



platform

news for station and revenue staff - **special issue for ex-silverlink staff** - 1st January 2008

We've got the uniform. Now we want ...

Our Pay & Our Rights

It is two months since eleven stations transferred from Silverlink to London Underground. So why are we still on our old, lower pay rates? And why do we have lots of problems? Answer: Because London Underground Ltd (LUL) has not acted to give us our equality and rights. And what can we do about that? Get involved with the RMT trade union.

This RMT newsletter is for the ex-Silverlink staff who now work for London Underground. It aims to give you information about what is happening with your job, and about how you and your workmates can get organised through the union to get a better deal.

You have RMT representatives on your station group, in your branch, and at a company-wide level. RMT reps attend a 'Joint Working Party' with managers to look at the issues affecting you. It is important to us that we report back to you, and that you tell us what issues you want us to raise.

Useful contacts

- RMT Stations Council reps: Janine Booth 07748-760261; Paul Schindler 07834-117509
- RMT rep on LUL's Stations Safety Council: Tony Gandolfi 07715-323744
- RMT's Regional Organiser: Brian Whitehead 07917-327321
- Your representative on RMT's national executive: Olly New 07825-626802
- Your branch secretary (Bakerloo): Brian Munro 07912-297860
- Your branch secretary (Kew Gardens & Gunnersbury): Gwyn Pugh 07894-604176
- Your local RMT rep (Bakerloo): Rob Wyeth 07738-360969
- Your local RMT rep (Kew Gardens & Gunnersbury): Kingsley Omole 07956-351426
- E-mail us: janine.booth@btopenworld.com

What's Your New Job?

LUL plans to move you into the following LUL grades:

- Barrier staff, platform announcers and fire wardens will become **Customer Service Assistants** (station duties, barrier, patrols and platform announcements);
- Booking office staff, ticket office clerks and CSA multifunctionals will become **Station Assistant Multifunctional** (mainly ticket selling; some station duties);
- Supervisors will become **Station Supervisors**.

RMT's view is that this makes sense, with two 'buts':

- As LUL requires ex-Silverlink ticket sellers to carry out station checks, which are a Station Supervisor's responsibility, these staff should be offered the option to become a Station Supervisor. LUL refused to agree to this, so it will be discussed at Company Council.
- You might have a case to move to another grade. RMT argued that staff should have the right to put your case. Management agreed to this. An RMT rep can help you with your appeal.

How Much Will You Be Paid – And When?

- **Customer Service Assistant:** £23,200
- **Station Assistant Multifunctional:** £27,874
- **Station Supervisor:** £32,211-£37,551, depending on the 'complexity' of your station.

There is no extra pay for nights, bank holidays, etc. Rest day working and overtime is paid at 'time and a quarter'. *Everyone gets a pay rise from the transfer.*

RMT believes that you should have been put onto these pay rates on 11th November 2007. LUL doesn't agree. Saving money at your expense?

LUL will not say when you will get your money. RMT argues that when the change happens, it should be backdated to 11th November. LUL refuses to agree.

LUL now has people doing the same job as others but for lower pay. This is a disgraceful situation which RMT will do its utmost to fight.



Your Issues

Staff have told RMT reps about various problems. We raised them all with LUL:

■ Agency staff do not know how to do the banking, so existing ticket office staff have to do it. Management said they would look into this.

■ **LUL has delivered equipment to stations but not installed it eg. printers, microwaves. Management said there had been a problem with telephone lines that was now resolved, but they would look into any outstanding problems.**

■ Cleaning standards are poor, and station staff do not have cleaning schedules in order to complain. LUL said that they were due to get the cleaning schedules from Initial on 20th December, and would circulate them.

■ **LUL delivered ticket office documents with no explanation as to their use. Management replied that a briefing has been devised for staff, and they will check that everyone has been briefed.**

■ Staff get grief from customers about Oyster. Before transfer, you could direct customers to LUL, but now you wear LUL uniform, you can't. Customers expect you to resolve all Oyster queries, but you can not because of inadequate equipment and training. Management accepted there is a problem, and will bring back proposals eg. notices at ticket office windows explaining the situation and making a clear statement against abuse of staff.

■ **Wembley Central staff feel that they should have more staff on the gateline during busy periods. Management replied that this could be addressed during the local discussions.**

■ Management had circulated a memo that Connect radio training would take 45 minutes and would take place while staff were carrying out normal duties, which is not acceptable. Connect radio is now 'live' on the Bakerloo line; management agreed to check how the training was carried out.

■ **Request by staff to work part-time. One case is being considered by management, albeit slowly.**

Is this good enough?! Do you still have problems? Tell RMT!

CASUALISATION AND DE-STAFFING

LUL is using you and your station as 'guinea pigs' to test new ways to casualise and cut its workforce. It is using security guards and agency staff, which it has never used on existing LUL stations. It wants to use mobile supervisors to float between several of your stations, while every other Underground station has its own supervisor on duty at all times.

RMT wants all stations to be well-staffed with permanent, secure jobs. We are heading into dispute with LUL about these issues, and may have to strike. We want all grades across the Tube to stand together.

AGENCY STAFF

If you work for the agency, then the union and this newsletter are for you too! Don't let anyone tell you that you can't, or shouldn't, join the union. RMT is for all rail workers, whatever your grade or employer.

RMT is calling on LUL to offer you a permanent job. We oppose the use of agencies – but our problem is with the agency, not you! You will be more able to protect yourself against employer's abuses if you join RMT.

YOUR WORKING HOURS

Your local station group will discuss what staff coverage is needed on your stations, and will then discuss rosters. RMT reps will take part in these talks, arguing for the best possible staff cover and the least anti-social rosters, and insisting that no-one does vulnerable work such as detraining while alone. *Please tell your rep your views about staffing levels and your preferences for shift patterns.*

MEDICALS AND TRAINING

Several staff have already taken their medical tests. CSA training courses will start on 14th January, with a total of six courses, finishing on 4th April. If you have any kind of problem with medicals or training, please contact an RMT rep straightaway.

WHAT YOU CAN DO

The more that we all join together to stick up for ourselves, the better treatment and rights we can win. Don't just rely on reps arguing the case in meetings – get involved! Let management know that we will not stand for the shabby way we are treated. Here is what you can do:

■ Make sure you are an RMT member. Join online at www.rmt.org.uk or ring our helpline 0800-376-3706.

■ Talk to your workmates about what issues concern you and what you are prepared to do about it. Then bring your ideas to your union.

■ Go to your branch meeting. You can raise your issues, and your branch will support you in getting something done. Details from your branch secretary.

■ Come to RMT's station grades meetings, open to station staff from all over the Underground – last Thursday of every month, 15:00, the Exmouth Arms, Star Cross Street, near Euston station.

■ Tell your RMT rep what issues are bothering you, what you think your station needs, what you think the new rosters should look like.

■ Promote the union at work. Contact any RMT rep, and we can visit your station and bring lots of information and merchandise.

