



SIS: Spying and Insult Surveys?!



Many station staff are angry about the use of 'mystery shoppers' to assess staff performance.

London Underground pays a private company to send people round stations marking staff on a range of things from clarity of PAs and the information you give, to how you look and whether you smile! Their reports are now known as Staff Information Surveys (SIS).

This information is supposed to assess overall station performance, but managers are now using it to grill individual staff members, and on at least one group have threatened to use them in disciplinary action. **RMT will not accept staff being disciplined on the word of an anonymous informant.**

Some GSMs send the full report to all their stations. The individual staff members scored are not named, but it is often easy to work out who they are as the station and time is named and they may have been the only person on duty at that time. Staff find it insulting to read that they were 'scruffy, untidy or unclean' when they know that they were well-turned-out.

Instead of these inaccurate and offensive surveys, LUL should provide its staff with the tools we need to do our job - adequate staffing levels, proper equipment, up-to-date and useful information.

RMT complained about SIS surveys at the recent Stations & Revenue Council meeting, in particular: of the injustice of the process; the arbitrary nature of the scoring; and how inappropriate of some of the criteria are.

Management claim that this system provides 'independent and objective feedback!' But RMT's insistence that in reality it creates bad feeling has forced management to agree to meet with us again and discuss changes to how the surveys are used. We asked for the surveys to be suspended pending a review. Management refused.

However, management refused to discuss with us the actual content of the surveys, saying that this was the business of something called the 'Customer Insights Team', a body on which there is no trade union representation!

We would like to see all assessment of staff carried out by accountable London Underground employees, not by anonymous private contractors - but while this 'mystery shopper' system continues, RMT will challenge its injustices.

Reps and members: Please contact your RMT Stations and Revenue Council reps with reports and information about how this is being used on your group, and you and your workmates' views on it.

Got a report for the next issue of **RMT platform**? An issue you'd like to see covered? Or a question you'd like answered? Contact Janine Booth on internal e-mail, personal e-mail janine.booth@btopenworld.com, or phone 07748-760261.



London Underground's pay offer of 1.5% this year and RPI+0.5% next year amounts to a pay cut!

For a CSA, the second year is worth only 22p in your pocket per day - and we all know that our bills and other expenditure are going up much faster than that!

At a recent meeting, RMT reps voted unanimously to reject the offer, and also agreed that all members should have a vote in the run-up to further industrial action.

Sadly, it seems that the TSSA is likely to accept the offer. We hope they have a change of heart. But if not, RMT will continue to fight for a decent standard of living for our members. Join us!



Your RMT Stations and Revenue Council representatives are:

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Janine Booth 07748-760261

Neil Cochrane 07739-869867

Mick Crossey 07931-570521

John Kelly 07740-065367

Malcolm Taylor 07748-933241

RMT Wins Shepherd's Bush Central upgrade

Following a complexity review' - which assesses everything from UTS gates, staff levels, POMS, lifts and escalators to passenger footfall - your RMT reps have successfully persuaded management to upgrade Shepherd's Bush to SS1.

Rostered Supervisors will get several chances to gain the necessary licenses to become SS1. The upgrade also benefits all other staff as it increases the overall number of SS1 jobs and therefore your chances of promotion. With the promotion system in general being so chaotic and unfair, at least this is one piece of good news!

Unfortunately Wood Lane fell short of an upgrade to SS2, mainly due to the low passenger numbers through the station on an average day.

If your station has had major works done recently or the local area has changed and passenger flow has increased, please contact your RMT Stations and Revenue Council reps to see whether we can get your station upgraded.

Vacancies Today, Job Cuts Tomorrow

London Underground management are deliberately keeping station and revenue jobs vacant, in preparation for slashing jobs. Across the system, staff are having to manage with duties uncovered, which leaves them both overworked and at risk.

When someone leaves a post, the company should fill it with the person at the top of the waiting list. But they are systematically refusing to do this – so staff who have waited for ages for a promotion or a move to a location that suits them better are being denied their right to move.

RMT has reason to believe that this is a deliberate strategy, designed to cut jobs and save money but without doing so openly.

Here is what you can do to help RMT to stop this job-cutting plan in its tracks:

- Tell us about any incident at work where uncovered duties have caused a problem. Were you assaulted while working alone? Did a passenger not get the help they needed? Was there an accident, near miss or other safety problem?
- If you are on the waiting list for a post that is being held vacant, submit a grievance. Your RMT rep can help you do this, and you could join others on the same waiting list in a collective grievance.
- Go to your RMT branch meeting and help plan further action to demand that vacancies are filled.
- If you are not an RMT member, join. If you are, persuade a workmate to join!

RMT reps have drafted a strategy to defend station and revenue jobs. Watch out for a campaign launch that you can be part of!

Collective Grievance: Ticket Office accountancy system

If you would like to add your name to the collective grievance below, please contact RMT rep John Kelly.

We are raising a collective grievance regarding the ticket office accountancy system used by London Underground. It has become clear that there are systemic failings in this system and as Ticket Office staff we are being put in a position where these failings are resulting in dubious credits and debits on our individual accounts.

Working with a flawed system which can trigger these false accounts is a cause of constant worry and stress. It is clear that the system being used has resulted in approximately £800000 worth of debits across the network. It is also apparent that the concept of individual accountability for our accounts is unfair due to the failings in the accounting system; the fact that the safe deposits are 'blind' amounts of cash and the fact that the deposited bag is opened and handled by employees of the cash counting house. The fact that this can then lead to disciplinary action being taken is totally unjust and unacceptable.

Ticket Office cuts?

Since RMT and our allies defeated London Underground's plan to close 40 ticket offices last year, management have been trying out various ways of achieving the same thing by more sneaky means.

Cannon Street station's rebuild will see the ticket office removed, with only a vague 'intention' of putting it back again afterwards. And the new 'ticket office suite' at Hammersmith (H&C) may have only passenger-operated machines, not windows!

To defend your job and your ticket office, get involved in your union.



parental leave

You have the legal right to parental leave:

time off work to spend with your young or disabled children. This leave is unpaid and has to be taken in week-long blocks.

You also have the legal right to take time off for a domestic emergency - perhaps your child is sick, or your childminder is unavailable at short notice. Your employer does not have to pay you, but can do so at their discretion.

know your rights

Breaches of SRT Framework

RMT has caught management out using SRT staff to cover resident staff attending a 'briefing' about the Jubilee line project, in breach of the SRT Framework Agreement (www.rmtplatform.org.uk/SRTframework), under which SRT staff can not cover rostered duties.

When management abuse SRT staff like this, it harms the rights of both the SRT staff and the resident station staff. We all need to unite to make management stick by the rules.

Join



- Get an application form from your local RMT rep
- Phone 0800-376-3706
- Join online: rmt.org.uk/join