



Service Control News



SERVICE CONTROL NEWS FOR SERVICE CONTROL STAFF

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Service Control Meeting

Service Control now has its own grade committee that will regularly meet

On Monday 24th July 2017, a mass meeting of Service Control members took place and was well attended (minutes are available).

The reason for the meeting was a culmination of issues affecting all staff, either right now, or for the future of all Service Control staff.

Reps in Service Control

Release of the Functional Council Representatives to effect positive trade union engagement with the membership.

This is a long-standing issue coming to a head! In a nutshell, currently management-side oppose the release of the Functional Council to undertake local level representation and negotiation, this negatively impacts the ability of the union to represent members interests in the workplace and is a deliberate ploy to prevent local issues from being raised.

The difficulty is just three Function Representatives for RMT trying to deal with issues across the whole of SC, with management just providing five days per year for this vital work. The unforeseen

function of Council Reps involves members cases which take up a lot of hours.

At the SC Functional Council meeting on 26th July 2017 your Reps emphasised the previous minutes of meetings to release Reps to carry out their role.

We quoted the Machinery where it states we are entitled to 2 Service operators (each) for BCV, JNP and SSR. We insisted that 6 Local Rep positions are re-installed!

We argued, because the grade of the staff has changed the staff numbers are still there and insisted on RMT Representation. Management have agreed to respond.

The Machinery also states that 2 Reps per Service Delivery Area are nominated and must meet with SCM's 4 times a year at least.

In the past Management have interpreted this as SO1-3 Reps which we currently have. These Reps only Represent S/O grades. The machinery is clear that these meeting must take place (ideally by local Reps). We have given Management notice that we will demand to meet each SCM 4 times a year alongside the time to meet with members and to feedback.



PRP – Time for a change

We are fighting the despised PRP system and want the introduction of a new fairer pay system.

4LM – Hamersmith SCC

RMT is taking your thoughts and feedback to management on the 4LM project and what the staff involved rightly deserve to help deliver this.

Secondee Contracts

Service Operators should be issued permanent contract as per an agreement in 2012 which management are ignoring.

DRMs

Clarification around the DRM role and what they should and shouldn't be used for.

The ball is firmly in Management court with this one and we await to refer this issue to Head office to take to ACAS and/or Employment Tribunal if need be. We will refer this to Company Council in September.

Supporting our Secondees

We spoke on the issue of Secondees in SC and the failure of management to stick to the agreement. We discussed the agreement made in 2012 which assured the RMT that those on secondment would be awarded permanent contracts after 12 months. This in the event that the Cabins they are working in were likely to remain open and staff be needed for a total of two years (backdated to start of their secondment).

We pointed out that it is 'mismanagement' that has extended the period for the SSR project to be completed. This is not something our members have caused and therefore should not be disadvantaged or have their career progression to SCL1 or other SC roles limited by LU. It was reiterated that this was an ACAS dispute resolution agreement and cannot be negotiated.

We have threatened to refer this break of (ACAS) agreement back to ACAS. Unless management agree to give all Secondees permanent contracts (possibly) within the next 4 weeks, we will be back at ACAS and back in dispute.

We also stated that ANY Secondment in SC lasting 2 years should be given permanency.

Management have decided to extend secondments to Sept 2018. We insisted this is not acceptable and there no basis for doing



this. The ACAS resolution agreement is very clear. As things stand today, all Cabin Secondees must be given permanent contracts.

Clarification for DRM's

Clarification was discussed around the roles of DRM's and how management have breached an agreement, whereby DRM's could be used for 'unforeseen' 'emergencies,' whereby a station would temporarily fall below numbers.

It was agreed that DRM's cannot be used for 'foreseen' events (such as annual leave). It was stated by management that all relevant staff could be used for special events but

Reps saw this as a side issue!

We asked at our Mass meeting that if anyone becomes aware of such a misuse of DRM's resources to inform the Function Council Reps.

DRM's during the station dispute (and overtime ban) were used to cover stations on overtime and this is a disgrace. Such DRM's should seriously rethink considering doing this ever again. Gladly no RMT DRM was reported as doing this!

Reps have also asked Management for clarification over their roles in general.

We welcome all grades in Service Control to join us!

C4 Programme

The C4 programme continues in the background. It is operating with a small management team working to bring 'efficiencies' to SC. This team are still going to SC at the moment and engaging staff in 'unofficial' consultation and 'brainstorming.' Our opinion is, this is to glean ideas for streamlining SC and by engaging SC staff prove that the ideas come from SC (much like they did for FFFS).

Staff were advised not to engage with these tactics and instead refer these managers to engage with their TU reps.

We can confirm that any engagement with C4 is 'voluntary.' If you feel obliged to attend, please inform your Reps. We advise not to engage! Our view is from previous head count exercises, is that simply by engaging, you are forming part of their process to begin Fit for Future SC. Please think twice about attending or engaging. We believe you are a pawn in their process. Don't think anything you say they are the slightest bit interested in. All they need is attendance!

Change Champions?

TU reps challenged the role of the Change Champions, as they are being used to bypass the normal machinery of negotiation and consultation. We advise staff not to engage with these Change Champion programmes as it could be used to harm the process of negotiating agreements and undermine Reps.

Change Champions Continued...

Misinformation is another divisive tactic that management use. Any information from HR and management should be through elected TU Reps.

Change Champions have the potential to give management a legal 'get out' of speaking with the TU's. The introduction of Change Champions has marginalised the Function Council Representatives. They have reduced the meetings regarding the SSR and PICU. Management admitted they made a mistake not consulting with Reps regarding Change Champions but they have not yet agreed to agree with Reps their function.

Your TU Reps believe this is a tactic to exclude the RMT from ongoing consultation/negotiation. Our recommendation is to not trust this set up.

PRP

Yes. PRP. The hated and despised system attached to the hated and ridiculous P&D process we are forced to endure.

PRP payments should have been made regularly (since 2006) and is clearly in the budget and gift of SCM's, yet this money is being used for other costs. You think your overtime is a cost of TFL, think again. The budgets set for PRP are being used to cover costs such as overtime. This has not been refuted!

The ridiculous and unfair PRP system prevents people from attaining payments they are entitled to. Not only that, attaining substantial payments, jot the 0.25% that is the norm!

What is PRP?

Firstly, LUL Human Resources personnel (HR) are typically qualified via the Chartered Institute of Professional Development (CIPD).

According to the CIPD "Performance-related pay (PRP) is a common way of managing pay by linking salary progression to an assessment of individual performance, usually measured against pre-agreed objectives. But despite the wide use of PRP schemes, questions still remain around the effectiveness of PRP as a motivator."

The End of PRP

Alongside pay parity, our claim against LUL to dispel of PRP, is based on two key principles:

- An Individual in Service Control cannot be assessed on Individual performance, in order to achieve extra reward. Which is not being paid.
- PRP is a manipulation tool used by Management to dominate the individual and undermine our collective powers, ultimately an attack on the RMT.

PRP is simply not suitable to our functions in Service Control, or any other role in TFL.

Many studies have concluded that PRP is not a reward system that fits every industry and role. In Service Control, you simply cannot be measured as an Individual for performance in relation to reward.

It is currently being used to divide not reward!

We looked at a legal challenge, with which the RMT made on the basis of equal pay. This based around the equality act. This was a case which could have been won on the basis of the individual case, but the outcome would have been a 'personal increase' of a PRP payment and would not have been sufficient grounds to provide legal precedence for all affected members.

Does it affect me? I don't get PRP, or I am already at the top of the band.

Those who are currently signallers but will over the next few years find themselves, by default, migrated to SCL1 or SCL2 grades, due to the upgrades. SO1-3 will be at the bottom of the banding.

SO4's will be at the top but will eventually be SCL2 at the bottom of the band.

Even so, we are looking to possibly regrade therefore those at the top, may not be, unless we eradicate the system entirely (bringing all staff to the top of the band and equality in pay within the grades. No more divisiveness.

I am not in the PRP system, why should I support the action?

PRP is coming your way if we do not kill it now. There are other sectors in LU & TFL where PRP is a huge problem. Staff are paid a basic plus PRP, which is nearly half of their pay each year. This pay is not guaranteed and can be removed at any time. It is also non-pensionable.

For example; if you earn £60k you could only really earn £30k + PRP. Your pensionable pay is £30k. Also, your pay can be dropped to £30k at any point (with some clever wording from management). This is where TFL want to go. The target is our pension. They want rid of it and this is no secret. It is costing them a lot. They can't eradicate it immediately because there would be mass resignations from the over 50's, leaving LU crippled.

Fit for Future SC is Coming!

They are building towards it right now. The time to act is now! *4LM & PICU is the key! They cannot afford to be late on this upgrade. The fines are immense!

The RMT's previous approach to LU HR Director on the matter of PRP being replaced with the fairer system of 'pay progression within your grade,' was met with an outright refusal to even discuss it. The Director stating that 'there was no intention to change the PRP process'. This came on the back of the RMT's previous request at the Service Control Review to have 'spot rates' or 'Pay for knowledge' and 'Pay for skill' compensation systems.

We asked Jean Cockerill (ER Director) to place all staff on equal pay for their roles, this too was rejected out of hand by the company in favour of maintaining the divisive PRP scheme. We proposed to members, a payband progression, which sees affected members moving up the payband through three levels across a period of five years. This was a 'notional' progression with no decision made as yet on how this will be presented to management during negotiations, so it is subject to more detail.

Upgrades & Recruitment

PICU

Piccadilly Interim Control Upgrade

The PICU upgrade was initially tied in with the Hammersmith Upgrade under the Bombardier contract and Picc staff were covered by the agreements made in 2012 and during the Northern upgrade that provided for a lifetime salary guarantee, priority return to SC in the event of displacement and the agreement to follow their work. These all apply equally today to SO4's in light of the 4 Line Modernisation (4LM) and PICU upgrade project separation.

The staff allocation agreements for the new roles/control rooms. SO4's on the Picc have priority to follow their work to the Griffin Rooms through the agreed interim structure of '3-tier' staffing. They have the option to progress through training to the role of SCL1 and then to SCL2 through development in role. There is a 'shortened' process that does not require SO4's to go through an assessment centre and interview type selection process as a recruit external to SC would have to.

This process is already underway, although the take up has not been great.

For those SO4's who do not want to go through this process and follow their work in to the Griffin Rooms for whatever reason still have the option to go to Hammersmith once Earls Court closes, but they will be listed to go after all SO1-3 from the SSR have been allocated positions.

Management are desperate for SO4's to become SCL2 but only around 10% of staff have attempted the progression. Your TU Reps got management to agree that if an SO4 applies to be an SCL2 and withdraws or fails, they are guaranteed an SCL1 position. Since then (it seems management have stopped pressurising SO4's and they have been taking up SCL1 positions at Earls Court. Reps also insisted that the SO4's go to the top of the SCL1 band, arguing it was (in essence) promotion. Another win!

Another win for RMT was to argue the only sensible option of an interim 3-tier structure. We will be fighting to keep this structure with full support of members.

On top of the salary guarantee for Picc staff, your RMT Reps also fought for additional roles in the company if that is what staff wanted. However, the salary guarantee would not protect SO4's if they migrated out of SC out of choice. SO4's are guaranteed SCL1 positions anyway!

4LM

Hammersmith SCC

4 Tube lines are being migrated to Hammersmith Control Centre. These lines are District, Metropolitan, Circle & Hammersmith and Hammersmith & City.

All Signalling Cabins will soon cease to exist along with Earls Court Control room and eventually Baker Street.

A joint working Group was set up under the umbrella of the Company Council. This sub group was to work collaboratively with management in order to smooth the process for our members. However, over the time we have had many stand off's and arguments, both with the infrastructure and staff needs and rights.

Our big success was the agreement to keep the 3-tier structure as opposed to the 2-tier structure that now exists on the other lines. Common sense alone would suggest to management that in order to open the control room in time, the existing staff would need to migrate as they are now (Signaller/Controller/SM). We eventually won through after years of resistance and back up from members.

Earlier this year management decided Reps were no longer any use to them. Training had started and there was no need to continue with the JWG as a consultation exercise. The problem is there are many key issues that managers have not consulted with us on.

To name a few: Migration payment, Upskilling payment, 4 line cross working negotiations, training issues, form of words for the 3-tier agreement, threat of changes of roles and responsibilities, changes to the PSCA negotiations, cover up/down agreements, JD of SCL1, rosters and the big question of regrading.

Your Reps lodged a complaint at the SC functional Council (SCFC) 'failure to consult' and that the JWG was no longer fit for purpose. This will need to go to Company Council unless management decide to consult with Reps again.

Training for Hammersmith should only be CBTC training (learning the equipment), all roles remain the same. SCL1 is Signaller in the traditional sense. Controller is a Controller only. We have not agreed to cover up/down at all. 3-tier was agreed and 3-tier is how it will work as things stand!

We have asked for the Human Factors study for Hammersmith. We know full well that even if this study is taking place it will not take into account the differences as we've touched upon. It won't be worth a bean and will study factors that we argue should be sorted before the study takes place. Or miss the workloads that are yet to be identified and need negotiation with the RMT!

Recruitment

Your Reps have demanded extra information on why the military and other external recruits have been given the opportunity to enter SC before SC staff – LU staff – TFL staff in that order of various agreements (including the PSCA).

We believe management have broken agreements in order to fulfil City hall directives to employ a gender equal environment. Although we encourage this, we must ensure fairness to our staff and await explanation and asked for external recruitment drives to cease in the meantime. Either that, or to advertise again to our staff and put those externals on hold!

We have also demanded that SC Reps get permanent invitation to recruit at every SC external or promotional school, as it is our legal right to recruit to the RMT. This was agreed!

After many complaints about SC promotional campaigns, those who requested feedback were told they have to get feedback from their manager. Management agreed to having feedback from TFL recruitment is they insist. Or from a manager of their choice.

Service Control Grades Committee

We are very pleased to announce, the 'Service Control Grades Committee' was formed on 27th July 2017.

It has been set up to enable a place for Service Control staff to come along and express their views, obtain information and play an active part in the Trade Union activities which affect their grade. We proposed this to the London Transport Regional Council (LTRC). As we only have 3 Functional Reps (without release to visit and engage), no local 'Control Centre' Reps, no local DRM Reps and only 3 'S/O' local Reps, we are at a huge disadvantage to organise.

On 27th July 2017, the LTRC voted unanimously to set up the Committee.

Dates to be confirmed. We will require officers from our membership. Please inform your Reps if you are interested in becoming an officer. Officers will be elected at our first meeting. You will be advised further through e-mail.

Outstanding actions

Provide all S/O Secondees permanent contracts. Plus all over 2 years expected.

Clarify roles of DRM's

Provide extra RMT local Reps and release Council Reps sufficiently.

Review PSCA

Explain Recruitment process and drives. Review Movements within grade.

More transparency on movements with Reps.

Remove PRP or adopt RMT format.

Re-consult and negotiate 4LU in all areas including possible regrading.

To consider flexible working and job share for SC staff

Your workplace reps are:

Met Cabins - Mario Panayi
District Cabins - Arif Patel
SO4 - Simi Buluro
SO4 - Martyn Wise

Health and Safety Reps:
District Cabins - Arif Patel
Met Cabins - Mario Panayi
H&C Cabins - Kebba Jobe
BCV - Ian Norris
SSR - Michael Livingstone
JNP - Paolo Neri
SO4 - Chris Roberts

Functional Reps:

Ian Norris
Kebba Jobe
Michael Livingstone

Health & Safety Tier Two and Upgrades
Kebba Jobe

Union Learning Rep:
Ian Norris



**SERVICE
CONTROL**

EVERY JOB MATTERS

The RMT is the fastest growing union in Service Control being the majority union that represents Signallers, Controllers, DRM's, LIS and Service Managers bringing them together to fight their corner and provide the workplace protection they need in the demanding environment that is Service Control.

If you haven't joined yet please do so at www.rmt.org.uk/about/join-rmt/

To get full workplace protection with a representative to support you and to be a part of an active union that makes the case before it's too late join the RMT!