

All Branch Network Members  
19th January 2017

## CSA "Flexible Resourcing"

In what it describes as a 'handout', Lloyds tells staff that:

1. They will have one-to-one meetings with their line managers to help the Bank "understand their individual circumstances and any flexibility they are able to offer in terms of working patterns and/or location."

2. Any changes to working patterns or working location the Bank wants to make "will be achieved in full discussion with colleagues and by mutual agreement wherever possible. Where mutual agreement cannot be achieved an independent review panel has been set up to ensure that the business request of the colleague is reasonable taking into account the colleague's individual circumstances."

### Learning from Experience

In 2010, when Lloyds moved to impose contract changes it sought to reassure staff that it would put in place safeguards to make allowances for individual circumstances. The assurances the Bank is giving now are more or less what it said then.

At the time, we told members that Lloyds' assurances were largely worthless and that the contract proposals were intended to pave the way for massive changes in jobs and working hours.

Experience has shown that our predictions were

correct and the move to clustering and so-called flexible resourcing are the culmination of the process started in 2010. **Attempts will be made to impose changes and members need to go forward with their eyes wide open.**

If what follows it is imposition, **a commitment to full discussion is not worth much. Equally, a statement that Lloyds will try to achieve change "by mutual agreement wherever possible" is unconvincing: we need to know what it will do when it can't agree.** This will happen over and over again across the network.

Equally, members should not be at all reassured by the Lloyds statement that disagreements will be considered by an independent review panel. The reason the Bank refuses to negotiate with LTU and instead recognises Accord and Unite, two unions with very low membership who are entirely in its pocket, is because it does not want proper independent representation of staff.

Calling something independent doesn't mean it will be. And given our experience in the last 12 months, the idea that any review panel will be independent seems entirely fanciful.

**Members have clear employment rights and the ability to pursue grievances through the Bank's Grievance Procedure where they can be represented independently by LTU.**

*Continued overleaf*

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## Action Points

It's obviously for members to decide individually whether they change their working hours or locations but we recommend that:

1. If you have any concerns about changing your location, or working hours or about mobility, you seek LTU's advice before you meet your line manager.
2. If you do not want to change your arrangements, you make that clear and confirm the reasons in writing.
3. You do not enter into any verbal agreements or accept any verbal assurances.
4. You do not agree to temporary changes to be helpful without clear written understandings on the nature of the arrangement you are entering into.

We regularly advise members who entered into understandings with line managers, with nothing written down and no guarantees whatsoever, only to find that when those managers moved on there was no record at all of what had been agreed. Then, subsequent line managers claimed, understandably, that the members of staff had agreed to permanent changes in their working conditions.

If you change working hours etc. without proper written guarantees you should not be surprised if the Bank treats those changes as agreed and permanent.

## Advice

It is not sensible to try to give general advice on complex contractual issues where individual circumstances play an important part.

People with disabilities, or who care for others, have special legal protections but these are not all-encompassing and members will need careful individual advice on their personal situations.

All staff, whether they are affected specifically by discrimination law or not, have other contractual rights and the Bank has to behave reasonably in considering whether to impose changes in working conditions. But again, each case needs to be considered on its merits.

We will be contacting all CSA's individually to give the opportunity for one-to-one advice: that programme will begin in the next few days.

In the meantime, any members with questions should contact LTU's Advice Team on 01234 262868 (choose Option one) or email us at [24hours@ltu.co.uk](mailto:24hours@ltu.co.uk).

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Director

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