

Short notice change of cover duties

We recognise the disruptive impact short notice changes of duties can have and have already made the commitment that where a member of staff's duty has to be changed within 48 hours of its commencement without their mutual agreement then this will not happen again within six months.

Our commitment now is as follows:

2.3.4.1. If, within ten days, cover could not be found by:

- *Utilising spare staff or,*
- *Mutual agreement changes*

Then staff would be utilised as follows:

- *Spares (adjacent Cover Group)*
- *Lower Graded Working (as per the rest of schedule 2)*
- *Higher Graded Working (as per the rest of schedule 2)*
- *Overtime (as per paragraph 2.4)*

In each case these options would be looked at in the following order, in line with paragraph 2.2:

- 1. On the same Area*
- 2. On the same Cover Group*
- 3. On the adjacent Cover Group*

If all of these options have been exhausted then a cover duty shift change in excess of two hours may be instructed (as per the rest of schedule 2).

(Complete wording for Schedule 2.3 included in Appendix 1)

I acknowledge that this is an important topic and the principle of mutual consent will underpin changes of duties and in the first instance staff will be asked to change their duties. This will be the subject of ongoing monitoring at the CCSG and considered during the Post Implementation Review.

Fit for the Future – Stations Rosters

We have previously agreed that “the greater majority of like-for-like rosters at an Area level will have a comparable number of weekends off when compared to rostered and reserve working today”. Local discussion and consultation has been successful in identifying opportunities for further improvement. These have included:

- Reintroduction of 12 hour Sundays
- Repositioning of cover blocks
- Optimisation of weekend rest day pairing

During these talks we have identified two further opportunities to improve weekend working.

On two of the vanguard Areas (Mile End CSA1 and Wanstead CSS2) we have identified that cover levels at weekends are slightly in excess of what is required. So where the ratio of cover to non cover duties exceeds 0.59 we would look to bring it back to below 0.56 by guaranteeing the provision of weekend rest days over one or more roster cycle in the unusual occurrence that this is not routinely assigned.

We discussed the two vanguard rosters (King's Cross St. Pancras CSS1 and Mile End CSM2) where Night Tube duties are part of core rosters. We are prepared to provide additional part time night turn CSSs as we have done at many other stations to secure a separation between existing tube services and future Night Tube services. This will improve the overall roster patterns and reduce weekend working for current staff.

We will also seek to exercise these principles on the remainder of Fit for the Future - Stations rosters. This will be done by April or as soon as practicable thereafter.

The impact on the rosters for the February switchover Cover Groups is set out in the table in Appendix 2.

In addition, we can also reaffirm our commitment to further talks at the CCSG in line with the Offer of Dispute Resolution Agreement to look at work-life-balance, and in particular time off at weekends.

Special Requirements Team

We acknowledge the RMT's request to have further discussions on the arrangements for the SRT, particularly the amendment to scope, the "deployment windows" and notice of changes to duties. These will be scheduled at the CCSG as soon as practicable.

Ticket Machine Servicing (TMS)

In response to the TUs concerns that there was a lack of clarity regarding the implications of TMS training, LUL has committed to widely publishing clarification wording to reassure staff that we will continue to provide them with support to pass the TMS assessment. In particular we will make clear:

"For a transition period following implementation of the new station operating model, staff carrying out ticket machine servicing activities will be given additional support in the workplace to provide advice and help build confidence where this is required. Performance and training relating to TMS will continue to be reviewed at the Revenue Forum."

The full statement is attached as Appendix 3.

Appendix I

Revised wording for Framework

2.3. Variations to Duties - Timings

- 2.3.1. The principle underpinning changes to duties is flexibility achieved through mutual agreement wherever possible and in the first instance staff will be asked to change their duties.
- 2.3.2. Mutual changeovers of duties and rest days must be advised to the AM or CSM. Changes must comply with rostering parameters and must be approved by the AM or CSM. Once approved, these will be honoured.
- 2.3.3. For non-cover duties, start and finish times can be varied by up to two hours either way with at least seven days notice. Any other changes are by mutual agreement only.
- 2.3.4. For cover duties, start and finish times can be varied by up to two hours either way with at least 24 hours' notice.
- 2.3.5. Cover duty shift changes in excess of two hours may be made with at least 48 hours' notice, by mutual agreement wherever possible.
- 2.3.5.1. If, within ten days, cover could not be found by:
- Utilising spare staff or,
 - Mutual agreement changes
- Then staff would be utilised as follows:
- Spares (adjacent Cover Group)
 - Lower Graded Working (as per the rest of schedule 2)
 - Higher Graded Working (as per the rest of schedule 2)
 - Overtime (as per paragraph 2.4)
- In each case these options would be looked at in the following order, in line with paragraph 2.2:
4. On the same Area
 5. On the same Cover Group
 6. On the adjacent Cover Group
- If all of these options have been exhausted then a cover duty shift change in excess of two hours may be instructed (as per the rest of schedule 2).
- 2.3.6. In addition, where all of these other options have been exhausted and in response to urgent operational needs, there may be a need to change a cover duty shift in excess of two hours with between 48 and 24 hours' notice without mutual agreement. If this occurs, the individual affected will not be required to move duties without mutual agreement with less than 48 hours notice again in the subsequent six month rolling period.

Appendix 2
Weekend working

Area Rosters	Improvements identified	Impact
Mile End CSM2	Introduction of PT NT CSS	Increases weekends off from 23% to 30%
Mile End CSA I	1 assured weekend rest day over 2 cycles of roster AND optimisation of weekend rest day pairing	Increases weekends off from 29% to 33%
Leytonstone CSS2		Weekends off already comparable
Leytonstone CSA I		
Loughton CSS2	12 hour Sunday roster offered	Increases weekends off from 27% to 30%
Wanstead CSS2	2 assured weekend rest days over 3 cycles of roster	Increases certainty of time off at weekends
Wanstead CSA I	Repositioning of 2 week cover block	Increases weekends off from 24% to 28.5%
Hainault CSS2	12 hour Sunday roster offered	Increases weekends off from 22% to 26%
Hainault CSA I		Weekends off already comparable
King's Cross CSM I		
King's Cross CSS I	Introduction of PT NT CSS	Increases weekends off from 21% to 28.5%
King's Cross CSA I		Weekends off already comparable
King's Cross CSA2		Weekends off already comparable

Appendix 3 TMS wording

In previously published FAQs, shared widely with frontline teams, we have said the following:

“We want everyone in our station teams to have a successful transition to their new grade. We require everyone to engage with the training and learning required, and as long as they continue to make that effort we will continue to support them. This could include new eLearning modules as they become available, arranging one-to-one sessions with local ticketing champions, assigning them a “buddy” or any number of other interventions. We will allow staff to retake assessments if they need to, and we will continue to review the situation if there are individuals who continue to face difficulties passing the required training.”

With specific reference to TMS / TSID, we will now also share the following information with managers and frontline teams:

“This includes passing the TMS assessment. Every member of our station team who does not already hold a ticket office licence, will be required to take this training to secure a TSID card. This will be required to carry out new station roles in the future. Anyone who does not pass, will be able to re-take the assessment after a period of further study and coaching. Their Area Manager can arrange for them to spend some time with an experienced buddy for extra help. If they are still finding passing the TMS assessment challenging, we will offer them further training. As long as they keep trying to pass the assessment, we will continue to support them.

“For a transition period following implementation of the new station operating model, staff carrying out ticket machine servicing activities will be given additional support in the workplace to provide advice and help build confidence where this is required. Performance and training relating to TMS will continue to be reviewed at the Revenue Forum.”