

## Fit for the Future Vanguard Groups Short Staffing and Lack of Resources Already causing Problems

The vanguard areas went live on 6 Feb and already the shortage of staffing that RMT has consistently highlighted to LU is leaving stations unstaffed or with reduced numbers.

Contrary to official bulletins that described a seamless launch of FftF the truth is that Kings Cross relied on senior managers to keep it open on the first day of FftF operation. Since then there have been several occasions when night turns have had to be offered OT to stay on in order to get the station above minimum numbers to open.

The Leytonstone area has seen staffing levels slashed, including at Leytonstone itself, where there are now just half the staff available in the ticket hall as there were when the stabbing attack happened before FftF came in.

On Central Line East cover group, stations are being babysat or left unstaffed because of shortages.

And all of this is happening while LU still has over-establishment staff on these cover groups. What on earth will happen when we're down to the establishment numbers?

RMT will continue to campaign for adequate staffing levels on the so-called vanguard groups and across the tube network.

### **i-Pads**

RMT SFC reps have lost count of the number of times we've asked management what contingencies are in place for when an i-pad fails. Now it appears that a member in the vanguard areas has been told it will take three weeks to repair a failed device. So we have managers threatening to take disciplinary action if you don't use an i-pad but the company cannot provide them!

SFC reps will be raising this again at CCSG and we will also demand that proper storage and charging facilities are provided. We will not accept any performance or disciplinary action regarding i-pad use so long as the company fails to provide the equipment we need.

### **Cash Handling**

Problems that can cause accounting discrepancies were identified during the testing phase of the new cash handling devices but RMT has not been reassured that these problems are resolved. We will be discussing this soon at CCSG.

Management have agreed that any former CSA who is not happy with their training or does not feel confident handling cash has the right to more coaching or someone to assist in this task. You should insist on further training and/or coaching if you are not confident with cash handling procedures.



**At Leytonstone there are now just half the staff available in the ticket hall as there were when the stabbing attack happened in Dec 2015, before FftF came in.**

### **Training & Licensing**

Some members in the vanguard areas have been sent to locations where they do not have the licenses they need, such as escalator operations.

LU's own rules require you NOT to take on any safety critical tasks that you are not licensed for. By refusing to carry out tasks you are not licensed for you are not being awkward - you are complying with LU's rulebook. If there is no-one else available then that's LU's problem.

### **Places of Safety**

There are stations on the vanguard areas and elsewhere, where there is no place of safety on the unpaid side of the barrier. Local Health & Safety reps will have picked this up and will be demanding local staffing arrangements that allow members to work in a safe location. If you are told to work out in a ticket hall where there is no place of safety you should immediately raise this with a health and safety rep. Managers have no right to instruct you to work where you cannot access a place of safety.

### **Rosters**

Work at CCSG continues to try and improve the provision of weekend rest days on the vanguard rosters and also on all other rosters. LU has agreed to a regular meeting where we can look at particular problem rosters. SFC reps will continue to work with your local reps to identify problems and possible improvements.

## **Your RMT Stations Functional reps**

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