

ORANGE IS THE NEW BLACK

Update for London Overground members of staff working at Arriva Rail London

Welcome to the latest edition of the RMT London Overground Newsletter. This is the only place you can trust knowing that the information given is for the members of RMT.



PAY TALKS 2023 UPDATE

Your RMT Company Council reps and Lead Officer, Glen Hart, were written to by the Arriva Rail London HR Director, Oli Gant, to advise us that the ARL executive team had met with the TfL leadership where they had discussed the plans for a multi year pay deal to cover 2023, 2024 and 2025 with inflation protection in the outer years to cover certainty to our workforce. They also discussed the contract extension which he said need to be in place to unlock the multi year element.

Their ambition remains in place that there will be an offer in place soon to the trade unions.

While we appreciate the communication to us, there are still a number of concerns with this. Using the MTR Elizabeth Line concession agreement as an example, MTR can only offer 6% in a pay deal without approval from RfL, meaning they can veto any offers greater than that. With the Elizabeth Line being the nearest comparator to Arriva Rail London, we are minded that this kind of clause could be something that would

affect any pay talks that we have. In addition we have also seen the pay offers made to London Underground and other train operating companies which are majorly below inflation. **For your information the inflation rate for February 2023 (historically the figure used in London Overground pay discussions) was 13.8%. It currently stands at 13.5%**

We will keep members updated on the pay talks. At the time of writing there has yet to be an offer from Arriva Rail London, however a meeting date has been scheduled to take place on the 15th of June. We will update members following the meeting.

2022 PAY AWARD BACK PAY ISSUES

Staff in RMT recognised grades received their 2022 pay award of 6.5% in their April (ARL Classic) and May (ARL West Anglia) pay, which included the back pay from April 2022. However following a substantially large number of complaints from staff that they were underpaid, your RMT Company Council Reps met with the ARL HR Director, Oli Gant, to discuss these back pay errors.

ARL use a company called Midland HR to run the payroll system. MHR have had a system update which they believe is the cause of the errors being made, the systems retrospection has randomly chosen to pay correctly some elements and miss out some elements. We understand this is not reassuring to you but the HR Director has shown us that this is being taken seriously and he has raised the issues with MHR and reported it to the ARRIVA group. Upon further examination, and from members raising concerns, 47 staff so far have had issues with their pay resulting in advances and separate payments. We have been assured everyone's pay will be being looked into (not just those who have contacted payroll) to make sure errors will be amended.

If you believe that there have been errors on your back pay, you can also email payroll directly payroll@arrivarl.co.uk but please do be patient if you do not receive a reply straight away as it is a small team and there are some pay commitments which have to be completed by law by the end of May (P60's being one) which they are dealing with also. We also advise that members contact HMRC as there have been cases where people have been overtaxed on their last pay, based on the 2022 back pay. The consistent feedback that's been given to some members is that they were taxed at 40% due to the back pay and they will be taxed less each month throughout the year. Call HMRC on 0843 509 2500 or 01355 359022, however be aware that waiting times have been in excess of 40 mins before people have been taken off hold.

PENSION INFORMATION

RMT Members are reminded that you must complete a Nomination form so that the pension trustee knows who you'd like to get a lump sum if you die before you claim your Industry Wide Defined Contributions (IWDC)

benefits (or within five years of taking them).

Who can nominate?

Members who are currently paying into the IWDC Section

Members with benefits in the IWDC Section that they've not yet taken.

Why nominate?

If you don't nominate, the lump-sum payment might be delayed and cause unnecessary stress to those who matter to you. Even if you have nominated in the past, it's a good idea to check your nominations regularly and keep them up to date.

You can read more about death benefits and how they are paid here

<https://member.railwayspensions.co.uk/resources/reporting-a-death>

Who can I nominate?

You can nominate:

An individual or several people

Charities

Good causes or organisations

How do I nominate?

It's easy - just log in to myRPS. Select 'My nominations' and follow the simple steps. It will only take a few minutes. If you haven't got a myRPS account, you will need to register.

You can also download the Nomination form, print off and complete, and return to Railpen at the address on the form. More information is on the links below:

<https://member.railwayspensions.co.uk/in-the-scheme/paying-into-iwdc/your-nominations>

<https://member.railwayspensions.co.uk/resources/frequently-asked-questions>

RMT HEALTH & SAFETY REP OF THE YEAR: JON MORTIMER

We are proud to announce that at the 2023 RMT National Health and Safety Conference, Jon Mortimer (left) was awarded with the RMT Health and Safety Representative of the Year



award. Jon has worked tirelessly for members on Arriva Rail London for many years and is known for his diligent work, and the hard work that he has done for members safety on the network for many years. We congratulate him on his achievement.

ROSTER DISPUTE

Your RMT Company Council reps received communication from the Customer Experience Director, Charlotte Whitfield, following a Dispute Resolution

meeting that was held. This was based on a dispute where Arriva Rail London had made changes to roster shift times. Your reps welcomed the interpretation that was given that 'changes to shift times do constitute a change to rosters, and any future changes to shift time will therefore mean that negotiation applies'. However we did note that the comms to the RMT also stated the business will 'not be opening negotiations for previous timetable changes'. This did not rectify the issue of the collective bargaining procedure not being followed in the enforced roster changes and It was disappointing that despite no evidence being provided from the business that supported their stance, there was a reluctance to rectify the changes that had been made already.

The RMT position has not changed that any shift times that were not negotiated are not recognised as official shift times as they have not gone through the recognised machinery or roster changes. With this in mind, and as has been the case since the imposed times were introduced, we advise our members to work to the agreed negotiated roster times until such a time that the negotiation for their change takes place.

We advised the company that staff attending at the recognised times would not be expected to be dealt with under any late on duty processes. This is the current situation, and given the fact the matter cannot be discussed further in the business without going in to further dispute, our view would be that this is what would be ongoing.



STAFF SAFETY AND STAFF ASSAULTS

As you are aware there has been a massive increase in violent crime and antisocial behaviour across our network and we have been trying to resolve this since the 11th of May 2022 when we wrote to the managing director sharing the below results of our RMT internal survey.

Disappointingly we are still yet to have had any real movement on the below issues and the matter has deteriorated further. We have only recently received the revenue and security strategy from ARL and have requested all risk assessments are updated and control measure put in place that adequately protect members whilst at work. The environment staff are having to work in has become increasingly unsafe with at least SIX physical assaults on staff since January 2023. In the

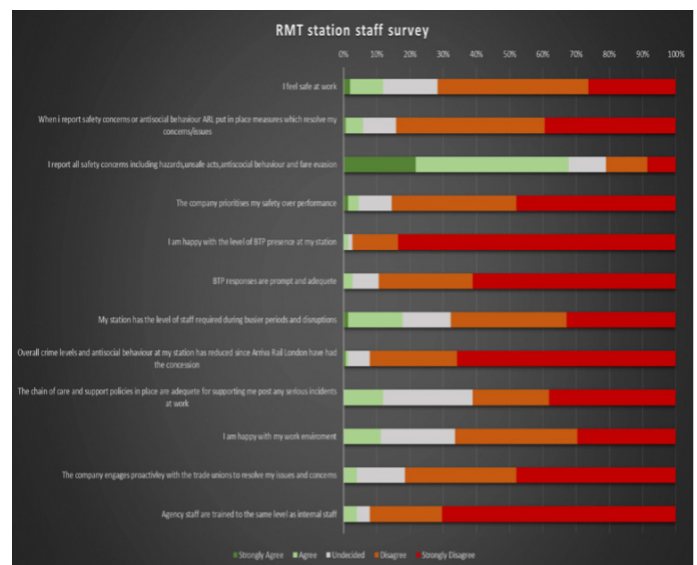
period of April there were FOUR physical assaults and EIGHTEEN verbal assaults. This is now becoming a part of daily working life, and is NOT acceptable.

To give you some context, risk is calculated by the likelihood of an incident times by its severity. Since 2008 the overground has seen increases in passenger numbers, crime, and fare evasion yet the likelihood of an incident happening has stayed the same score throughout. This is even worse when you take into consideration that mitigations such as BTP being mentioned are massively reduced yet it still remains listed as a suitable control measure.

RMT advice to members is to monitor CCTV where they can, work in around places of safety, and report all incidents to their representatives as soon as possible. The current internal (ARL) reporting processes are flawed and the data has not been used to implement safe systems of work.

We hope to meet with the Head of Revenue and Security, but until such time please follow the above advice.

Please see below the results from the RMT Arriva Rail London station staff survey.



The questions used were taken from reoccurring issues/ concerns that members have raised across all areas either to their representatives & through union branch meetings. The survey was sent out to all station grade members on 2/05/22 and was completed by just over 75% by the time it closed (24 hours later). We know that participation with surveys such as the pulse one which run for a longer period, and usually a lower rate completing that to have over 75% complete the survey demonstrates the strong feelings our members have on the below items.

The information below is what was shared with the Managing Director:

- **I feel safe at work.**

Almost 71% of those participating in the survey **either strongly disagreed or disagreed** that they feel safe

at work. This was a generalised question, but the most concerning for us. If our members do not feel safe at work then they would not be undertaking or committing to their tasks fully. We believe that some of the reasoning behind the responses given is in the answers to the other questions in the survey.

• **When I report safety concerns or antisocial behaviour ARL put in place measures which resolve my concerns/issues.**

The response given was **83%** either **strongly disagreed** or **disagreed** with the statement. We feel that this is due to two reasons, firstly the processes we have in place for rectifying faults at stations. As an example, there is a growing list of faults raised that are signed off as “technically completed” when the raised faults are still outstanding. Members have also raised issues with responses given when raising safety concerns to their direct manager stating they are having to constantly chase for updates, the concerns are not addressed promptly, and there is not enough empowerment of local management to get issues resolved due to the escalation process and current internal machineries. In regards to antisocial behaviour, our members feel across all areas that it no longer matters how many times they report issues, there is little to no follow up actions taken.

We are constantly having to remind and encourage members to use the TIF app, and report instances to BTP and the take up on these requests are becoming lower and lower. Without the correct level of data we cannot ascertain which areas/stations should be prioritised, but we know ticketless travel and antisocial behaviour is much higher across the network than what the reported numbers demonstrate.

• **I report all safety concerns including hazards, unsafe acts, antisocial behaviour and fare evasion.**

70% of those who completed the survey **strongly agreed or agreed** that they do report safety issues. However, when asking members what they report and how they report it, the majority only report KPI faults, safety concerns through email, not the safety reporting app, and only report antisocial behaviour and fare evasion if it becomes a matter of assault. This area for us is where we should and could be doing a lot better. If we can demonstrate as a business that we are resolving faults, safety issues, antisocial behaviour then the reporting will naturally improve.

• **The company prioritises my safety over performance.**

The response given to this we believe is based on perception and the current culture within ARL. **85%** either **strongly disagreed or disagreed** with the statement. The only way we are going to improve this is by resolving safety concerns and demonstrating a heightened level of support and proactive attitude towards safety. Our reps have spoken at forums such as the Joint Safety Committee and stated that when you walk into a ticket office or mess room the walls are covered in performance figures such as KPI, SIS, CIS scores and very little to do with safety.

Safety has to be at the forefront of everyone’s mind. Adding to this some of the following responses, were mentioned in correlation with this question when we spoke with members. For example, but not exclusively chain of care and support post incidents. Staff felt that policies such as Management For Attendance are being used/applied incorrectly as a **“disciplinary tool”**. We have a procedure called **COCAS** which the company does not use, and if staff feel their safety is not protected then we cannot expect them to carry out any tasks that could potentially cause the monitoring or management of attendance if they are injured/assaulted whilst at work.

• **I am happy with the level of BTP presence at my station.**

97% of members **strongly disagreed or disagreed** with this. Members rarely see BTP at stations. I have not had a BTP officer attend my station on a patrol for minimum 2 years. Most members now resort to calling 999 rather than BTP due to the response given and lack of attendance. Your reps have sent several emails detailing where BTP have refused to attend due to shortage of available officers. Under the last concession we had at stations such as Barking, Highbury, Camden & Willesden designated teams. Barking alone had minimum 8 officers, and 14 PCSOs. Under ARL this has all been removed with the expectation that there should still be the same level of support given. It’s an unrealistic expectation and one of the most concerning for us as a your reps. Members have stated they no longer feel safe approaching passengers to encourage having tickets, not to drink & smoke, or even to take bicycles on services during peak periods due to fear of assault and lack of any enforcement of by laws or attendance by the BTP. Most staff who are lone working, or work antisocial hours opt to monitor CCTV and make PA announcements rather than being visible on platforms or station entrances as they feel isolated and at risk.

• **BTP responses are prompt and adequate.**

We do not feel that this answer coupled with the above needs an in depth explanation to you as it has been made clear in the above statement. **88%** of respondents **strongly disagreed or disagreed** with this statement.

• **My station has the level of staff required during busier periods and disruptions.**

The current staffing levels are at an all-time low. ARL have opted to not fill long standing vacancies and have never reviewed station staffing levels despite requests from the RMT and outlined in our Customer Journey Modernisation report. It is our firm belief with the expanding population, the constant development surrounding our stations and the inaccurate way data is captured for station usage that the station staffing levels are at risk of putting our members and the passengers at risk during disruptions or an emergency. Especially at the lone working stations. **66%** of members responded that they **strongly disagreed or disagreed** with the level of staff at their stations. Only **14%** agreed that it was sufficient. Adding to this, we and members are constantly reporting agency colleagues working unacceptable hours and days, with evidence provided

and with the issue only increasing we cannot see what actions have taken place to prevent this.

• **Overall crime levels and antisocial behaviour at my stations have reduced since Arriva Rail London have had the concession.**

91% of those surveyed **strongly disagreed or disagreed** with this statement. Looking at the above, the lack of BTP, level of response to reporting, staffing levels, perception of safety etc it is understandable why our members feel this way. This will only be rectified by improved reporting, increased support and responses to crime on our network.

• **The chain of care and support policies in place are adequate for supporting me post any serious incident at work (MFA/Occupational health referrals/EAP)**

58% of those surveyed **strongly disagreed or disagreed**, and 30% were **undecided**.

Those that disagreed stated that they have had MFA incorrectly applied, those that were undecided also share this point of view but state their local manager on a personal level were supportive. The **12% who agreed** were those that fed back that they had been offered OH referrals or not been placed on MFA due to managers discretion.

• **I am happy with my work environment**

66% of respondents **strongly disagreed or disagreed**.

We understand that this question is a broader one which may include facilities, culture, safety etc. The responses given when asking members why they voted the way they did was a mixture of all of this.

• **The company engages proactively with the trade unions to resolve my issues and concerns.**

81% of members responded that they **strongly disagreed or disagreed** with this. There were multiple reasons fed back to us. These included, management by passing machineries & agreed processes, removing representatives from chains of emails, lack of consultation post any incidents or pre any changes to working arrangements, and dismissing items raised as a "union agenda".

We are the elected voices of our members who pay our union to be the voice of their concerns, represented and to resolve issues at work. We only bring matters that our members raise to meetings and forums and there seems to be a poor culture or stigma surrounding our role. We are open, honest, proactive in our engagement and follow our collective bargaining agreements. We have appealed to the company that there is more of a collaborative working relationship established and that we are afforded the release, and engagement for us to carry out our roles fully.

• **Agency staff are trained to the same level as internal staff.**

This question was put to the members due to the long standing, and continuous complaints/feedback we receive. We have a lot of members writing, calling us to state they are working with individuals who are not

trained or inducted at stations. These issues have been numerous raised at meetings within our machinery but the local management teams have fed back to us in all areas that as we do not directly manage agency staff we can only raise this with their supervisors. Having staff who are not trained in basic procedures, or inducted to stations not knowing the emergency plans is causing an additional strain and workload on our members. This can lead to a serious incident at a station not being managed/responded to appropriately. We don't know if ARL keep records of the training and inductions agency staff have had prior to them working on our stations. This puts our agency colleagues at a disadvantage.

We will be conducting a more in depth survey later in the year so please keep your eyes open for it.

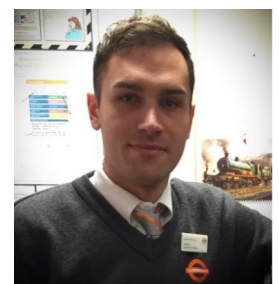
ARRIVA RAIL LONDON RACISM EMPLOYMENT TRIBUNAL REVIEW

Following on from the employment tribunal result in November which found that Arriva Rail London managers had racially harassed and discriminated against one of their Black colleagues, a review has been carried out of the Control department, with the results not published, at the time of writing.

The RMT are also conducting a review of the experiences of our Black and Ethnic Minority members who work at Arriva Rail London and will be sending information of this to members shortly. It's important that this matter is dealt with in the most thorough way and that lessons are learnt in the business about what has been happening. Members have told reps of other anecdotal incidents that have taken place and there is a real need for members who have things to say having the outlet to say them. The RMT is a safe space and we will continually fight against racism and discrimination of our members.

NEW COMPANY COUNCIL REP FOR DC & WEST LONDON LINES

We would like to welcome Chris Newton who has been elected to fill the customer service Company Council Industrial Rep for the DC and West London Line, filling the role vacated by Liam Nixon. Chris brings a wealth of knowledge in to the role and has also got the added experience of being the Health and Safety representative for the line.



RMT CREDIT UNION

With the country being in a grip of a cost of living crisis it's important now more than ever that we do the best we can to save as much as we can and look after our finances. The RMT Credit Union, is a useful option for saving money and having other benefits. The RMT Credit Union is a mutually beneficial savings and loan

organisation which offers ethical savings and loans to its members.

The key to the RMT Credit Union is 'keeping it simple'. You must save a minimum of £5 per month with us. You can then after a short time borrow from the credit union. As you pay down your loan amount each month, you only pay interest on the outstanding balance.

There are no hidden costs to saving and borrowing with the RMT Credit Union. If you pay up early you simply pay the balance and any interest due at the time. NO Handling or Administration charges and NO penalty charges.

To join the RMT Credit Union, use the link below:

<https://www.rmt.org.uk/about/credit-union/join-rmt-credit-union/>

ISSUES WITH HOSPITAL APPOINTMENT RELEASE

Your RMT reps have been made aware of instances where staff are being advised that they are to have partial release on the West Anglia lines when attending a hospital appointment, which is against the agreements and customs and practices that have been on that line before London Overground services were running. Further we have been advised by members on the classic side that they've been told that they must move rest days, take annual leave or that full release is not allowed as a new process. The agreed position on the **classic** side is below

'If you agree an appointment time with a doctor, dentist, hospital etc then this should be at a time that doesn't clash with your expected hours at work. However, if attending an appointment where you are given a

time without a choice, as often happens with hospital appointments, paid time off will normally be granted where this directly clashes with your working hours. Where practical you should attend work before or after the appointment in order to minimise costs to the business.'

The emphasis is where practical so if it is not practical for the member to attend before or after their hospital appointment then full release is granted and has been the case since 2014 when this was written. Please note this agreement is specifically for the **non West Anglia staff**.

Regarding issues on **West Anglia** there was a meeting with the Customer Experience Director regarding staff not being given full release for hospital appointments. Years of evidence was presented at the meeting. We are currently awaiting the outcome of this meeting so there should be no change to the process of release for hospital appointments. The RMT position on this is that hospital appointments on West Anglia is **FULL** release from shift to attend appointments.

REVENUE PROTECTION GRADE DISPUTE

The RMT have lodged a dispute with Arriva Rail London, after a number of our Revenue Protection Inspector grade members raised that they have been bullied by a line manager. The members filed a collective grievance which was partially upheld by the first hearing manager but following on from that it hasn't been dealt with correctly as per the company Collective Bargaining Agreement.

Arriva Rail London have been made aware that this is a dispute matter as it has not followed the correct process.

Scan the QR Code to join RMT or visit
www.rmt.org.uk/join



Your London Overground RMT Reps

Gospel Oak to Barking Line

Functional Rep: Jonathan Mortimer - 07446 845 384
jonathanmortimerrmt@gmail.com

Local Rep: Zahir Mohamed - 07903 678 007
zabs3@hotmail.com

Health & Safety Rep: Jonathan Mortimer - 07446 845 384
jonathanmortimerrmt@gmail.com

North London Line

Functional Rep: Jonathan Mortimer - 07446 845 384
jonathanmortimerrmt@gmail.com

Local Rep (Stratford - Kentish Town West): Sala Schweitzer 07588 779 179 salas1@hotmail.co.uk

Health & Safety Rep (Stratford - Kentish Town West): Theresa Opoku Ware 07508 965 265
theresa.opoku-ware@arrivarl.co.uk

Local Rep (Gospel Oak - Kensal Rise): Minesh Patel 07411 459 805 minesh.patel@arrivarl.co.uk

Health & Safety Rep (Gospel Oak - Kensal Rise): Minesh Patel 07411 459 805
minesh.patel@arrivarl.co.uk

East London Line (Core) (Dalston Junction - Wandsworth Road)

Functional Rep: Wale Agunbiade - 07930 112 824
walearmt@gmail.com

Local Rep: Qmran Fazal - 07538 978 194
qmran_fazal@hotmail.co.uk

Health & Safety Rep: Qmran Fazal - 07538 978 194
qmran_fazal@hotmail.co.uk

East London Line (South of New Cross Gate)

Functional Rep: Kenny Thornton - 07966 420 990
k.thorntonrmt@hotmail.com

Local Rep: (New Cross Gate - Sydenham): Serge Kenemo 07932 692 848 serge.kenemo@arrivarl.co.uk

Local Rep: (Crystal Palace/Anerley - West Croydon): Kenny Thornton - 07966 420 990
k.thorntonrmt@hotmail.com

Health & Safety Rep: Trevor Cope - 07565 831 313
trevor.cope@arrivarl.co.uk

West London Line & DC Line

Functional Rep: Chris Newton - 07342 023 729
chrisrmt@outlook.com

Local Rep: (Willesden - Clapham Junction): Abi Sisodia - 07788 721 421 abi.sisodia@arrivarl.co.uk

Health & Safety Rep: (South Hampstead - Watford Junction): Andrew Hallisey - 07947 119 101
Andrew.hallisey@arrivarl.co.uk

Local Rep: (South Hampstead - Watford Junction): John O'Malley - 07870 829 764
john.om.rmt@outlook.com

Health & Safety Rep: (Willesden Junction - Clapham Junction) Chris Newton - 07841 348 057
chrisrmt@outlook.com

West Anglia Inners

Functional Rep: (Liverpool Street - Enfield Town/S): Sam Addo - 07830 759 316 yprospect@hotmail.com

Functional Rep: (Hackney Downs - Chingford): Beverleigh Thomas - 07966 420 976
bthomas.rmt@gmail.com

Local Rep: Samantha Louis - 07943 260 861
Samantha.louis@arrivarl.co.uk

Local Rep: Peter Whitelegg - 07779 913 606
peter.whitelegg@arrivarl.co.uk

Local Rep (Seven Sisters Dispatch): Sam Addo - 07830 759 316 yprospect@hotmail.com

Customer Service Ambassadors

All Areas (Incl Health & Safety): Tony King 07809 622 117 - tonyking1234@yahoo.co.uk

Revenue Protection

Functional Rep (North London Line, East London Line, West London & DC Lines, Gospel Oak - Barking):

David Kavule - 07508 228 765 david-144@hotmail.co.uk

Functional Rep (Liverpool Street - Chingford/ Cheshunt): Beverleigh Thomas - 07966 420 976
bthomas.rmt@gmail.com

Traincare / Yard Controllers / Shunters

Traincare/Train Presentation Company Council Rep (Lorol Classic): Nikola Tatarliev - 07858 499 751
tatarliev@gmail.com

Traincare/Train Presentation Company Council Rep (West Anglia): Beverleigh Thomas - 07966 420 976
bthomas.rmt@gmail.com

Traincare/Train Presentation Local Rep (Dalston Junction - New Cross Gate): Nana Ameyaw - 07908 655 739 - nana.ameyaw@arrivarl.co.uk

Yard Controllers Local Rep: Nikola Tatarliev - 07858 499 751

Shunters (West Anglia): David Warren
dwarren600@btinternet.com

Traincare/Train Presentation Health & Safety Rep (Dalston Junction - New Cross Gate): Katie Francis - 07957 394 631 - katie.francis@arrivarl.co.uk

Willesden Health & Safety Rep: Jean Louis Delomme - 07949 154 390 - jean-louis.delomme@arrivarl.co.uk

Wembley C Sidings Health & Safety Rep: Thomas Boadu - 07939 652 202 - thomas.boadu@arrivarl.co.uk

RMT BRANCH MEETINGS

East London Rail

Every 1st Tuesday of the month at 17.00

PLEASE NOTE THIS WILL BE ON ZOOM FOR THE FORESEEABLE FUTURE UNTIL A NEW LOCATION IS FOUND.

Branch Secretary: Walé Agunbiadé
walearmt@gmail.com
07930 112 824

Willesden Rail

Every 1st Thursday of the month at 15.00

The North London Tavern
375 Kilburn High Road
NW6 7QB.

Next to Brondesbury Station. Branch Secretary: David Kavule
david-144@hotmail.co.uk
07508 228 765

Croydon No 1

Every last Tuesday in the month at 18.00

42 Dagnall Park, Selhurst London SE25 6NS

Branch Secretary: Uche Ngadi
uongadi@gmail.com
07525 615 877

Waltham Cross & District

Every 3rd Tuesday of the month at 18.30

Cheshunt & District Royal British Legion Club LTD

37 Crossbrook St
Cheshunt

Waltham Cross
EN8 8LR

Branch Secretary: Sam Addo
yprospect@hotmail.com
07830 759 316

Deptford

Every 2nd Thursday in the month at 19.00

Railway Club
19 Beacon Road Hither Green
London
SE13 6EQ

deptford@rmt.org.uk

Watford

Bi-Monthly last Tuesday of the month at 18.00. Next one 26th July.

Watford Social Club
70-72 Queens Road,
Watford
WD17 2LA

Five Mins from Watford Junction Station

Branch Secretary: Stewart Cameron
S.Cameron@rmt.org.uk
07759 531 761

If you have any questions or concerns, please contact your RMT reps above.

Our Regional Organiser is Glen Hart. He can be contacted on g.hart@rmt.org.uk and 07809 471 289



www.rmt.org.uk