

29 August 2024

Survey shows the stress and problems caused by roster at Heathrow

A survey of PCS members on Passport Control has revealed the issues affecting members and why they are taking strike action.

PCS members who work in passport control at Heathrow airport have been in dispute with their employer after a new, inflexible, roster was imposed in April.

They took **seven days of strike action in April, May and June**, with a work to rule and overtime ban and will be on strike again this weekend from **August 31 to 3 September**.

A PCS survey of the members highlights how the members are feeling as a result of the new roster and why they are on strike.

- **79%** of members said they felt **pressured to work longer hours** than they want to.
- **74%** of members said they **didn't feel supported** through emotionally demanding work
- **91%** said their **working time cannot be flexible**.
- **84%** said they **regularly feel overwhelmed** at work.
- **88%** said they **worry about managing home commitments** around work commitments.
- **79%** said **work makes them feel anxious or stressed** on a regular basis
- **84%** said they had **considered taking time off due to work-related stress** and/or related mental health issues since April 2024 when the new roster was imposed.

Many members highlighted the impact that the roster change has had on their homelife, and the impact to their mental and physical health because of the reduction to time off in between shifts and trying to manage home responsibilities around work.

One member said: "My life revolves around work now. I cannot drop off or pick up children from school, so my partner is having to reduce hours at work to manage school pick ups and drop offs. Don't see my children for 3-4 days straight on late shifts. Very challenging for family. Mentally and physically draining."

Another said "New longer shifts are affecting my mental and physical health. I feel tired, overworked and stressed. Even on my days off I keep on thinking about the next working day with a negative feeling and don't want to go back to work."

And another told us: "I have never been so tired all the time. The longer shifts, the shift pattern and the exhausting work and pressure due to lack of staff can not continue."

Support the strikers

The striking members will be holding a picket on the Heathrow Nene roundabout, TW6 2AQ, on Saturday 31 August and Monday 2 September, from 8:30am – 11:30am.