

Serco Noticeboard

Last update: 26 Apr 2022

Bulletins

Noticeboard Bulletin – 08-03-2022

Posted on: 8 March 2022

Dear GMB member,

Following the issuing of an emergency pay claim by GMB we have been in negotiations with Serco on improving and harmonising the pay and conditions across SERCO PECS.

Click the link below to see the final offer from the company which also brings forward the pay anniversary date. The offer is complex and affects members in different ways depending on your current salary and conditions. Please ensure you read and understand the offer before casting your vote on your GMB Ballot paper. You will receive a ballot paper from your GMB regional office or GMB rep.

Only Trade Union Members are entitled to vote. If you are not currently a member join today at: [JOIN](#) and have your say on your pay.

[Link to Final Pay Offer](#)

Noticeboard Bulletin – 30-09-2021

Posted on: 30 September 2021



Dear GMB member,

I wanted to write to inform you that, following consultation with your senior reps, the GMB is submitting an emergency pay claim on behalf of our members.

The claim is as follows:

- **5% on all rates of pay**
- **Double time for all overtime (in excess of contractual hours)**

Many of you will know that the GMB rejected a pay offer, which was subsequently imposed on our members after Community trade union members voted it though. It is clearer than ever that we were right to oppose such a shoddy deal, which was in fact a real terms pay cut.

The above claim is submitted against a backdrop of ongoing and intensifying labour shortages and in response to the excessive hours our members are having to work.

We have requested urgent talks with the company and will keep you updated on any progress.

Kind Regards,

NADINE HOUGHTON

GMB NATIONAL OFFICER

Noticeboard Bulletin – 18-08-2021



Posted on: 18 August 2021

Dear GMB member,

In follow up to my earlier bulletin, I am pleased to announce that due to a strong GMB campaign led by our court-based members and following their mass grievance, SERCO have now been forced to admit they got it wrong on overtime payments for vehicle-based staff only and will now be making the same Overtime payments to court based staff too.



I want to say a big thank you to the representatives Sarah Ward, Dan Suckling, Dave Hawley and Geoff Hales who represented GMB members so well and delivered this victory.

We are stronger together so please ensure colleagues who are not in the GMB join up here: [JOIN](#)

NADINE HOUGHTON

GMB NATIONAL OFFICER

Noticeboard Bulletin – 18-08-2021



Posted on: 18 August 2021

Dear GMB member,

Following a mass collective grievance raised by the GMB and signed by nearly 200 court-based staff the GMB has now received a letter from SERCO where they state:

"Serco PECS have been very closely reviewing the situation on an ongoing basis and the most recent data highlights there is now also increased pressure for our courts staff. Based on this review we will be sharing a further announcement shortly which will address this issue."

At present we do not know what will be included in this 'further announcement' and as always, the devil will be in the detail.

We will keep you updated once we have more information.

Many thanks for all your support so far.

Nadine Houghton

GMB National Officer

Noticeboard Bulletin – 26-07-2021



Posted on: 26 July 2021



Dear GMB member,

SERCO have finally started listening to **some** of what the GMB has been saying for months; that staff are overworked, staffing levels are unsustainable, that loyal experienced staff are leaving and that SERCO must act urgently.

But they clearly haven't listened to all we have been saying. We asked SERCO not to introduce a recruitment bonus and yet they went right ahead and did it, a kick in the teeth for long standing members of staff when new starters are offered a £1,000.

Now SERCO have introduced double time on all overtime over 5 hours – **BUT**, its only for Vehicle-based staff. Another kick in the teeth – this time for Court staff.

Short staffing of Vehicle-based staff has a knock-on impact to Court staff who work in unsafe conditions if staffing levels can't be safely maintained when vehicle crews aren't supplied in time. Moreover, Court based staff are also working long hours to cover staff shortages.

The GMB is organising a collective grievance on this issue. If you are Court based please be sure to sign it via your local GMB representative.

Many thanks and stay safe,

Nadine Houghton

GMB National Officer

Noticeboard Bulletin – 13-07-2021



Posted on: 13 July 2021

Dear GMB member,

We know how disappointed you all were at the real terms pay cut imposed on you by SERCO because of Community trade union agreeing to the deal. With inflation now at 3.3%, the size of the pay cut is becoming ever clearer.

In response to this imposition the GMB is organising a demonstration outside the Royal Courts of Justice at midday on the 22nd July. We cannot call on you to take industrial action due to unfair legislation around



justice workers, but we will not simply do nothing, so this is our way of telling our members that we still have their back in the face of a pay cut.

Many of you may also be aware that SERCO are offering recruitment incentives to new starters. On the last trade union call we specifically asked SERCO NOT to do this, it sends the WRONG message to existing, committed staff and it is yet another kick in the teeth after a paltry pay imposition. SERCO need to start looking after their existing staff and focus on retention at a time of severe labour shortages that will only get worse as time goes on.

Some of you may have seen the minutes of the last trade union meeting. Some of you may also be interested to know that the contract manager, Chris Hodgkinson, sends the minutes out to ask for amendments before publishing them. Apparently amendments get made unless you are from the GMB, in which case the contract manager gets to dictate what we apparently did or didn't say. We really are through the looking glass now! After I requested amendments be made, I was told NO...so much for transparency. Please be aware when you are reading these minutes that they are NOT a true and accurate reflection of what took place and if you would like to know what really happened, please speak to your reps.

We will share photos with you from our demo and we will be notifying the press.

Stay safe.

Your sincerely,

NADINE HOUGHTON

GMB NATIONAL OFFICER

Noticeboard Bulletin - 10-06-2021



Posted on: 10 June 2021

Dear GMB members,

I want to start by saying 'sorry'. I'm sorry that Community trade union agreed to a pay deal that falls short of what you deserve. I'm sorry that your employer used this as an opportunity to impose a deal on the GMB when our members were unanimous in their rejection of it.



There is only one union that will do the right thing by SERCO's PECS workers – and that is the GMB. We will take the right position, even if that puts us at odds with SERCO and Community. Representing our members properly is more important than getting into bed with the employer.

We are of course considering our response to this damaging imposition; your reps will meet soon to agree next steps.

At a recent meeting with Shadow Justice Secretary David Lammy, GMB members working on the PECS contract told him about the damaging impact of short staffing on the running of the contract and the mental health of our members. David agreed to campaign on this issue, and we will be sharing our survey results with him shortly.

Please know that if you rejected the pay deal and you are in the GMB then you are doing the right thing and standing up for what is right.

Your sincerely,

Nadine Houghton GMB National Officer

Noticeboard Bulletin – 28-05-2021



Posted on: 28 May 2021

Dear GMB members,

I'm writing to update you on the outcome of the pay ballot and recent meetings held with SERCO over Health and Safety.

Pay:

GMB members voted by 96% to reject the company's pay offer:

- Year one (2020 – 2021) 0.5% plus a £300 one off payment.
- Year two (2021 – 2022) 1.25% plus removal of first three unpaid waiting days of sickness if the union recommends the pay offer.



We have written to SERCO to confirm this result and to seek appropriate escalation of the issue. With staff turnover high and experienced staff leaving the business, now is the time for SERCO to do the right thing on pay. We are sure that a positive result on pay will in turn help SERCO by keeping recruitment and retention costs down as staff are encouraged to stay – IF they feel valued. We urge SERCO to look at the benefits of making an appropriate pay award vs. the ongoing cost of losing experienced staff.

GMB is proud that our members have sent this strong message to the company and that we are taking a stand to do what is right for all SERCO PECS staff.

Safe Staffing Levels:

The GMB's Health and Safety director met yesterday (27th May) with the PECS4 management team and H&S directors. We organised this follow up meeting with SERCO after your reps met with SERCO on the 6th May to explain the issues staff were facing in relation to staffing levels and potentially unsafe working practises.

The meeting was constructive, and we were encouraged by the contract managers confirmation that if a move cannot be done safely, it should not be done at all - until such time as it is safe to do so and adequate staff are in place. If this means a CCM informing a judge that a custody will be delayed coming into court, then this is what must happen to keep staff safe.

We have outstanding concerns regarding the model / approach used for determining staffing levels but as this may be a systemic issue as opposed to a SERCO specific issue this may be something that we pick up directly with the MOJ.

We also have concerns regarding how staff report issues with staffing levels and concerns that SERCO believe that training is not being adhered to do by staff, potentially leaving them and others unsafe.

It is fair to say, that there is a disconnect between what we are being told by members on the ground, what we are seeing when we carry out visits and what SERCO are telling us when we meet and we hope to work with SERCO to ensure your voice is truly represented on this important topic. We hope the GMB safe staffing survey will give us a clearer picture of the issues so we can best represent your concerns.

Please remember to complete the survey, link here;
<https://www.surveymonkey.co.uk/r/GMBSecurityStaffSurvey>

Nadine Houghton

GMB National Officer

Noticeboard Bulletin – 20-05-2021



Posted on: 20 May 2021

Click link to complete the survey online: <https://www.surveymonkey.co.uk/r/GMBSecurityStaffSurvey>

Dear GMB members,

Enough is enough. Every day we are hearing from our members about the struggles you are facing. Long hours, workplace stress, colleagues leaving, poor or unsafe staffing levels. The GMB will not tolerate this for our hard-working members. This is what we are doing to fight your corner:

- Today we are rolling out our Safe Staffing Levels Survey across the contract. This is your chance to tell us your experiences. We need to hear from you to better understand the specific challenges you are facing and to give us data to take back to your employer so we can fight to improve your working conditions. You can either get a hard copy from your rep or you can complete the survey online here:
<https://www.surveymonkey.co.uk/r/GMBSecurityStaffSurvey> .
- On Tuesday 25th May we are meeting with David Lammy, the Shadow Justice Secretary, to raise our members' concerns directly with him and ask him to take your case to Parliament.
- And on Thursday 27th May our GMB Health and Safety Director and SERCO's Health and Safety Director will be meeting with GMB reps and contract managers to further understand, discuss and where appropriate escalate the issues.

Rest assured, the GMB is a union that will fight for its members and we will not sit back while you continue to face these difficult and challenging issues. Just like on pay, we will do the right thing for you and give you the representation you deserve.

Nadine Houghton

GMB National Officer

Noticeboard Bulletin - 18-05-2021



Posted on: 18 May 2021

Dear GMB member,

There seems to have been some confusion over a GMB bulletin issued last week regarding breaks. The GMB sent out the guidance that is issued by SERCO to its managers. This was sent to the GMB following a trade union meeting where reps raised concerns about members not being able to take their breaks but still having the time deducted from their pay.

The guidelines are not part of any agreement with the GMB and based on feedback from reps and members on those guidelines. The GMB has several concerns with what managers are being advised and / or how managers are interpreting the guidance.

To be crystal clear; if you are not able to take your break then money should not be deducted from your pay. Yes, it is the responsibility of both colleagues and managers to ensure breaks are taken but there are some instances where breaks simply cannot be taken. In this instance no one should have a deduction from their wages.

We are being told by our members that if you work in excess of 6 hours, sometimes by as little as ten minutes, you are having a second 30m deducted immediately. Clearly this is not on. The second 30m deduction is discretionary and simply working in excess of six hours should not and does not mean that a second 30m is automatically deducted.

To be clear again; any member that has been unable to take their break and yet has a deduction from their pay should raise a wage query and subsequently an unlawful deduction grievance if necessary. Any member that works over their 6-hour shift and has the second 30m deducted without any consideration for how many minutes or hours over those 6 hours they have worked or whether they have actually been able to take a break should raise a wage query and an unlawful deduction grievance if necessary.

The GMB will stand by any of our members that seek to challenge unfair practices where wages are unlawfully deducted.

Nadine Houghton

GMB National Officer

Noticeboard Bulletin - 14-05-2021



Posted on: 14 May 2021

Dear GMB member,

At a Trade Union meeting last week, your GMB representatives raised the issue of members having unpaid breaks deducted from wages when in fact staff had been unable to take their break.

Your union reps explained that this was unjust. In response, management have re - issued the following guidance on breaks:

- 6 hours or under, individual to have at least 30 minutes break
- After 6 hours, an individual would be expected to have had the full hour break
- Sitting in a passenger seat of a travelling vehicle does not constitute a break. If the vehicle stops and individuals can get out, this would constitute a break
- Staff are not expected to take a break within the first 2 hours of a shift or at the very end/upon completion of their shift.
- It is the responsibility of both the member of staff and manager to ensure a break is taken. Staff members should actively seek to take a break if they have worked more than 6 hours.
- County court moves to be managed separately. The suggestion is that the crew go to the nearest court/police station to take a break during court recess.

You will note that you are not expected to take a break in the first two hours or at the very end of your shift and that sitting in the passenger seat of a travelling vehicle does not constitute a legitimate break.

You will also note that the company place an expectation on both staff and managers to ensure breaks are taken.

If you are genuinely unable to take your break and your manager still deducts the time from your wages the GMB advises you to speak to your rep and raise a wage query. If this does not resolve the issue you may have a grievance for unlawful deduction of wages and I would encourage you to discuss this with your rep who can assist you with raising a grievance if appropriate.



Please note – this issue applies predominantly on the London and Eastern part of the contract but is relevant for anyone whose contract states they are only entitled to unpaid breaks.

Many thanks,

Nadine Houghton

GMB National Officer

Noticeboard Bulletin – 10-05-2021



Posted on: 10 May 2021

Colleagues,

Following concerns that were brought to the attention of both GMB and Community regarding staffing levels and staff safety the joint trade unions called a meeting with management on Thursday the 6th of May. During the meeting it became clear that there are some concerning differences between the agreed and understood staffing levels and the levels that are in place, in addition to this, other points were raised:

- Some courts and services are scheduled to be opening soon – not all these changes have been made clear to Serco.
- The contract is currently running at 85% capacity – this is especially concerning given the potential for 15% more escorts on an already understaffed contract.
- Recruitment levels across the contract have been hampered by Covid and the constraints of conducting the recruitment process online.
- There is currently a backlog of cases waiting to be heard – this will provide challenges with the current staffing levels going forward.

Following an open and frank discussion with management it was agreed that the company will look to contact staff across the contract and undertake an assessment of their current staffing levels against ASL requirements, there will also a focus on gaining an accurate picture of the staffing levels compared to the workload across the contract. This review will be undertaken over the course of the next week.



Both unions view staff safety as an extremely serious issue and will await the company's findings following the review. Once these findings have been shared with us, we will assess the next steps, but please let us make it clear that safety on the PECS contract is an issue that we will not compromise on.

Yours Sincerely

Nadine Houghton

GMB National Officer

Noticeboard Bulletin - 04-05-2021



Posted on: 4 May 2021

Dear GMB member

I am writing to update you on the long and protracted pay discussions we have been having with SERCO and the current position. As you know, the 2020-2021 pay deal has still not been settled. GMB urged SERCO to get round the table with us many, many months ago but it has taken until now for a formal offer to be made.

Sadly, the offer we are now in receipt of is simply not good enough. We believe our members deserve better.

The company have offered:

- **Year one (2020 - 2021) 0.5% plus a £300 one off payment.**
- **Year two (2021 - 2022) 1.25% plus removal of first three unpaid waiting days of sickness if the union recommends the pay offer.**

Even with the offer of removing the first three waiting days if we recommend the pay offer, your GMB reps have agreed that we cannot, with any credibility, recommend this deal after what has been an extenuating year.

SERCO have benefited financially from the pandemic, they have been awarded lucrative public sector contracts and, in 2021, have paid shareholders and their CEO handsome dividends with revenues up by a



fifth. This wealth was created from the work that you do, and you deserve a greater share in that. Without you and your work, the profits don't get made.

Our reps have told us about the issues you are experiencing, particularly around staffing levels. The GMB cannot look our members in the eye and tell them that this pay deal represents the best can be achieved after many of you have risked taking Covid back to your families, whilst you sometimes feel unsafe at work and while you continue to provide a vital public service.

Your GMB reps and officers will be visiting as many bases as possible to hold workplace ballots to give you a chance to vote on this deal. SERCO have told us this is their full and final offer so if rejected, the next step will be talks at ACAS. ***The ballot will be open from the 7-24th May 2021.***

Both recognised trade unions will also be requesting a meeting with management regarding staffing levels, we will keep you updated on these issues.

Thank you for all you continue to do.

Kind regards

Nadine Houghton

GMB National Officer

Noticeboard Bulletin - 09-04-2021



Posted on: 9 April 2021

Dear Colleagues,

For some weeks now the GMB has been in negotiations with SERCO regarding the roll out of 'Workforce Management' for PECS 4. Many of you will recognise this as a change to rosters and use of the Time 2 Work app.

As ex Geo employees, you transferred into SERCO with a collective agreement called the Safe, Secure, Flexible Working Agreement (SSFWA). This agreement provided certain protections around allowances, rostering and work/life balance.

SERCO had initially wanted to implement WFM in a way that would have been detrimental to ex Geo staff. Fortunately, the GMB was able to engage SERCO to ensure the roll out of WFM is done in a way that we



hope will be positive and doesn't affect your terms and conditions.

Below we will set out what has been achieved in negotiations. Please read this as the GMB will be visiting bases to consult with you on the WFM rosters and identify areas of concern that we can feed back to SERCO. Ultimately, while there may be changes no one should be worse off because of WFM and we will be listening to our members over the coming weeks to pick up any potential issues. We will only be communicating the views of GMB members so if you are not yet a member and you want to ensure your concerns are addressed please join online www.gmb.org.uk/join.

How does the Safe Secure Working Agreement protect you?

1. You can only be rostered for a maximum of 5 days in a working week.
2. You have sight of your working pattern 8 weeks in advance.
3. You receive a premium payment if the company change your shift time by over 1 hour with less than 7 days notice.
4. You receive a rest day when working a Saturday and this cannot be changed without your agreement.
5. You receive a premium payment of £25 and your contracted hours if you agree to the cancellation of your rest day.
6. You receive a 2 hour minimum shift payment for any working day unless you are stood down by the end of the previous shift.
7. You receive payment for additional mileage whilst travelling within your cluster.
8. You receive payment and travelling time when travelling out of cluster.
9. Clusters are within a 20 mile radius.

To protect these benefits, the GMB have confirmed with Serco:

1. You will only be rostered for a maximum of 5 days in any working week.
2. You will have sight of your rosters 12 weeks in advance.
3. You will receive all premium payments as agreed under the SSFWA.



4. You will receive the agreed payments for cancellation of rest days if you are agreeable to the Cancellation.
5. You cannot be instructed to cancel your rest day – it must be with your agreement only.
6. You will not be made to work additional Saturdays (bumping) other than those rostered (Exclusive arrangement for ex Geo staff under the SSFWA)
7. You will receive payment for additional mileage whilst travelling within cluster.
8. You will receive payment for additional mileage and travelling time when travelling outside of cluster.

There are a few clusters where a temporary arrangement for working out of cluster (with necessary payments) will apply but this will be subject to ongoing review between the GMB and SERCO.

These agreements will be incorporated into the WFM and we are confident this will provide protection for the terms and conditions of our members who have transferred from GeoAmey to Serco.

As the new rosters are rolled out your GMB representatives are available to discuss any concerns you might have. If you require a visit from a GMB rep please make contact using the emails below.

Contact details for your GMB reps are:

- Daniel Suckling, South West, daniel.suckling@serco.com
- Geoff Hayles, Kent, geoff.hales@serco.com
- Bryan Hulley, Oxfordshire and South Coast, bryan.hulley@gmb.org.uk

GMB Regional Organisers:

- bryan.hulley@gmb.org.uk (Southern Region)
- ester.compton@gmb.org.uk (South West Region)

Nadine Houghton

GMB National Officer



Posted on: 5 March 2021

Dear GMB members,

I am writing to update the ex GEOAmev staff on the negotiations the GMB has today started with regards to the SERCO WFM (Workforce Management) proposals.

The GMB has now successfully engaged SERCO in meaningful negotiations on the WFM proposals. We were disappointed that genuine negotiation was not initially forthcoming, but we have confidence that we will now be able to work closely with SERCO to ensure the proposals are implemented in a way that is not detrimental to ex GEOAmev staff. Had they been implemented without our input, we believe the changes would have impacted negatively on ex GEOAmev members and we would have considered our position on this.

The GMB is happy to support the roll out of WFM but only where agreements that TUPE'd in with GEOAmev staff are protected, maintained, or altered (by collective agreement) for something no less favourable. The collective agreement negotiated by the GMB in GEOAmev in 2012 called the 'Safe, Secure, Flexible Working Agreement' sets out rules and parameters for rostering, rest days, Saturday working, travel time and clusters which aim to give our members a work/life balance whilst also giving the employer the flexibility they need when delivering on the operational requirements of the contract. The GMB will defend this agreement and the protections it gives to our members throughout this process.

The GMB only began formal consultation on these proposals today. We note that SERCO were aiming for a roll out of WFM of the 26th March, however, this would now be extended by two weeks. Whilst the GMB remains committed to negotiations, we believe that the current time frames for implementation do not give us the time needed to engage in genuine and meaningful talks and we hope that, just as the GMB is committed to reaching an agreement, so too are SERCO and that all necessary time to allow that to happen will be afforded.

SERCO have also commenced negotiations on the Dual Badge enhancements and the Officer in Charge Allowance. We have asked for all these proposals to be rolled up into one consultation to ensure our reps and members voices are heard properly. I will write to you separately and in more detail about these consultations.

In the meantime, please be assured that your GMB reps are working tirelessly to defend your workplace rights and we will keep you fully updated on progress in these negotiations.



Noticeboard Bulletin – 26-02-2021



Posted on: 26 February 2021

Dear GMB member,

I wanted to update you on some of the issues the GMB has been campaigning on for the PECS 4 Contract:

Control and Restraint Training:

The GMB has raised concerns both at a governmental level, publicly and with SERCO regarding the ongoing roll out of Control and Restraint training and more specifically the 'Dojo' element of the training. We are pleased that HMPPS has now issued advice that states that the Dojo element of the training is purely voluntary, so if you are not comfortable to undertake that specific part of the training you do not, at this time, need to do so. SERCO have issued their own guidelines on this and the GMB believes this is a matter for members to decide for themselves.

Pay:

The GMB pressed ahead with a ballot on 0% because SERCO had failed to get round the table with us. In response to the rejection of that offer, SERCO has now convened pay talks for the 5th March. We will update you on the outcome of those talks as soon as possible.

Workforce Management:

The GMB has been made aware of potential changes to the Safe, Secure, Flexible, Working Agreement – a collective agreement that TUPE'd in with ex GEOAmeY staff. The GMB is requesting urgent talks on this issue and will strongly defend the SSFWA if there is any proposed detriment to it. We will of course keep you updated on the outcome of these discussions.

Covid Bonus:

The GMB campaigned strongly to ensure that ex GEOAmeY staff received the £100 Covid bonus, something the company were not initially going to pay. We are glad this has been paid; it was the right



thing for SERCO to do.

Nadine Houghton

GMB National Officer

Noticeboard Bulletin - 26-01-2021



Posted on: 26 January 2021

Dear GMB members,

Please see below a copy of an open letter that has been sent from both GMB and Community trade unions to the PECS HR Director concerning the 2020-2021 pay deal.

Dear Penny,

The GMB and Community trade unions are writing this open letter to SERCO regarding the 2020 / 2021 PEC's 4 pay deal. Our trade union representatives have waited patiently to commence pay talks; 6 months have now passed with all 4 pay talks meetings being cancelled by SERCO.

Following a meeting of Community and GMB Senior representatives, we have jointly agreed to launch a pay campaign to expose the injustice of the current situation for PECS 4 staff. We note that in 2019 the total remuneration package for SERCO's CEO Rupert Soames was £5.7m. We also note that SERCO will be distributing a one-off ex gratia payment to around 50,000 of it's front-line staff but have excluded the ex GEOAmey staff who TUPE'd to SERCO under PECS 4.

The senior reps of both unions have agreed to put a pay offer of 0% out to ballot with a strong recommendation to reject if we are not in receipt of a pay offer by Monday 1st February. Pending rejection of that offer we have also agreed to move forward with a publicity campaign to highlight the gross unfairness at the way our members are being treated. In short, both GMB and Community are unwilling to accept the current situation any longer.

As you will know, the trade unions submitted a joint pay claim against a backdrop of continued uncertainty for our key worker members on the PECS 4 contract. The risk faced by our members has only increased since then, in response SERCO have failed to make a pay offer, let alone attend a pay talks meeting.

The GMB and Community have also requested financial information which has not yet been provided including total saved on overtime payments during the first lockdown and the cost of enhancements and allowances from the GEO



section of the PECS 4 contract. We are, once again, requesting this information and asking, ahead of pay talks, for a breakdown of staffing numbers and associated costs for the whole of the PECS 4 Contract.

We look forward to hearing from you.

Kind regards,

Nadine Houghton on behalf of GMB Trade Union and

Adrian Axtell on behalf of Community Trade Union

Noticeboard Bulletin – 19-11-2020



Posted on: 19 November 2020

Dear GMB member,

I'm writing to update you on a number of key issues on the PECS 4 Contract:

1. As you will know, staff are being asked to wear face masks at all times. The GMB supports the wearing of masks to prevent the spread of the Virus and urges you to wear correct PPE at all times. However, SERCO are telling staff who are medically exempt from wearing a mask that if they cannot wear one at all times, they will be sent home from work and deemed to be off sick. This is not acceptable and GMB will be strongly challenging this. If someone is medically exempt from wearing a mask, then alternative duties should be provided that mitigate or remove the need to wear one. If alternative duties cannot be found and someone cannot work from home then they should indeed be sent home, but this should be on full pay – NOT on sick pay. We will keep you updated on this most urgent issue. If you are unable to wear a mask, please provide medical evidence of this or alternatively your manager should send you to Occupational Health. The reasons for being mask exempt are many and varied, some will be for mental health reasons, others for physical health, no one should be penalised for genuinely being exempt from being able to wear one.
2. Many of you will have heard that SERCO are intending to make redundancies amongst the CCM and DCCM community. The GMB have been notified that a collective



consultation is due to start so at this stage we do not know the details of either the number of staff at risk or the business case for making these cuts. That aside, the GMB condemns these cuts. Making redundancies just before Xmas and during a time of mass unemployment is cruel and heartless. We cannot see how cuts to this community of staff can be justified at a time when workload is due to increase. The cuts also raise legitimate health and safety concerns. Please be assured that GMB will be fighting these wicked cuts. We will update you once we have more information.

3. You will be aware that GMB has been campaigning for months to bring SERCO round the table to begin pay talks. Despite this year's pay award being due on the 1st September SERCO have only just offered us a date for our first round of pay talks – Monday 14th December. In advance of these talks the GMB has requested information on the amount of money that was saved from overtime and other savings during the first lockdown, we have not been provided with this information, despite this being a formal request for information under our collective bargaining rights.

Thank you for all you continue to do during these difficult times. I will provide you with regular updates on the above as and when I am able to.

Nadine Houghton

National Officer

Noticeboard Bulletin – 05-11-2020



Posted on: 5 November 2020

The GMB has today written to SERCO regarding the unacceptable delay to pay talks, the letter is published below. We will keep you updated with any progress on this issue:

Dear Penny,

Adrian and I are writing jointly to you on behalf of GMB and Community members to request an update on pay and to convene a meeting at the earliest opportunity to discuss this.

SERCO have said they will require at least six months of pay runs to fully understand the labour costs of the contract, we find this a little difficult to stomach given our expectation that SERCO would have understood this through the



TUPE and bidding process.

I have discussed with you a process for data gathering and we would like to work with you jointly on this; pooling the collective knowledge of our reps and members to assist you.

You have also previously offered a meeting to run through your financial planning scenario regarding wage costs on the contract, we have indicated we would welcome such a meeting but we are yet to receive a date for this.

As you will know, our members were expecting a pay increase on their pay anniversary, it cannot be right nor fair that members are being asked to wait 6 months for this?

We look forward to hearing from you at the earliest opportunity.

Kind regards

Nadine Houghton

GMB National Officer

Noticeboard Bulletin – 16-09-2020



Posted on: 16 September 2020

Please see below GMB 2020 pay claim for the new SERCO PECS Contract

A substantial Increase to Basic Pay and all Allowances.

Serco staff working on the PECS contract have continued to work throughout the pandemic as key workers albeit some time has been lost due to court closures. Employees have though been flexible in roles and working time and this should be recognised. We remind the company that the public sector has received in the region of a 2.5% increase this year.

A review of all Regional Allowances across the entire contract.

Regional and local discrepancies and a lack of parity are concerns for our members. Whilst the cost of living is an essential consideration when considering regional allowances we do not believe that the current arrangements reflect the genuine local and regional differences in the cost of living.



Harmonisation of Geoamey / Serco pay and terms and conditions without any detriment across any allowances / additional or legacy payments.

The unions would like a breakdown of the current variations in pay, terms, conditions and working practises post transfer to allow us to identify points for potential negotiation concerning harmonisation. This will be a crucial goal for the first half of the contract if SERCO want to develop a workplace where there is equality of opportunity.

Annual Leave to be increased and shorter accrual times

Removal of Negative Hours Scheme

The Negative Hours Scheme is antiquated and flexibilities built into the contract elsewhere should allow for rostering needs to be met without members facing an hour's deficit through no fault of their own.

Overtime pay for working Weekends and Bank Holidays

As per the negative hours scheme, acknowledgement must be given to hours worked as genuine over time and certainly at a detriment to members work / life balance. Enhancements for Bank Holidays and weekends would go some way to addressing this.

Paid Lunch breaks

Recognition of Dual Badged Officers with increased pay levels.

An agreement (in line with the SSFWA tupe'd from Geo) that those staff no longer wishing to undertake the DB role have first refusal to revert back to PCO once new DB officers are recruited.

Removal of waiting days for sickness absence.

It is crucial that SERCO – as one of the leading contractors in the T,T,T programme commit to improved sick pay arrangements. This would be one step towards that.

Kind regards

Nadine Houghton, National Officer

GMB CONSULTATIVE BALLOT – SERCO PECS4 2022 PAY OFFER



Posted on: 26 April 2022



Dear GMB member,

Firstly, I'd like to personally apologise that we did not inform members of the ballot result before it was communicated out by the Company, there are reasons for this, but ultimately no excuses.

BALLOT RESULT

GMB members voted 57% v 43% to reject the offer, and Community members voted 80% v 20% to accept the offer, so we have been unable to reach agreement on pay for 2022.

The Company had initially advised that it was going to implement the offer, however GMB pointed out that pay and conditions are subject to the Collective Disputes Procedure in your Recognition Agreement, and the final stage 4 provides that the parties can seek assistance from ACAS to resolve disputes.

As we clearly have a 'collective dispute' over pay and conditions GMB has written to the Company invoking the final stage – so we can move quickly – and seeking a joint meeting with ACAS.

BANK HOLIDAY

GMB is aware that some members who have worked bank holidays since April 1 may not have been paid at their normal rate. As there has been no agreement on the pay offer, and we are in 'dispute', clause 2.16 states that until stage 4 of the Collective Disputes Procedure has been exhausted, there can be no change to terms, conditions or working arrangements ie maintain status quo.

Therefore if members believe they've not received the correct pay for any recent bank holidays, then they need to notify their local Rep/Officer as this could be an unlawful deduction of wages. If you're not a GMB member and want to register with your Rep/Officer then you'll need to join GMB here [JOIN](#).

FEEDBACK FOR ACAS

At ACAS there are no guarantees of a new outcome but we need your feedback for voting to reject the offer, so we can focus on resolving the dispute. Please remember to send in your responses to the questions below to your local Rep, Officer or by email to : gmbactivist@gmb.org.uk

Please please circle/write/type answers below and return **BY MIDDAY FRIDAY 6TH MAY 2022** You cannot answer these questions through the GMB website only on the hard copy bulletin you received or send as an attachment to an email or the responses direct in an email.

Are you confident you understand the individual impact of the offer on you?

Yes I did when I voted Yes I do now No



What were your three main issues with the offer?

What three things would you change about the offer?

Do you have confidence the Company will acknowledge these concerns? Yes No

Eamon O'Hearn

GMB National Officer

