

ADVICE



INFORMATION AND SUPPORT FROM LTU'S ADVICE TEAM

All CSA Members
13th February 2017

Flexible Resourcing - Act Now

Have you ever heard of 'Salami Negotiation'? It's an approach used by negotiators to achieve a particular objective, which likens the process to slicing a Salami sausage. The idea is that Salami is eaten in thin slices, which combined add up to a full portion. What would be indigestible in one lump is more palatable in small slices.

In business, firms make smaller changes one at a time, which eventually amount to very substantial change that would have been rejected if presented in one go.

The very real danger here is that the first slices won't be too indigestible but what comes later will. Thus, you might agree to cover a branch 8 miles from home; but once that's been conceded the next demand will be for a move that's say 8 miles further on.

If you don't act to preserve your position with regards to Flexible Resourcing now, it'll be too late further down the road.

Evidence of the Bank's approach is contained in a template letter that has been given to Branch Managers to give to staff to confirm changes to Work Location / Work Pattern. It says:

"Your work location(s) and/or working pattern will be reviewed on a regular basis and we reserve the right to change these following discussions with you to ensure that they continue to meet the needs of the business."

For some staff, Flexible Resourcing may not matter much; for others it may be unavoidable. But if you're concerned about the implications, we strongly advise you to:

1. If you haven't already done so, provide the confidential information we've asked members to give us so we can tailor our advice to their personal circumstances. This can be done by completing our secure web form at:

<https://www.research.net/r/flexibleresourcing>

2. Send us a copy of your Contract of Employment: without this document, it will be impossible to give you specific, personalised advice. If you don't have a copy of your contract, please download our template letter to request a copy and send it to your line manager as soon as possible by email or letter. You can download the template at:

http://ltu.co.uk/pdfsdownload/COE_Tmpl.pdf

Please don't send us your original document in case it goes missing in the post. Either post a photocopy to LTU, St John's Terrace, 3-7 Amphill Street, Bedford MK42 9EY or email a scanned copy to 24hours@ltu.co.uk.

3. Remind yourself of the advice we gave you in our last newsletter prior to your 1-2-1 meeting. You can download the last newsletter at:

<http://ltu.co.uk/newsletters/allmembers/csa-10-2-17.pdf>

To get LTU newsletters by email either:

Phone 01234 262868, email us at 24hours@ltu.co.uk or text your email address after the words 'LTU news' to 66777

4. We strongly suggest that as soon as members have finished their 1-2-1 meetings, they write to their managers to confirm their proposals. You can download the template at:

http://ltu.co.uk/pdfsdownload/PC_Tmpl.pdf

Bank 'Spin'

For Customers, the Bank says:

"By creating more flexible resource we will ensure that we can meet current and future customer demand. It will allow us to more evenly distribute and align our colleagues to customer demand across our network."

Whilst Flexible Resourcing may allow the Bank to meet "customer demand dynamics" more easily (although we question the extent to which the Bank struggles to meet fluctuation demand at present), the Bank neglects to point out the real motivation for Flexible Resourcing: **it'll allow the Bank to reduce its costs.**

More Spin

The Bank says that CSA Flexible Resourcing will 'enable' CSA's in the following three ways:

1. "Colleagues will have the opportunity to deepen their experience and skills by working in different branches."
2. "Colleagues will benefit from more flexibility in where and when they work, with variety in the roles in different branch environments."
3. "CSA Flexible Resourcing should also allow more effective management of absence and holiday cover."

It even goes as far as to suggest that one CSA involved in the pilot said:

"Resourcing has certainly been the big win for this programme. Having staff support from other branches when required has really ensured that customers are receiving a greater experience"

That sounds more like something senior management would say!

Frankly, the idea that this will help CSAs is of course 'spin' not to mention complete 'tosh'. Given how long the Bank has been planning the move to Flexible Resourcing, you'd have thought it would have come up with some more convincing arguments than that! If you work in central London, is the prospect of working in Oxford Street, Baker Street and Marylebone branches really going to enrich your working day? I doubt it!

Emma Stopford

Director