

# Unions force management to reveal extent of cuts plans affecting every grade. LU isn't budging yet....

## Get ready to strike again!

### Talks give us **5** reasons to keep fighting

#### #1 Rosters

*The draft rosters shared with unions show us that Fir for the Future - Stations would wreck work-life balance*

A mix of shifts. At Gateway stations (e.g. Euston), Destination stations (e.g. Embankment) and Metro stations (e.g. Chancery Lane), CSAs will work dead earlies, dead lates and night turns for all night running.

Cover weeks. LU proposes that all staff spend 27% of their time on 'cover weeks' (the yellow roster lines). RMT wouldn't mind breaking down the distinction between 'rostered' and 'reserve' staff, but LU wants to renegotiate our framework agreement for 'increased flexibility'. With so few weekends off, and less advanced notice of shifts, how are we supposed to have a life outside work?

EMBANKMENT and ST JAMES'S PARK

| GRADE CODE | CSA1        |             |             |             |             |          |          | ROSTER No. Roster Start Date | XXXX    | TOTAL WEEKLY HOURS |
|------------|-------------|-------------|-------------|-------------|-------------|----------|----------|------------------------------|---------|--------------------|
|            | SUNDAY      | MONDAY      | TUESDAY     | WEDNESDAY   | THURSDAY    | FRIDAY   | SATURDAY |                              |         |                    |
| 1          | Rest Day    | Rest Day | Rest Day | Rest Day                     | 37.30   |                    |
| 2          | 14:15 19:15 | 14:15 19:15 | Rest Day    | Rest Day    | Rest Day    | Rest Day | Rest Day | Rest Day                     | 37.30   |                    |
| 3          | 07:30 17:30 | 07:30 17:30 | Rest Day    | Rest Day    | Rest Day    | Rest Day | Rest Day | Rest Day                     | 37.30   |                    |
| 4          |             |             |             |             |             |          |          |                              | 37.30   |                    |
| 5          |             |             |             |             |             |          |          |                              | 37.30   |                    |
| 6          |             |             |             |             |             |          |          |                              | 37.30   |                    |
| 7          | Rest Day    | 07:15 13:15 | 07:15 13:15 | 10:00 18:00 | Rest Day    | Rest Day | Rest Day | Rest Day                     | 37.30   |                    |
| 8          | Rest Day    | Rest Day | Rest Day | Rest Day                     | 37.30   |                    |
| 9          | 14:15 19:15 | 14:15 19:15 | Rest Day    | Rest Day    | Rest Day    | Rest Day | Rest Day | Rest Day                     | 37.30   |                    |
| 10         | Rest Day    | 13:15 19:15 | Rest Day    | Rest Day    | Rest Day    | Rest Day | Rest Day | Rest Day                     | 35.00   |                    |
| 11         | Rest Day    | 14:15 19:15 | Rest Day    | Rest Day    | Rest Day    | Rest Day | Rest Day | Rest Day                     | 39.05   |                    |
| 12         | 04:45 12:30 | 07:15 13:15 | 07:15 13:15 | 07:15 13:15 | 07:15 13:15 | Rest Day | Rest Day | Rest Day                     | 38.10   |                    |
| 13         | Rest Day    | 07:15 13:15 | 07:15 13:15 | 07:15 13:15 | 07:15 13:15 | Rest Day | Rest Day | Rest Day                     | 37.30   |                    |
| 14         |             |             |             |             |             |          |          |                              | 37.30   |                    |
| 15         |             |             |             |             |             |          |          |                              | 37.30   |                    |
| 16         |             |             |             |             |             |          |          |                              | 37.30   |                    |
| 17         | Rest Day    | Rest Day    | 07:15 13:15 | Rest Day    | Rest Day    | Rest Day | Rest Day | Rest Day                     | 39.30   |                    |
| 18         | 14:15 19:15 | 14:15 19:15 | 14:15 19:15 | Rest Day    | Rest Day    | Rest Day | Rest Day | Rest Day                     | 38.30   |                    |
| 19         | 04:45 11:45 | 07:15 13:15 | 07:15 13:15 | Rest Day    | Rest Day    | Rest Day | Rest Day | Rest Day                     | 37.30   |                    |
| 20         | Rest Day    | Rest Day | Rest Day | Rest Day                     | 37.30   |                    |
| 21         | 14:15 19:15 | 14:15 19:15 | Rest Day    | Rest Day    | Rest Day    | Rest Day | Rest Day | Rest Day                     | 39.00   |                    |
| 22         | 14:15 19:15 | 14:15 19:15 | Rest Day    | Rest Day    | Rest Day    | Rest Day | Rest Day | Rest Day                     | 37.30   |                    |
| 23         |             |             |             |             |             |          |          |                              | 37.30   |                    |
| 24         |             |             |             |             |             |          |          |                              | 37.30   |                    |
| 25         | Rest Day    | 07:15 13:15 | Rest Day    | Rest Day    | Rest Day    | Rest Day | Rest Day | Rest Day                     | 38.30   |                    |
| 26         | 14:15 19:15 | 14:15 19:15 | 14:15 19:15 | Rest Day    | Rest Day    | Rest Day | Rest Day | Rest Day                     | 36.30   |                    |
| 27         | 04:45 11:45 | 07:15 13:15 | 07:15 13:15 | Rest Day    | Rest Day    | Rest Day | Rest Day | Rest Day                     | 33.30   |                    |
|            |             |             |             |             |             |          |          |                              | 1012:30 |                    |
|            |             |             |             |             |             |          |          |                              | 37.30   |                    |

Weekends off. In all the rosters we've seen, one guaranteed weekend off in six seems pretty standard, with ever fewer long weekends. In this example of the Embankment CSA roster, there are only four out of 27 weekends off!

Where will we be working? Only on Gateway stations will the roster cover just one 'solo' station. Most rosters will cover an 'area' of between two and six stations. On our cover weeks, we could work anywhere within a 'cover group' of up to 12 stations,

#### #2 Huge scale displacements

SCRAs, SAMFs and supervisors will be displaced as job roles are abolished. In most locations, there would be fewer positions, so every grade would be shunted around to fit the new staffing models. E.g. RMT has calculated that at 65 Local A stations there would be up to 400 fewer positions, displacing 400 staff, including CSAs. At 61 Local B stations, 400 posts would go; mostly supervisors would be displaced, as these stations are planned to be run by a CSA.

#### Reasonable adjustments?

Unions have pressed LU to find out whether staff with disabilities will be accommodated under the new regime, e.g. SAMFs who may have to stand on the gateline. LU said that Occupational Health will support staff in finding alternative employment, 'or applying for VS if there is no mitigation'. So LU won't guarantee to accommodate staff, but will force staff to leave instead!

## # 3 Lower grades disadvantaged

In this slide shared with unions, LU admitted that higher grades will get more pay and promotional opportunities through *Fit for the Future - Stations*

### Selection case for change

|                                    |      |                              |      |
|------------------------------------|------|------------------------------|------|
| Group Station Manager              | 38   | Area Manager – Stations      | 97   |
| Duty Station Manager               | 190  | Customer Service Manager 1   | 336  |
| Station Supervisor 1               | 585  | Customer Service Manager 2   | 635  |
| Station Supervisor 2               | 657  | Customer Service Supervisor  | 666  |
| Station Supervisor MF/3            | 529  | Customer Service Agent 1     | 2500 |
| Station Control Room Assistant     | 245  | Customer Service Agent 2     | 486  |
| Station Assistant Multi-Functional | 1205 | Stations Admin support       | 74   |
| Customer Service Assistant         | 2224 |                              |      |
| GSM's Assistant                    | 74   |                              |      |
| <b>Total Positions: 5747</b>       |      | <b>Total Positions: 4794</b> |      |

**Group Management:** There are not enough current GSMs to fill the AMS role, creating opportunity for DSMs to move up

**Station Management:** There are not enough positions for all supervisors to get a CSM role

**Frontline staff:** The creation of the CSS role provides some opportunity for SAMFs and SCRA's but a significant portion of these roles will be filled by supervisors, with SAMFs and SCRA's moving to CSA 1

Existing DSMS stand to move up to Area Manager Stations, with a pay packet of nearly £70k a year!

Meanwhile LU admits that there are 'not enough' Customer Service Manager positions for all supervisors, so some current SS1s and SS2s face a drop to Customer Service Supervisor, roughly a £5 or £10k pay drop.

Only 'some opportunity' for SAMFs and SCRA's to move to CSS, but with a 'significant portion' of CSS roles occupied by existing supervisors, SAMFs and SCRA's face an almost-inevitable demotion to CSA with a £6k pay drop after three years.

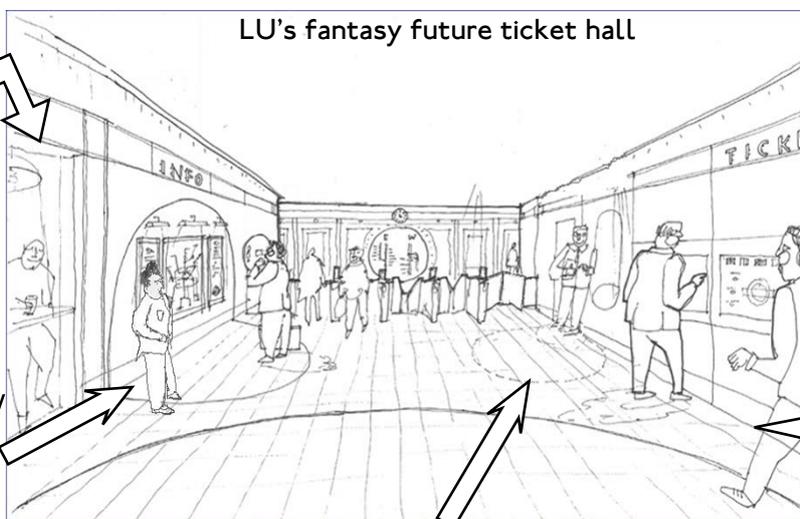
## # 4 More work, less pay, worse service

LU says: it's 're-using the ticket office space'.

We say: it's depriving customers of a service to make money from retail outlets.

LU says: it's providing 'a clearly demarcated information point'.

We say: that's what a ticket office is!



LU's fantasy future ticket hall

LU says: it's installing 'better and more ticket machines'.

We say: 150 new ticket machines is less than the 270 ticket offices LU is closing. LU says POMs can plug the gap because 'you can serve four passengers at once on POMs'. Not true!

We also say: it's a cheek to employ a CSA 1 or 2 to sell tickets on and service machines, for £6 or 12K less than a SAMF is paid.

LU says there will be 'visible staff in the ticket hall with handheld devices to help customers'.

We say: devices that will be easily mugged, especially where Customer Service Supervisors and CSAs work alone!

*Fit for the Future - Stations* will leave fewer of us on the frontline, facing more work, with reduced ticketing and customer service facilities.....for less money!

## # 5 Fewer frontline staff

# 2281068

4445  
current  
front  
line  
staff

3625  
planned  
front  
line  
staff

LU has justified cuts and ticket office closures by saying station staff will be more visible. But as well as cutting 953 positions, LU is multiplying manager roles, which will divert many remaining station staff into offices to do disciplinarys, performance management paperwork and other management tasks.

Current number  
of DSMs and GSMs

Proposed number of  
Area Managers and  
Customer Service  
Managers

## Join the campaign!

Join our day of campaigning on stations. Meet us on Thursday 24th April, 1030, Morden Station.

Please come to the Stations and Revenue Grades Meeting, where RMT station members can discuss issues and plan campaigns. 1430, 24th April, at the Exmouth Arms, near Euston. For more information, contact Becky on 07734364302.