

A WARNING FROM THE FRONTLINE

Your workmates on our 'vanguard groups' of Leytonstone and Central Line East want you to know what has happened since Fit for the Future - Stations was imposed on 7 February.

This is the future that awaits all of us unless we stand up to London Underground Ltd and demand better.

STAFFING LEVELS

Staffing levels are so low that people are being asked to work overtime and stations are being left unstaffed.

"I had to babysit Debden because there was no spare Supervisor on the group."

"I'm at Leytonstone now and it's just me and Supervisor. It's my first day here and I'm getting familiarised and the Supervisor has not been here since his familiarisation last November."

One week in and LUL's promise that all stations will be fully staffed from first to last trains has been proved a lie.

"Sunday afternoon, Leyton station has lone working - and you're expected to be out visible with an iPad in your hand!"

"I was at Leyton on nights and was told not to go on the barrier on my own as it is too dangerous."



Leytonstone has only two staff on weekend evenings, one during meal breaks and after 23:00.

"After what happened at Leytonstone a few months back, the numbers should have doubled not diminished."

So that last incident did not make a difference in raising numbers - so disappointed with company's attitude.

13 February (Saturday evening): Theydon Bois: gates open, station unstaffed, MFM out of service with a note jam.

13 February (Saturday night): No Supervisor at South Woodford, as they had to go to Snaresbrook (unstaffed) to deal with an incapacitated passenger.

15 February (Monday night): Snaresbrook & South Woodford both unstaffed - Locked up by Supervisors from Woodford & Leytonstone respectively.

All these problems are happening even though the groups are currently over-establishment. Staffing levels will fall following VS departures from February and displacements in April.

Post April it's going to be virtually one person on a station, the majority of the time being micro-managed and probably told off every time a manager walks into the station and you're not standing at the POMs. Stations will be unstaffed left, right and centre and you will be pushed from pillar to post to keeping Section 12 stations open.

iPADs / APPS

The new rule book states that apps must be used, but ...

- Many apps are not working properly, and the iPads are unreliable and time-consuming.
- The app 'training' is inadequate, consisting of being shown some screenshots for some apps.
- There is a 'timeout' for logbook app entries. If you are

interrupted, or if you do not type quickly, you are timed out and have to start the entry again.

- If staff have no access to a working iPad, then they can not read what others have entered in the log book.

"I've been in for two hours, spent every minute of that making entries on the log book app. It took an hour and four attempts to make one Lost Property entry."

My iPad crashed on Wednesday morning. The tech turned up Thursday and took it away, telling me that it will be three weeks before I get it back. So I'm now back working in the old world.

"I had a situation yesterday where I used the log book app and made all of the entries on the iPad. I was then taken off by an colleague who doesn't have an iPad so he couldn't read any of the entries I had made."

It would help if we had:

- iPads that work
- proper docking points to charge the iPads and battery packs for emergency charge-up
- spare iPads ready to go

RMT's health & safety rep has suggested this to management but received no response.

The new staffing model was designed around mobility and the use of the iPad to monitor the station via a CCTV app. This is not working, so there is now a case for the Supervisor to be in a place where s/he can see the whole station, and extra staff around the station.

PLACES OF SAFETY

The ticket office was a place of safety for staff on the unpaid side of the gateline. There is now no place of safety on that side, where staff help customers buy tickets.

At Theydon Bois, the GLAP has been replaced by an open-air fixed 'bar stool'.

TICKETING / CASH HANDLING

There are queues for ticket machines going out of the doors.

Cash handling units do not count accurately. In one case, a bulk coin bag of £1 coins made on the machines had four 20p coins in it.

Few staff are trained to use the CHUs.

80% of staff failing the TSID assessment. The training is inadequate and many CSAs never wanted to work with cash.

Stations have been left with no servicing or floating POMs because there is no-one available who has been trained.

"No-one has been near me to train me on apps or cash handling units. Do they expect me to arrange that myself?!"

I was trained on the CHU. During the training the notes all got jammed. After about 15 minutes of the trainer trying to un-jam it, they said that this does happen from time to time.

Management have told staff to service and float all the machines during the night turn.

WORK-LIFE BALANCE

Rosters have seriously increased anti-social working.

"I haven't seen my grandchildren for four weeks."

I'm working 3 Sundays in a row.

"I used to get 2 weekends of in 5. Where I am on the roster I don't have a weekend off for 6 weeks."

When we called a strikes, management agreed to create two new positions (CSA1 Hainault area and CSS2 Mile End area). These Night Tube posts will enable more weekends off for full-time staff. Rosters will be revised.

Could more action win more new posts and less anti-social working hours?

TRAINING

Essential training - for example on fire panels and escalators - is woefully inadequate.

I asked for fire panel training and was told someone that will show me when I get familiarised at the station. That's not good enough. I sent an email to ask for escalator training and fire panel training - still no reply after a week and a half!

HANDOVER TIME

There are no overlaps on duty times, and some handovers are scheduled at times which clash with service needs.

With the support of RMT, staff on these groups are refusing to carry out dangerous practices or duties that they are not licensed of confident to do.

RMT reps are raising these issues urgently with LUL.

Central Line East RMT branch has asked for a ballot for industrial action short of strikes on the 'vanguard groups' first then if needed, to the rest of the Underground.

We have also sent this report to local Labour MP John Cryer.

Please support your colleagues - you'll be supporting yourself!

"My last West Ruislip leaves here at 22:57. I had to rush the handover and fly over the bridge to see it out, while trying to let a train picker sign out on the autophone."

AND ALSO ...

- Staff car parking problems.
- Some rosters have 26+ weeks between duties at a station. So whenever staff work there, they have to be refamiliarised before starting work.
- There are some appeals against displacement outstanding.
- Staff with caring responsibilities are being refused adjustments.
- Management are circulating ever more onerous instructions for phoning in sick.
- Staff have been assaulted.
- Cleaners signing in are now told to use PICERs, despite not having Site Persons in Charge.

I appreciate that as one of the guinea pig groups we're being used to highlight problems, but this is just a complete shambles.

When staff asked their Area Manager how they were supposed to carry out Help Point Tests without only one person on duty, he replied that they could *ask a cleaner, a contractor, or a passenger, to help!*

