



URGENT SERVICE CONTROL DISPUTE MEETING

ALL SERVICE CONTROL STAFF

Wednesday 18th April - 12.00

Conference Room 1, RMT Headquarters, Unity House



**Conference Room 1, RMT Headquarters, Unity House
39 Chalton Street, NW1 1JD
(Closest Tube Euston & Kings Cross)**

It is of upmost importance that you attend and notify your colleagues...

United we Stand



SERVICE CONTROL DISPUTE

THE STORY SO FAR...

RMT via branch meetings, regional meetings and the national executive supported the motion that RMT Service Control enter into dispute with London Underground over the mistreatment of Service Control Staff..

Motion for Service Control to enter into dispute with London Underground for the following:

RMT Service Control in London Underground is currently in dispute for all the following matters in which LU management have outright treated all service control staff and reps with contempt, broken written agreements, threaten to take away their jobs, underpaid staff, unfairly treated ex apprentices, refused to bring forward a meaningful bonus for the Olympics, have understaffed control centre's and lines, ignored re-grading requests and have broken the negotiation machinery with RMT union.

- Hammersmith Service Control Centre – Wholesale Job Losses

Over 160 to 200 Jobs will be cut from Service Control when Hammersmith SSC opens, this includes Service Operators, Service Controller, SCACs and Service Managers from across the network. LU continues to give no guarantees to staff for career income protection, job protection or preference to follow their role in other control rooms. Staff will be redeployed to lower paid jobs, if any; have no preference or control of their future work location or future working patterns. Management continue to claim they can't settle this matter as they don't know how many staff will be required for the new control room even though fire regulations already state it can only house a maximum of 100 service control staff and LU has a budgeting plan for the new control centre.

- Service Operator 3 Rate of Pay

It is stated in the Professional Service Control Agreement 2005 that all Reserve Service Operators on LU will receive the salary grade of SO3 (Service Operator Level 3). However LU management has treated this agreement with contempt, and only been paying service operators with either SO1 or SO2 salary and SO3 salary at their own discretion depending on the service operators performance or how quickly the manager decides they want to progress them. LU claim this is from a 'non existent' local agreement in 2006. LU continue to refuse to adjust currently being underpaid members of staff salary and still refuse to backdate the pay for formally underpaid members of staff.

- Treatment of Seconded Service Operators

London Underground has recruited several ex apprentices as Service Operators but only on a secondment basis which LU have now kept rolling for several years. They have kept them under a performance based secondments to make staff fear for their rights and have advised them not to apply for any other roles in LU. LU still refuse to give them permanent contracts, LU refuse to give them permanent roles where vacancies have become available in Service Control, LU refuse to increase the amount of permanent staff on the Service Operator Reserve listing even though these seconded staff are utilized for work 95% of the time on the reserve listing which proves LU have the means and resources to provide them with permanent roles and need them. However LU is creating a fear based, short term rolling contract only workforce. These ex apprentices have now been jumped by apprentice groups below them who now have permanent supervisor roles where as these ex apprentices are expected to return to Station Assistant roles even though their initial contracts stated possibility of permanency.

- Potential staffing cuts for Service Control at Neasden SCC (Jubilee)

Neasden SCC staffing levels are facing the potential of being cut from 27 to 18 with the introduction of TBTC and LU's operational effectiveness programme. TBTC has proven to be increasing workloads of staff at Neasden, with them experiencing work related stress and further work related errors because of the increased areas and roles of responsibility and its unreliability. However LU wants to look into cutting Service Control staff with the introduction of TBTC and LU is further unfairly disciplining staff due to errors at Neasden SCC, even though these errors are LU's doing introducing an unreliable TBTC system. As a final insult LU has sent Drug & Alcohol testing teams to test all staff after asset failure incidents blaming it on the staff without LU fully understanding the incident.

- Olympic payments for Service Control

LU management have refused to offer any meaningful payments or bonus to Service Control for the Olympic period. It has been presumed by LU Management that Service Control will take on the responsibility of carrying hundreds of thousands extra people everyday, get them to and from the games safely and run a third peak through out the night and manage all staffing for this period purely on overtime when no meaningful bonus or payment has been made by LU towards its staff. Staff traveling times and workloads will be increased for every single member of Service Control and management refuse to recognise this and make a payment in return.

- Hammersmith Signal Cabin Grading

LU management implemented a new extended circle line service 13 December 2009, Service Control staff were not consulted on this properly and this has as such lead to a doubling of work load for staff at Hammersmith Signal Cabin; without a remit in pay or working conditions to compensate. Local reps have consistently raised this item locally which LU management ignored for over a year before finally referring to a functional level. Functional level management has now once again ignored this item, refusing to add it to agendas while staff in this Signal Cabin have been underpaid for their work and have had to endure continued work related stress.

- Breakdown of machinery between unions and management, being treated in contempt.

At all levels of working with Trade Unions in Service Control LU management have been un-helpful, have refused to take responsibility or act upon issues raised which has lead to a breakdown of the machinery. At local levels management have refused to take action or responsibility for items and consistently the only option for local reps has been to raise them to a functional level. There have even been cases of items being outright ignored by management and refusals to refer. Once and if referred LU functional level management have removed items from agendas, haven't processed them and don't respond or refuses to comment on them. Items on agendas have been disregarded by LU management at functional levels with LU refusing to provide documents to reps regarding them claiming the reps wouldn't understand. Functional level management have also refused to take responsibility for items claiming they don't have the authority to make necessary decisions.

**LU THEN
REPLIED
WITH...**



14th March 2012

PB/14 03.12

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Dear Bob

Mistreatment of Service Control Staff – LU

I am responding to your letter of 7th March advising that RMT is in dispute with LU over proposed Service Control developments.

Over the past few weeks a number of the matters you have raised have been considered, and progress has been made that potentially resolves many of your concerns. Through continuing dialogue, I am confident we will continue to be able to address any remaining issues. Turning to the immediate specific points you have highlighted:-

1. The proposed move of service control to a new control centre at Hammersmith is not a new initiative. It is something that has been known about for some years, and is the reason why we have a joint working party of Company Council in place. The particular focus of this JWP is to resolve through discussion the staffing impact of the proposed upgrades changes. This is something that we have jointly and successfully managed with regard to upgrades for Northern and Victoria service control.

At its most recent meeting (12th March), we openly shared and discussed with your representatives the latest thinking regarding to anticipated numbers and structure of the new control centre. It was agreed that this open dialogue would continue, at a further JWP meeting scheduled for 17th April, when the detail will be firmer.

We are some years away from the new control centre coming into full operation, and this period of time enables us to work with the trade unions, to establish solutions that will enable staff to remain within service control (including development support towards more senior SC roles), or to be supported in another direction (if that is their preference).

Importantly, at this week's meeting, discussions also took place on how we would enable staff to follow their work, an important principle, and this will be further developed at the 17th April meeting.

2. The non-payment of SO3 rate of pay was recently raised with LU. We have researched the history and agreements and have a similar view to RMT as to what the commitment is with regard to when this rate of pay should apply. Work is now being done to identify who's affected and when payment should have been made, and any errors identified will be redressed. There is simply no dispute here, it is a matter of confirming who's affected and by how much.

3. The treatment of former apprentices who are currently on secondment to signal cabin roles is also resolved. RMT raised their concerns in a recent meeting over the length of time these individuals had been on secondment. LU has looked into this and the reasons why they are on secondment, and at this weeks JWP meeting put forward an approach that would address this matter.

4. There are no staffing cuts proposed for Neasden SCC. In accordance with joint commitments, a workload assessment to consider human factors has been undertaken looking at the upgraded equipment now in place. The outcomes from this will shortly be shared and discussed, but there are no proposals for staff reductions. In fact, staffing has been increased by one night position with the introduction of Working Timetable 12.


5. As you will be aware, RMT and LU spent 3 days at ACAS recently considering Olympics payments, including for Service Control. An offer has been made and is with RMT for consideration.

6. The grading of the Hammersmith signal cabin roles reflects agreement reached with RMT previously. More recently this was reviewed and is still in accordance with what we have previously agreed. If there is now disagreement, surely this should be reflected in the machinery before we move to a dispute situation.

7. I am surprised at the suggestion of a breakdown of the machinery. Productive meetings have continued for Service Control, both Functional Council and the Joint Working Party, and as highlighted above, issues raised are being resolved.

I am more than content to meet separately with Steve Hedley on these matters, should he wish to do this, although it does seem to me that the majority of these matters are already being properly and successfully addressed.

Yours sincerely



Gerry Duffy
Director of Employee Relations

RMT are now discussing this letter from LU and have the following view..

On the subject of Gerry Duffys response to Bob Crows letter we are both amused and amazed at the suggestion that talks are progressing well at the JWP, firstly LUL tried to wind this forum up last year to staff sides amazement, they refuse prelim and feedback days , call meetings at the last minute meaning some staff cannot attend due to release issues, do not record accurate minutes, at one point insisting notes need not be taken, do not take into account staff sides opinion and basically unveil HR plans without consultation.

1. Hammersmith SCC staff have still not been given projected staffing levels or the number of job losses. HR are pushing ahead with 1 to 1 interviews against the wishes of staff side.
2. Staff side have given LUL proof of SO3 rates and they have refused to implement agreements.
3. One former apprentice is still a station assistant and HR have refused to bring him back into service control although vacancies exist.
4. Rumours persist that staffing levels will be reduced at Neasden once TBTC beds in, management will not confirm future figures in writing.
5. The Olympic deal is not acceptable; the three-day talks consisted of basically 10 minutes in a room to be presented with a ridiculous suggestion that overtime becomes compulsory on rest days.
6. The grading of Hammersmith Signal Cabin has never been discussed, LU have always informed staff side of decisions already made, and even now we do not know the structure these are made on. LU claim the machinery was not followed, this is not the case, the item was officially raised at Level 1 over a year ago and the SCM of the time completely ignored it for over a year and wouldn't refer it to functional, comment or reply to messages.

RMT are also arranging adding this to the dispute file:

Baker St SCL1 Rate of Pay

Baker St SCC raised a collective grievance regarding their rate of pay. SCL1s are on a banded grade, but most of them never get PRP. Staff coming into Baker Street SCC from the SO4 grade get a 2.5% pay rise, placing them at the top of the payband and ahead of people that have been in the room for 10+ years.

Baker SCC requested a spot rate equivalent to the top of their band in their grievance, it went to Director's Appeal, but was denied.

Please look at the following LU documents and see what you think..!

SO3 RATE OF PAY AGREEMENT



2 August 2006

Service Control Restructuring: Variation to Heads of Agreement: Milestone 2

Further to discussions at the Service Control Functional Council on 2 August 2006, following detailed discussion between the parties, the following commitments were agreed to speed-up progress towards the Milestone 2 targets:

- All staff will fully co-operate to complete staff training as efficiently as possible, including the filling of vacancies, and undertake familiarisation as per Clause 4.9 of the Professional Service Control Agreement as necessary.
- Training Plans being introduced from October 2006 to be competence-based, replacing any pre-existing time-specific training arrangements.
- Staff selected for SO3 will receive the appropriate SO1 or SO2 salary when competent in one cabin, dependent upon the complexity of the cabin concerned. **Upon qualification in 2 cabins, they will receive SO3 salary,** provided that the staff concerned commit to undertaking further training in all designated cabins within a specified timescale.
- Instructor mapping and selection processes to be accelerated to assist with the achievement of Milestone 3.

In recognition of the commitments made, it was agreed that arrangements will be made for Milestone 2 payments to be paid in October 2006 and back-dated until 31 July 2006, for all qualifying staff.

Upon qualification in 2 cabins, they will receive SO3 salary,

LU SSR OPERATIONAL CONCEPT

- Manually controlling train movements that are not directed by the automated system.
- Managing traction current and signalling equipment issues that affect the safe movement of trains.

5.1.3.2 The new control system provides a rich and effective range of services that allow the SCs to control the railway and the various sub systems during normal, abnormal, degraded and emergency operational modes.

5.2 Additional Roles within the Service Control Centre

5.2.1 Service Information Operator

5.2.1.1 The Service Information Operator (SIO) is a specialised role providing accurate and timely information to the Public Station, LU Staff and to other stakeholders via the Customer information and Public Address systems. The SIO is outside of the service control decision making process, is not involved in signal operations.

5.2.1.2 Typically, three SIOs are present during a shift. Each is responsible for a defined area within the SSR network. All combine to ensure that information is disseminated in a harmonised and consistent manner.

5.2.1.3 The SIO maintains a constant awareness of service delivery through the monitoring systems and through contact with Service Control, Station Control Rooms and with the NOC. The SIO determines the content and audiences for information broadcasts. The new Customer Information System provides a comprehensive and flexible publishing mechanism.

5.2.2 Engineering Users

5.2.2.1 Three Engineering Users are identified and have a full time presence in the Control Room; they are the Rolling Stock Engineer, Signalling Systems Engineer and Control Systems Engineer.

5.2.2.2 Each is able to use one of the universal control desks to access the systems that support their work. These roles will have configured access to the Control System in addition to the systems that are specific to each engineering discipline; this includes diagnostic tools, system configuration tools, asset databases and others

5.2.3 General Roles

5.2.3.1 The Service Manager and Service Controller are collectively referred to as Service Control Personnel. The three engineering roles are referred to as the Engineering Users.

5.2.3.2 During the early and late shifts the following headcount present in the Control Room

- 2 x Service Managers
 - 7 x Service Controllers
 - 4 x Service Information Operators
 - 1 x Rolling Stock Engineer
 - 1 x Signalling Systems Engineer
 - 1 x Control Systems Engineer
- Total compliment of 16

LU SSR OPERATIONAL CONCEPT

Sub-Surface Railway Operational Concept, Service Control Centre – 2018

- 5.2.3.3 Two SMs are present during the day shift but typically only one SM is present in the Control Room at any time. The second is able to attend to administrative duties. However, the Control Room accommodates both Service Managers when operational circumstances or personal preference dictates the need for both to be present.
- 5.2.3.4 Of the seven SCs on duty the number actively engaged in Control activity may increase or decrease during the shift according to operational need and the judgement of the SM. Any variation will be reflected in the number of Control Areas that are configured at any time.
- 5.2.3.5 Each SIO is responsible for a defined area within the SSR network, all combine to ensure that information is disseminated in a harmonised and consistent manner.
- 5.2.3.6 During the night shift the following headcount is present:
- 2 x Service Managers
 - 4 x Service Controllers
 - 1 x Service Information Operators
 - 1 x Rolling Stock Engineer
 - 1 x Signalling Systems Engineer
 - 1 x Control Systems Engineer
- Total Compliment of 10
- 5.2.3.7 The following schematic indicates the grouping of personnel located in the Service Control Centre. It also shows the domains with which Service Control Personnel interact on a routine basis. [Table 1](#), illustrates the nature of the exchanges that take place between the Service Control Centre and the external domains.
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NEXT MEETING:

Wednesday 18th April 12.00

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IT IS OF UPMOST IMPORTANCE THAT YOU ATTEND