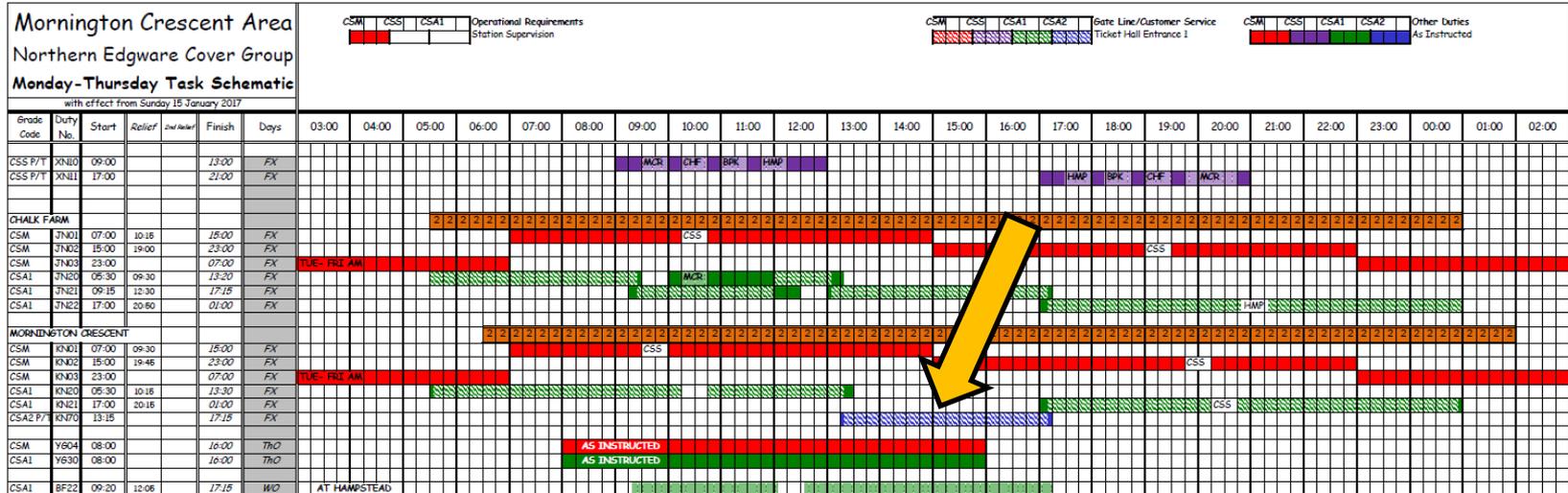


8 CSA2s at Metro Stations

Concerns were raised that there are locations with operational assets such as lifts and escalators on site, but only CSA2s on duty alongside the CSM. This could potentially restrict flexibility in the event of an emergency or asset failure.

This only occurs at one location – Mornington Crescent. The CSM2 is supported only by a CSA2 between 1315 and 1715 Monday to Friday.

We propose that we alter the role to FT CSA1 mid turn position at Mornington Crescent, covering this period of time whilst giving more resilience and flexibility on the area through the week.



9 Customer Service Supervisor grade at Wanstead & 6 other stations

- Wanstead presents an anomaly within the staffing model in the fact that it is a local area containing 3 metro stations
- This means there are two different CSS grades on one roster, and causes issues with coverage, work life balance, and the smooth running of the area within its current cover group
- We propose to continue discussions with the local staff , managers & Trade Union representatives to find the most appropriate operating model for this Area
- We do not propose to proceed with alterations to the grading of meal relief turns at the following stations

Kilburn Park Area

Euston Square Area

Tower Hill Area

Balham Area

Russell Square Area

Knightsbridge Area



3. CSM2 Model

- Feedback concerning the operation of the CSM2 model at Metro stations was carefully considered during the review. However we do not propose to fundamentally change the way Metro stations are operated at this time
- Following consultation with Area Managers, the locations that are judged to be facing the greatest challenges have been allocated CSS1 staff to provide extra capacity for the CSM2
- Where possible this has been done where existing CSS1 staff are already in place, therefore maintaining consistency within the current model and giving us the greatest level of flexibility and benefit from additional CSS1s added to these locations
- It is not proposed to review the CSM2 grade any further at this stage.



11 Full time/Part time split

- Following the recent consultation period the split of full and part time positions is as follows:

CSM1,2 & 3		CSS1 & 2		CSA1		CSA2	
FT	PT	FT	PT	FT	PT	FT	PT
3	1	76	28	74	41	57	45
4		104		115		102	

Total	
FT	PT
210	115
325	



Next Steps

Discussion at Stations Functional Council 8/6

Discussion at Stations Health & Safety Council 16/6

Update and publish the details of the full allocation of the 325 staff

Commence roster production: Prioritise simple & straightforward changes

Roster Consultation to commence as soon as rosters available

Implementation to take place in ITP model runs from October 2017 – early 2018

Appendix

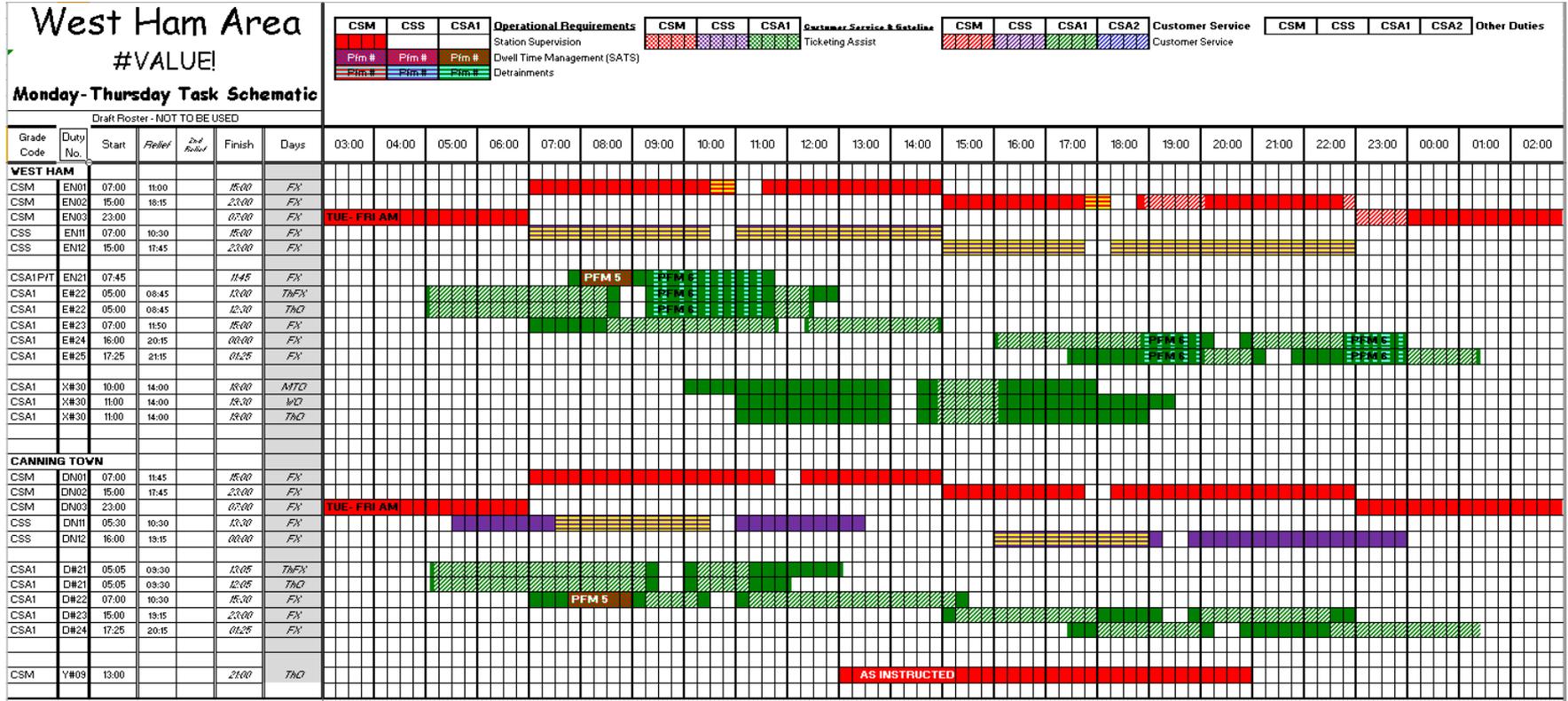
Business Needs Schematics

Control Room stations

8th June 2017



14 Control Room Additions - Schematics



15 Control Room Additions - Schematics

West Ham Area #VALUE! Saturday Task Schematic					CSM	CSS	CSA1	Operational Requirements	CSM	CSS	CSA1	Customer Service & Station	CSM	CSS	CSA1	CSA2	Customer Service	CSM	CSS	CSA1	CSA2	Other Duties										
Draft Roster - NOT TO BE USED					Pim #	Pim #	Pim #	Station Supervision	Pim #	Pim #	Pim #	Ticketing Assist	Pim #	Pim #	Pim #	Pim #	Customer Service	Pim #														
Grade Code	Start	Relief	2nd Relief	Finish	Days	03:00	04:00	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	00:00	01:00	02:00			
WEST HAM																																
CSM	EB01	07:00	10:30	15:00	Sat																											
CSM	EB02	15:00	18:15	21:00	Sat																											
CSM	EB03	23:00	01:30	07:00	Sat	SUN AM																										
CSS	EB11	07:00	10:00	15:00	Sat																											
CSS	EB12	15:00	17:45	21:00	Sat																											
CSS P/T	EB13	23:00	02:00	07:00	Sat																											
CSA1	E#21	07:00	11:30	15:00	Sat																											
CSA1	E#22	15:00	19:45	21:00	Sat																											
CSA1	E#23	16:00	18:45	01:00	Sat																											
CSA1	X#30	11:00	15:30	19:00	Sat																											
CSA1 P/T	EB23	23:00	03:30	07:00	Sat	SUN AM																										
CANNING TOWN																																
CSM	DB01	07:00	11:45	15:00	Sat																											
CSM	DB02	15:00	11:45	21:00	Sat																											
CSM	DB03	23:00	02:15	07:00	Sat	SUN AM																										
CSS	DB11	07:00	10:30	15:00	Sat																											
CSS P/T	DB12	15:00	19:00	21:00	Sat																											
CSS P/T	DB13	23:00	01:45	07:00	Sat																											
CSA1	D#21	07:00	11:00	15:00	Sat																											
CSA1	D#22	15:00	18:30	21:00	Sat																											
CSA1 P/T	DB22	23:00	02:45	07:00	Sat	SUN AM																										
CSA1 P/T	DB23	23:00	03:15	07:00	Sat	SUN AM																										



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.

16 Control Room Additions - Schematics

Blackfriars Area #VALUE!						Operational Requirements			Gate Line/Customer Service							Other Duties																	
Monday - Thursday Task Schematic Draft Roster - NOT TO BE USED						CSM	CSS	CSA1	Station Supervision	CSM	CSS	CSA1	CSA2	Ticket Hall Entrance 1	CSM	CSS	CSA1	CSA2	Other Duties 4														
						Pfm #	Pfm #	Pfm #	Dwell Time Management (SATS)									As Instructed															
Grade Code	Duty No.	Start	Relief	2nd Relief	Finish	Days	03:00	04:00	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	#####	#####	#####			
BLF																																	
	AN01	07:00	10:30		15:00	Mo-Th																											
	AN02	15:00	18:15		22:00	Mo-Th																											
	AN03	23:00			07:00	Mo-Th																											
	AN11	06:30			10:30	Mo-Th																											
	AN12	15:30			19:30	Mo-Th																											
	AN20	05:15	09:30		11:30	Mo-Th																											
	AN21	09:30	13:00		15:30	Mo-Th																											
	XN22	12:00	16:00		20:30	Mo-Th																											
	XN22	13:30	16:00		20:30	Mo-Th																											
	AN23	17:50	20:00		01:00	Mo-Th																											
	XN26	07:00			16:00	Mo-Th																											
	AN25	07:00			16:00	Mo-Th																											
	AN26	15:00			19:00	Mo-Th																											
	XN27	16:00			20:00	Mo-Th																											
TEM																																	
	BN01	07:00	09:45		15:00	Mo-Th																											
	BN02	15:00	17:30		22:00	Mo-Th																											
	BN03	23:00			07:00	Mo-Th																											
	BN20	05:15	09:45		11:30	Mo-Th																											
	BN22	17:45	19:30		00:55	Mo-Th																											
	FG05	09:00	13:00		17:00	Th-C																											



17 Control Room Additions - Schematics

Seven Sisters Area #VALUE! Saturday Task Schematic

Draft Roster - NOT TO BE USED

CSM **CSS** **CSA1**

Operational Requirements
 Station Supervision
 Control Room
 Dwell Time Management (SATS)
 ALL DETRAINMENTS PFM 4 NB

CSM **CSS** **CSA1** **CSA2** **Gate Line/Customer Service** **CSM** **CSS** **CSA1** **CSA2** **Other Duties**

SVS Main Entrance
 SVS Seven Sisters Road
 Tottenham Hale
 As Instructed

Grade Code	Duty No.	Start	Relief	2nd Relief	Finish	Days	03:00	04:00	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	00:00	01:00	02:00	
SEVEN SISTERS																															
CB01	23:00	02:15			07:00	Sat																									
CB02	07:00	11:15			15:00	Sat																									
CB03	15:00	18:15			23:00	Sat																									
CB11	07:00	10:45			15:00	Sat																									
CB12	15:00	18:45			23:00	Sat																									
CB12	23:00	03:15			07:00	Sat																									
CB21	06:50	11:00			15:05	Sat																									
CB22	06:50	11:30			15:05	Sat																									
CB24	07:00	12:00			15:00	Sat																									
CB25	07:00	10:30			13:40	Sat																									
CB26	11:00	14:10			19:10	Sat																									
CB27	14:55	17:40			23:10	Sat																									
CB28	15:25	18:10			23:25	Sat																									
CB29	14:55	18:40			23:10	Sat																									
XB43	23:00	04:00			07:00	Sat																									
CB40	23:00	02:15			07:00	Sat																									
CB41	23:00	02:45			07:00	Sat																									
CB42	23:00	03:15			07:00	Sat																									
TOTTENHAM HALE																															
DB11	23:00	03:00			07:00	Sat	HBV																								
DB12	07:00	12:00			15:00	Sat	CSS																								
DB13	15:00	11:30			23:00	Sat																									
DB21	06:50	11:10			13:25	Sat																									
DB22	11:00	15:20			19:10	Sat																									
DB23	15:10	18:20			23:10	Sat																									
DB40	23:00	01:30			07:00	Sat																									
XB4	10:45	14:15			19:15	Sat																									



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18 Control Room Additions - Schematics

Brixton Area #VALUE! Saturday Task Schematic					Operational Requirements		Ticket Assist/Customer Service				Gate Line/Customer Service				Other Duties																		
CSM	CSS	CSA1	CSA2	CSA3	CSM	CSS	CSA1	CSA2	CSA3	CSM	CSS	CSA1	CSA2	CSA3	CSM	CSS	CSA1	CSA2	CSA3	Other Duties													
Station Supervision	Control Room	Dwell Time Management (SATS)	Detrainments		BRIXTON	STOCKWELL	BRIXTON	STOCKWELL	BRIXTON	STOCKWELL	BRIXTON	STOCKWELL	BRIXTON	STOCKWELL	As Instructed																		
Pfm #	Pfm #	Pfm #																															
Draft Roster - NOT TO BE USED																																	
Grade Code	Duty No.	Start	Relief	2nd Relief	Finish	Days	03:00	04:00	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	00:00	01:00	02:00			
BRIXTON											SUNDAY MORNING																						
	A#01	23:00	01:30		07:00	Sat																											
	A#02	07:00	10:00		15:00	Sat																											
	A#03	15:00	18:00		22:00	Sat																											
	A#11	07:00	10:30		15:00	Sat																											
	A#12	15:00	18:30		22:00	Sat																											
	AB13	23:00	02:15		07:00	Sat																											
	A#21	06:20	10:40		14:35	Sat																											
	A#22	06:50	11:20		14:50	Sat																											
	A#23	10:30	14:05		18:00	Sat																											
	A#26	14:25	19:15		22:40	Sat																											
	A#27	15:20	19:55		22:10	Sat																											
	A#28	16:20	20:35		06:20	Sat																											
	A#40	22:30	01:00		06:30	Sat					SUNDAY MORNING																						
	A#41	23:00	01:30		07:00	Sat					SUNDAY MORNING																						
	A#71	07:55	10:45		15:25	Sat																											
	A#72	10:35	14:45		18:05	Sat																											
STOCKWELL											SUNDAY MORNING																						
	B#01	23:00	02:15		07:00	Sat																											
	B#02	07:00	11:00		15:00	Sat																											
	B#03	15:00	19:00		22:00	Sat																											
	B#11	07:00	11:30		15:00	Sat																											
	B#12	15:00	19:30		22:00	Sat																											
	B#21	06:50	11:05		14:50	Sat																											
	B#22	06:50	10:25		15:05	Sat																											
	B#27	14:55	18:25		22:10	Sat																											
	B#28	15:10	17:45		22:10	Sat																											
	B#40	23:00	02:15		07:00	Sat					SUNDAY MORNING																						
	B#41	23:00	02:45		07:00	Sat					SUNDAY MORNING																						
	B#71	10:10	14:05		17:40	Sat																											
	X#42	22:00	00:30		06:00	Sat					SATURDAY MORNING																						

Page 1



19 Control Room Additions - Schematics

Shepherd's Bush Area #VALUE! Saturday Task Schematic

CSM	CSS	CSA1	Operational Requirement	CSM	CSS	CSA1	CSA2	Ticket Assist/Customer Service	S66M	CSS	CSA1	CSA2	Gate Line/Customer Service	CSM	CSS	CSA1	CSA2	Other Duties
			Station Supervision					SHEPHERDS BUSH					HOLLAND PARK					As Instructed
			Control Room										SHEPHERDS BUSH					
			Dwell Time Management (SATS)															

Draft Roster - NOT TO BE USED

Grade Code	Duty No.	Start	Finish	Days	03:00	04:00	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	00:00	01:00	02:00		
HOLLAND PARK					SUNDAY MORNING																									
SS1	E#11	23:00	03:45	Sat																										
SS1	E#12	07:00	11:15	Sat																										
SS1	E#13	15:00	18:15	Sat																										
SA1	E#14	10:45	15:20	Sat																										
SA1	E#21	06:50	10:45	Sat																										
SA1	E#24	14:55	18:45	Sat																										
SA1PT	E#41	23:00	02:45	Sat																										
SHEPHERDS BUSH					SUNDAY MORNING																									
SM1	F#01	23:30	04:30	Sat																										
SM1	F#02	07:30	11:00	Sat																										
SM1	F#03	15:30	18:30	Sat																										
SS1	F#11	07:00	12:00	Sat																										
SS1	F#12	15:00	17:30	Sat																										
SS1P/T	FB13	23:00	04:00	Sat																										
SA1	F#21	06:50	11:50	Sat																										
SA1	F#22	06:50	11:10	Sat																										
SA1	F#23	11:00	14:45	Sat																										
SA1	F#25	14:55	19:15	Sat																										
SA1	F#26	14:55	19:45	Sat																										
SA1PT	F#41	23:00	01:30	Sat																										
SA1PT	F#42	23:00	02:00	Sat																										
SA2	F#71	08:45	12:40	Sat																										
SA2	F#72	10:00	14:30	Sat																										
SA1PT	X#43	22:30	01:00	Sat																										

