



JB/PG/AH

Mr Jason Jones
Senior Contract Manager
Serco UK and Europe
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Hook
Hampshire
RG27 9UY

17th March 2023

Dear Jason

Re: Serco Lambeth pay claim 2023/2024

As you're aware, I have attended the Lambeth depot to receive feedback on the pay and working conditions on the contract. Whilst not everyone chose to complete all feedback areas, below are the areas that were completed:

General feedback

1. When members were asked if they would like more annual leave, 73% said that they would like more and only 19% stated two days.
2. When members were asked if they have considered leaving their job in the last six months, 17% said 'yes' and the vast majority of these put the reasons as pay, stress, mental health, bullying or abuse. Please see point 5, for further information.
3. When members were asked if recruiting and retaining staff was a problem, 42% said 'yes', citing too many agency workers.
4. When members were asked about the cost of living crisis, they were given several boxes to tick between 5% and 15%, in terms of percentage increase aspirations in order to make ends meet, or a line showing 'other'. 92% ticked 15%, whilst the remainder put between 20% and 25%.
5. One item which concerned me deeply were the numerous comments from a small number of staff citing discrimination on the contract and was under point 2 above but needed a clearer explanation, rather than just a bullet point. It would be prudent to remind all staff that discrimination, be it direct, indirect or by any other means, could leave an employee or employer at risk of being sued, plus the risk of criminal convictions because of inappropriate behaviours along with the damage it causes to the individual. I can clearly deduce from the survey the type of discrimination which members believe is taking place. I would like a further discussion on this so that we can discuss what steps Serco can undertake to stamp out any perceived wrongdoing. A toolbox talk on this issue alone would be appropriate as a first step. I hope you agree to this.

Waste comparators/benchmarking for year 2022/2023

Now that last year's pay reviews have been completed within GMB Southern Region, the figures below do not include bonuses or London Weighting for the highest earners within the Region:

| | |
|----------------------------------|-----------------|
| Top HGV salary | £16.90 per hour |
| Top Loader/Sweeper salary | £13.32 per hour |
| Light Driver 3.5T to 7.5T salary | £14.80 per hour |

GMB members in Local Authority pay (no London Weighting included)

The rates of pay if staff were still working under a Local Authority would place HGV Drivers in the region of £19.00 per hour, Light Drivers at £17.50 per hour, Loaders in the region of £15.50 per hour and Sweepers at £14.75 per hour. GMB is currently balloting Local Authorities for a full and final offer of £1,925.00 per year across all grades and is not recommending acceptance of the offer in preference of rejection in favour of strike action. This places every contractor significantly behind Local Authority pay.

GMB claim for 2023/2024 for all staff under the Lambeth bargaining unit, including NJC

- Two days extra annual leave, as of 1st April 2023, and applied to all staff.
- A 15% pay increase on the basic rate of pay and the same applied to any uplift on overtime or bonuses payable at the same rate of increase and applied to all staff.

Whilst I appreciate that the claim appears high in percentage terms, the gap between contractors is becoming wider and we need to ensure that Serco is the preferred employer of choice. I also note that members who work on the Lambeth contract should have London Weighting applied to them and currently do not. This places our members at a significant detriment. As part of this claim, Inner London Weighting of £3,045.00 per year should be payable to all staff, even if they are not covered by the bargaining unit.

GMB will not be recommending multi-year deals due to the continual rise in the cost of living.

Yours sincerely



Paul Grafton
Membership Development Officer

Cc: Ms Trish Ennis, L09 Lambeth Interim Branch Secretary, GMB Southern Region
Ms Christine Golding, L09 Lambeth Interim Branch Secretary/Education Convenor, GMB Southern Region
GMB members