

## Station Staffing

Union Tier 2 safety reps pressured LU management for a meeting on chronic under-staffing on stations. They built their case thanks to hundreds of staff who responded to their request for evidence.

Reps raised the following points:

- Stations have insufficient staff to run a normal service or deal with operational problems. Four examples submitted by supervisors backed up this point.
- Baby sitting and unstaffing of non deep-level stations is regular and planned at locations such as the north end of the Met line, east of the Central line and west end of the District line. Reps gave evidence of managers breaking LUL policy; where local supervisors were denied overtime in favour of leaving the station unstaffed.



Reps asked the questions below and management have subsequently responded:

What we asked	What management said
Will LUL exhaust all avenues (e.g. overtime) to ensure all LU stations are fully staffed according to the business needs (i.e. every duty covered)?	LU repeated its commitment to staff stations 'throughout the traffic day'. But said 'it is sometimes necessary' to leave surface stations unstaffed.
Given the case for additional staffing, how many additional staff are going to be provided?	Additional staff will be covered by a review of congestion currently taking place at Euston, Kings Cross, Paddington, Heathrow T123 & Earl's Court, which will report in mid March.
How will the number of staff be determined?	Management will determine numbers, with input from local staff. This is a management review.
Where will extra staff go? Deep-level or non deep-level stations?	Sub-surface stations
What is LU doing to fill vacancies?	Currently recruiting over 260 CSAs. LU says they aim for a more 'long-term' and 'flexible' approach to recruiting - whatever that means?!
Given that staff cuts have produced chaos as unions predicted, will LU start to listen to unions and stop basing decisions solely on cost?	LU says they 'listened carefully' to staff and unions throughout OSP. They say that 'by and large rosters have operated satisfactorily'.
How do you plan to involve the unions on the new staffing levels?	In the 'normal way', i.e. unions will formally be consulted on rosters but not on the actual numbers of staff.
Can you confirm that you don't keep records of the numbers of stations unstaffed and babysat?	Records are kept via duty sheets and variations. If a surface station is unattended, service control staff are advised.

You can see for yourself that LU have moved some way on the issue of station staffing. They now recognise some problems with our rosters. However, they still need some persuading, particularly on the issues of non subsurface stations. Your RMT Tier 2 Safety Reps are currently considering management's response and would like your feedback. Please contact Ross Marshall (RMT staff side secretary) on: [07401144419](tel:07401144419)

## Surplus and Loss Procedure

London Underground management imposed a new Surplus and Loss Procedure on 16th October 2011. Subsequently, ticket sellers have been receiving letters every time there is a discrepancy in their account of £5 or over. The RMT is seriously concerned that this procedure, which was never agreed by unions, will be used to discipline a large proportion of our membership. The timing, with Ticket Office cuts rumoured after the Olympics, also gives cause for concern.

The RMT has tried to insist to management that this Procedure was not implemented through the correct channels. The RMT has tried to discuss the new procedure with LU management at the Stations Functional Council, but management have so far contemptuously refused to discuss this.

In the meantime, members need to protect themselves from disciplinary action. Ten discrepancies will trigger a Local Disciplinary Interview. RMT fought hard during the consultation process for your right to be represented at these meetings, so take a rep with you! Count your money at the end of each day (if you have time). Follow all procedures; always get a witness. Log any item you are concerned could cause a discrepancy: how much you can recollect of the events that caused the discrepancy will help in a disciplinary interview. If you have any queries, ask your RMT rep.

# London Underground in the Dock: Elaine Holness's Tribunal

Earlier this month, LUL were defending themselves at Employment Tribunal against charges of victimising and discriminating against an RMT rep and activist, Elaine Holness. Haven't we been here before? Let's hope RMT strikes a victory as solid as last year's reinstatement of RMT reps Eammon Lynch and Arwyn Thomas.

LU sacked Elaine for allegedly harassing and bullying her manager! They alleged that she was guilty of sex and race discrimination. Those of us who know Elaine would not recognise this two-headed man hating racist monster. Elaine is a 50+ year old Mother and Grandmother who has worked at LUL for over 10 years with no suggestion of an underlying personality trait of a bully, a racist or of a vindictive nature capable of conducting a campaign of sustained harassment.

Indeed, Elaine is a well-loved stalwart of the community. She helped to raise over £270,000 for a local charity in her area and has been a tireless charity worker over the years. The manager who was behind these scurrilous accusations was actually given a silk tie by Elaine for his assistance in helping her arrange time off to allow her to promote her charity work.

CMP were unable to conclude she was guilty of any bullying or harassment, but suggested Elaine was guilty of being an effective and determined RMT rep. Curiously, allegations against her only surfaced immediately after she was elected as the RMT rep for Waterloo.

Currently, Elaine is awaiting the findings of the tribunal. We should recall from last year's many ET appearances that our union, the RMT, said our members were victimised. In each case they were proved right. This case will be no different.

## Your Station and Revenue Grades Committee

- A monthly meeting for all station and revenue staff.
- You can hear reports from local and senior reps from around the combine.
- Station staff and RMT activists can share information and coordinate our response to LU.
- You can get help and advice. Reps and activists will be happy to help with any issue

We meet on the last Thursday of each month at 1430, usually at the Exmouth Arms near Euston. For more information, please contact:

Becky Crocker, Industrial Rep, Euston Group, Chair of the Station Grades Committee, 07734 364302  
Eammon Lynch, Industrial Rep, London Bridge Group, Secretary of the Station Grades Committee, 07578 769943

### A message from your safety council.....

Dear all.

I have been made aware by many stations about the now rising problem of manipulating service messages to ensure the scorecards are

Tube lines	Tube stations
Bakerloo	Good service
Central	Good service
Circle	Good service
District	Good service
Jarvis & City	Good service
Jubilee	Good service
Metropolitan	Good service
Northern	Good service
Piccadilly	Good service
Victoria	Severe delays
Waterloo & City	Planned closure

showing a green and to give a good public perception.

This include

- \* Saying there is a good service where there are massive gaps
- \* Saying there is a good service when most of the line is running to severe delays, but one part of the line is ok
- \* Refusing to put out that a line is suspended when a parallel line is running ok (I.e. met and Picc)
- \* Reporting minor delays when there is severe delays or even no service
- \* Changing service messages far too quickly after an incident

This is leading to

- Overcrowding because members of the public are not being told of bad service and are therefore not modifying travel plans
- Staff being threatened and even assaulted because members of the public are being told they have a good trains service and turn up with the service in chaos or suspended.
- Other major operational issues.

Myself and the TSSA are now going to raise this with London underground as a matter of urgency. London underground will, rightly so ask for evidence of these issues so I would really appreciate any examples you have, including EIRFs or any emails sent/received.

Regards

Ross Marshall (Contact details overleaf)



Your RMT Stations and Revenue Council representatives are:

**John Reid** 07748 760261

**Mac Mckenna** 07801 071363

**Mick Crossey** 07831 570521

**Paul Schindler** 07810-153880

**Malcolm Taylor** 07748-933241