

Collective Grievance Submitted for and on behalf of the RMT membership

Our fundamental objections are to:

ALDGATE

1 full time SAMF to go!

SAMFs no longer a 0700-1100 duty, it is now 0615-1400 with a 0515 start on some Thursdays.

BARBICAN

1 full time CSA to go!

reduction in weekends for CSAs

2 duties to cover at Liverpool Street station – which may be seen as a further dilution of rostered status.

FARRINGDON

1 full time CSA job to go

Fewer weekends off

Changes to rosters including dead lates

Loss of the 0700-1100 SAMF

The part time CSA 0700-1100 has also gone.

MOORGATE

To lose two part-time CSA jobs, specifically one of the 0700 starts and the 0800 start are for the chop, as well as changes to weekend working.

LIVERPOOL STREET

1 SAMF job for the axe,

the loss of a weekend for both CSAs and SAMFs

on p/t duty 1700-2100 moved to 1500-1900

Objections

General objection: We object to the management telling RMT reps that they are NOT to engage in any negotiations in regard to service or staffing levels and that we are to confine our consultation to providing positive and constructive feedback to management with the implication that role of the union rep is to represent the interest of LUL management to our members, rather than to represent the interests of our members to LUL management with the aim of furthering MEMBERS not management's interests.

Collective Grievance Submitted for and on behalf of the RMT membership

Aldgate Station

We object to the proposed changes because

- of the loss of one full time samf and
- the severe reduction of the ticket office opening hours.
The proposal is for 1hr and fifteen minutes of the samf time in the main ticket office from 0800hrs to 0915hrs and 1.5 hours in the pm peak from 1700-1830.

We believe that by so reducing the ticket office hours that

- not only will passengers suffer by not being able to resolve Oyster issues quickly with the help of specially trained ticket office staff at those hours when they will be in the most hurry,
- but that outside of the peak NO ONE will be able to resolve an Oyster issue at Aldgate unless they are put to the inconvenience of using another station or of using the Oyster helpline at their own cost.
- We believe that the increased frustration of inconvenienced passengers will be echoed by the increased frustration of CSAs and gate-line SAMFs who are unable to help passengers, and that this increased frustration will inevitably lead to more verbal and physical assaults on staff not just at Aldgate but at other stations similarly affected.
- And what does London Underground tell its staff about assaults – it isn't the person the passengers are angry with, but the uniform. LUL is giving passengers more reasons to be angry with the uniform!
- Along the same lines figures show the SAMFs are more likely to be assaulted when on the gate-line as more SAMFs will be working on the gate-line we anticipate an increase in work-related violence.
- It is an absurdity to have a SAMF on the gate-line unable to rectify Oyster and ticketing issues because the ticket office is closed.
- It is absurd to have a SAMF on the gate-line when s/he could be in the ticket office collecting revenue from excess fares and providing valuable customer service.

Barbican

we object to the roster introduced at Barbican on the ground that

- there is a job loss of one full-time CSA and that the SAMF now face dead late shifts that that never had before – particular at the weekends.
- We object too to the cross working introduced at Barbican for two duties to be covered at Liverpool Street – we see this as a further dilution of our status as rostered staff.

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Farringdon Station

We object to the proposed changes at Farringdon because

- of the cuts to one full-time CSA and one morning p/t CSA.
- Farringdon stations is undergoing great changes as a result of the cross-rail project, LUL staff at Farringdon take charge of any situation there whether is it on LUL or FCC property/platforms and will be increasing in complexity.
- It requires more not fewer staff to adequately provide a safe, efficient and world class customer service.
- We object to the loss of the am p/t CSA because they role suits the current incumbent perfectly and any later start would make it impossible for the CSA now filling that role to continue working there. The member would effectively be forced to go elsewhere – the additional pm p/t CSA role that has been created would not be at all suitable for the CSA who fills the am p/t CSA role.
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- We also object to the loss of the part time am samf. Farringdon is extremely busy during the peak and during the early morning and late evenings and it is the LUL SAMFs alone who sell ticket to the FCC passengers. It is also true that FCC pays for LUL staff to sell FCC tickets. It looks very much as though LUL is seeking to make a profit from agreements with the FCC, though in fact it is possible that with the reduction of samf LUL could face fines if tickets are not available to FCC passengers.

Other objections

- we believe they want to cut Farringdon's T/O opening hours and get rid of our Early turn P/T could you point out that LU are legally contracted from 1996 > 2013 to offer full ticket issuing facilities to FCC customers from S.O.T. to E.O.T. this is 04:50 > 00:50.
- the Dead Early in the T/O cannot deal with the main window and the excess window on their own during the morning peak in addition to security collections etc..
- The excess window is extremely busy with FCC customers due to the lack of facilities at their own out of town stations. Oyster or not this situation has not changed as Revenue with LU and FCC shall testify.

These kind of transactions may not add up to many or of any substantial quantity in monetary terms but do consume a great deal of time.

- Furthermore in week 6 of the roster from Monday to Friday the shift begins at 0455 and requires the CSA to take his or her M/R at 0730hrs which is only a couple of hours into the shift and right at the beginning of the peak.

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- Additionally there will be only one CSA on the gate-line until 745 (therefore leaving the gate unstaffed for 15 mins) until the SAMF leaves the ticket office to staff the gate-line leaving only one SAMF in the office until 0945 which will mean two hours of decreased ticket sales at the window thus providing statistics which LUL will no doubt use in the future to argue for further reduction in staff and/or ticket office opening hours.
- SATS duties have been reduced to nil during the AM peak, the platform from which SATS has been removed is one which has reduced accessibility do to cross-rail work taking passengers longer to leave the platform and increasing the need for vigilance.
- Removing a CSA from platform duties puts the platform at risk of over-crowding and imperils the health & safety of our passengers and staff, notwithstanding the fact that most passenger incidents on train (e.g. activation of pea's, people taking sick) occurs during the am peak.
- We object to the use of the ticket office staff to facilitate the cutting of a full-time CSA – this is a policy of robbing Peter to pay Paul.
- On Sunday's weeks 2 and six there is no CSA on the gate line for an hour between 1440 and 1545, instead the ticket office is again reduced to one window whilst a SAMF covers the gate line.
- Currently the CSA start work at 0450hrs and the first FCC train stops at 0459 from the time the station opens until 0630 there are no FCC staff at all, leaving LUL staff to deal with any issues affecting the FCC service and their passenger.
- On several morning per week the station is mobbed with drunken and drugged passenger leaving their night carousing. With the proposed roster the ticket office closed until 0645 on a Saturday and 0745 on a Sunday the CSA's will be forced to deal alone with the unpredictable and sometime violent behaviour of the clubbing passengers who frequent Farringdon. Only last (Middle of July) were four staff assaulted in one shift.
- Further objections are that the proposed CSA roster almost entirely of late and middle turns making a work life balance nigh-on impossible .

Liverpool Street

We object in the first instance

- to the loss of one ticket office job, and to having two duties covered by CSAs from Barbican – which as stated above is viewed by us a deliberate attack on our status as resident staff and a move towards management would term “greater flexibility” but which actually amounts to less stability and fewer rights in the workplace for our members. We object to the later opening of the ticket office and its earlier closing which will mean that more passenger returning home via Stansted Airport will not be able to surrender their Oyster cards when leaving in the early hours of the morning.
- There will also be a additional number of passengers returning home, or arriving in London who will wish to avail themselves of the much vaunted Oyster card but without the benefit of the TIC or Ticket Office.
- Liverpool Street Ticket office sales in 2007 totaled approx £300,000, when we had 17 on the roster to the current weekly sales total of approx £500,000 with only 15 on the roster due to the closure of the toms in the A office.
- 66% more money has to be accounted for and much is from the POMs, plus we are having to "sort out" customers who are unable to purchase tickets at their local stations because of closures or due to lack of staff as vacancies are not being filled, also many of the customers in the queues require answers or printouts or resolved journeys which do not show up as a transaction thus this work goes uncounted and unregarded.

So in bullet points here are the issues raised.

Roster

1. Week 6/7 has 8 dead early shifts in a row - unacceptable as will lead to fatigue and accounting mistakes., leading to more action against staff.
2. The spread of Saturday rest days should be more even as week 3 - 11 only one RD on Saturday.

LST Ticket Office in details

Monday- Friday.

1. No cover for Poms "esaf" duties between 12.55 and 19.30 however we do have cover at 23.00-24.30 by ba31 (we would like to see the company's evidence that the machines need servicing at 2300 but don't just before the peak for example 15.00 - 16-30.) I suggested a 15th man on the roster perhaps 12.00 -20.00.
2. Ba24 will be in the "c" office from 06.15- 07.45 "as instructed" clarification as to what this means is required as no "esaf" duties appear on the schematics for the "C" office which could mean and can only guess that some Supervisors may interpret this

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as gate line or sats or station walk etc. There should be a minimum of 30 mins of poms each day with an extra 15 mins on Tuesday to open the deposit safe and create the transportation sacks ready for collection.

3. Ba32 closes the window at 24.00 then works as instructed till 25.00hrs clarification as to duty required i.e. cover gate line / last trains.
4. Ba25 All other duties have 30 mins at end of duty to cash up/ transfer money except Ba25 only 15 mins in view that T&R have been investigating many clerks due to esaf errors with transferring at the end of a shift I think the 30 mins should be given to all.

Saturday

1. Only 1 hour 15 mins of Esaf duties only time for banking or poms not both also if banking at 05.00 I assume the supervisor or gate line staff are ok with being our witness?
2. Poms need cover.
3. bb25 Again all clerks have 30 mins cash up except this one.
4. I would suggest bb21 start at 0630 to do esaf duty the bb22 can do poms and bb21 the banking.
5. Because local managers believe it is busy at weekends we have always had a ticket office assist normally starting between 09.00 and 11.00. Obviously higher managers have overruled.
6. we also have a collection on a Sunday: clarification required that "as instructed" on bc22&bc23 will be POMs and banking oh sorry "ESAF" duties.

Moorgate

Our objections are primarily in regard to:

- loss of two part time CSAs and to SAMFs (several of whom are under medical restrictions) covering platform 7 as a way of facilitating a job loss. This will also mean a ticket office window is closed.
- There will doubtless be issues with the excess fares window unstaffed at time when the FCC passengers are accustomed to paying for fares etc because there are no facilities to do so at the stations where they board the train.
- Furthermore on Monday to Friday of each week there are 3 CSAs on duty and the necessity for three station walks, this will mean that one of the gates will have to be left unstaffed!
- On Saturday 12-5pm there is one gate line and 1 CSA. The late turn was brought forward from 145 so that the SAMF could help on the gate line .

Collective Grievance Submitted for and on behalf of the RMT membership

- Under the proposals booking clerk will not be available to help on the Saturday but a spare duty has been created for a Wednesday.