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GENERAL

357

Liaison Meetings with CWU Group MPs

The following meetings with CWU Group MPs have now been arranged and, for your information, listed below are the dates of the meetings and those nominated to attend:

17 July 2007

PFMC Members to be nominated following Annual Conference, and a representative from the South West Regional Political Committee.

Billy Hayes
General Secretary

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TUC Annual Congress 2007 – Brighton: Visitors' Tickets

The 2007 TUC Annual Congress is due to be held in Brighton from **Monday 10th September** until **Thursday 14th September**.

The charge for ordinary visitors' tickets issued to affiliated unions will be £25.00 per ticket (including VAT). Retired members are excused this charge providing they can be identified by their union. Due to heightened security photo identity will be required.

Each ticket entitles the visitor to a free copy of the Congress Guide, which can be picked up at Congress. Other Congress documentation will be on sale at the TUC bookshop or exhibition area.

Any branch wishing to apply for visitors' tickets to this year's TUC Congress should make application in writing to the General Secretary's Department but please note that a cheque for the appropriate amount must accompany your application together with a passport size photograph.

The closing date for receipt of applications is **Friday 24th August 2007**.

General Secretary's Department

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Union Skills I Course

The Communication Workers Union has organised an additional Union Skills I course, to be held at the Union's Education & Training Centre at Alvescot Lodge. All courses held at Alvescot Lodge are accredited with the National Open College Network. This is a fully integrated course.

The course will be held from **20 – 24 August 2007** with applications to be submitted as soon as possible.

The Linked Education Programme is designed to encourage members to become more active in the union. It is open to all members of the CWU, but is particularly aimed at new activists.

We particularly encourage branches to nominate women, ethnic minorities, people with disabilities and young members who are often under-represented on the CWU Education and Training Programme.

All members of the union who wish to have a working knowledge of the wider Trade Union and Labour Movement would benefit from attending the Linked Education Programme. The three parts of the course are completely self-contained, but there are real educational benefits in completing all three parts of the programme in a year or eighteen months. Union Skills courses attract special leave with pay. For Postal Branches, please refer to LTB No. 096/07, issued 5th February 2007.

All courses at Alvescot are residential. The cost of tuition, food and accommodation will be met from the General Fund. Branches requiring financial assistance from the General Fund to enable them to send students to the course must submit the request with the nomination, to enable the Trustees to consider the request in time.

The Education Centre can offer child-minding facilities for a maximum of three under school age children at any one time. If any applicant from your branch would like child-minding facilities, can you please advise the age and sex of the child on the application form. Further information on the child-minding

arrangements will then be sent to successful applicants.

Those nominees who are Committee Members, Branch Representatives or Branch Officers are entitled to leave with pay.

Nominations should be made on the form for Education Courses, and returned to Alvescot Lodge by the closing date shown. If you nominate more than one member (a maximum of two please), indicate the order of preference if necessary and please apply for only one course at a time. If a member is refused a place, due to oversubscription, then indicate this on a subsequent application for another date.

Application forms should be addressed to: **Trish Lavelle**, Head of Education & Training, CWU Education & Training Centre, Alvescot Lodge, Alvescot, Bampton, Oxon OX18 2PY. Telephone: **01993 843373**; Fax: **01993 840960**; email **mtodd@cwu.org**

EQUAL OPPORTUNITIES

360

Harassment Complaints Database: Union Policy

Branches are again reminded of the need to fill in the Harassment Complaints Database (HCD) Forms, as illustrated in LTB 450/04.

Please ensure that all reps have a copy of LTB 450/04 as it contains useful guidance as well as the form itself. Branches may also find LTB 289/04 useful which contains information on the Harassment Helpline and the Harassment Advice Network as well as the HCD. The completion of the HCD forms is part of our agreement with the Equal Opportunities Commission and is, therefore, CWU policy (the full agreement can be found in LTB 292/04).

The Equal Opportunities Commission has raised concerns with us regarding the completion rate, which we need to address, otherwise we will fall foul of the agreement. Therefore, please ensure that any complaint raised with branch reps by members that involves possible harassment should be notified to HQ via these forms.

We appreciate that this will add to an already

busy work schedule for those reps that have the responsibility for completing them, but there is no scope for non-compliance. We must accept that this will become an accepted culture in terms of harassment reporting.

The data that will come through to HQ will be vital in enabling us to analyse and identify any obvious patterns where problems exist.

We extend our appreciation to all those branches already complying with the policy and look forward to the co-operation of all branches in this matter.

Any enquiries regarding this paragraph please contact **Michèle Emerson** at CWU HQ.

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Mandatory Equality & Diversity Training

Branch secretaries are requested to ensure that any person in their branch who has CWU rep responsibilities and has not yet completed their mandatory Equality & Diversity training are enrolled in the courses that are planned throughout the regions in the forthcoming months.

All reps must do the training – this includes divisional reps, area reps, unit reps and branch officers. For clarification on dates please contact either your regional secretary.

The training has been running now for over three years and there are still a substantial number of reps who have not completed the training. Your co-operation in this matter is greatly appreciated.

Equal Opportunities Department.

HEALTH AND SAFETY

362

Report of Health and Safety Fringe Meeting at CWU Annual Conference 2007

A very successful and well-attended fringe meeting was held at CWU Annual Conference on Monday 4th June 2007. The meeting was attended by 150 delegates from the CWU Annual Conference and was chaired by CWU National Health and Safety Officer, Dave Joyce.

The Fringe Meeting was privileged to have as its Guest Speaker Roger Bibbings who is RoSPA's Occupational Safety Adviser. Prior to taking up this post in April 1994, he was, for 17 years, Health and Safety Adviser at the Trades Union Congress where he worked closely with the Health and Safety Commission and Executive and also with the European Commission.

As a senior manager in RoSPA's Safety Policy Division, his role is to advise the Society on all matters associated with work related risk and to help it expand its contribution to the British 'health and safety system'. Roger is also involved in supporting local RoSPA affiliated Health and Safety Groups.

In 1990 he received the MBE for his services to occupational safety and health. He is a Fellow of the Institution of Occupational Safety and Health and a Registered Safety Practitioner. In May 2000 he received the RoSPA

Distinguished Service Award.

Dave Joyce opened the meeting on behalf of the Health and Safety Department and introduced Roger and his role.

Roger said that he wanted to talk about saving lives and reducing injuries by focusing on 'key issues'. In fact he said RoSPA's mission is 'to save lives and reduce injuries' and their vision was 'to lead the way on accident prevention'. Roger detailed some hard facts:

There are some 10,000 accidental deaths a year, 3,500 are in the home and 3,200 on the road. There were 300,000 serious injuries and 5 million A&E visits. Roger said that the key issues were:

- Managing occupational road risk
- Director action on safety and health
- Accident investigation
- 24/7 safety life skills

Roger told the meeting that Occupational Road Risk was the UK's biggest occupational safety issue. It was excluded from mainstream H&S management/enforcement yet accounted for 800 – 1000 deaths per annum. He said that action was needed on company cars and vans and that prevention should be focused on management not just drivers.

On accident investigation Roger outlined the pitfalls. In some cases he said there was no investigation at all and also that RIDDOR cases were under-reported. In many cases there was no reporting or investigation of 'near -misses'. Some employers had no procedures. Roger said that also in too many cases the result of an investigation was to automatically blame the victim with no examination of underlying organisational factors. Roger said that accident investigation meant that lessons had to be learned. A question and answer session then took place.

At the end of the successful meeting the CWU's National Health, Safety and Environment Officer, Dave Joyce, summed up by thanking Roger, CWU delegates, observers and visitors for attending and endorsing the remarks that had been made by Roger in the meeting. The slides to the presentation are attached.

All enquiries concerning the above should be addressed to **Dave Joyce** quoting **reference AC1**.

363

Bill Callaghan, Chair of the Health and Safety Commission, to Receive Knighthood for Services to Health and Safety

Chair of the Health and Safety Commission Bill Callaghan is to receive a Knighthood, following the announcement by Her Majesty the Queen of her intention to confer a Knighthood on him for his services to health and safety.

In a press statement both the Health and Safety Commission (HSC) and the Health and Safety Executive (HSE) have offered their congratulations. Geoffrey Podger, Chief Executive of the HSE, said, "Bill Callaghan's

outstanding achievement and service to health and safety has been accentuated during his eight years as HSC Chair. He has played a leading role in raising awareness of the importance of ensuring that risks to the health and safety of workers are properly controlled and forging partnerships between HSC/E and employers, trade unions and other stakeholders to reduce ill-health, injury and days lost in the workplace. Bill has championed the sensible risk message and has steered the organisation closer to realising its long term vision to see health and safety as a cornerstone of a civilised society and, with that, to achieve a record of workplace health and safety that leads the world."

Bill Callaghan commented that he was "thrilled and delighted to be given the honour" and hoped that he had made a difference over the last eight years to improving health and safety in the workplace, by setting a clear strategic direction, by promoting the cause of sensible health and safety, by encouraging a partnership approach and by promoting the good work done by HSE staff. He added that "the improvements in health and safety over the last eight years are not, of course, just down to me but also to the enormous contribution of the staff in HSE and Local Authorities, my fellow Commissioners and all those involved in managing health and safety in the workplace. I am grateful for all their support and commitment."

Prior to taking up appointment as HSC Chair, Bill Callaghan was the Chief Economist and Head of the Economic and Social Affairs Department at the TUC. He has served on the Low Pay Commission from 1997 – 2000 and played a key role in the introduction of the National Minimum Wage in April 1999. He has in the past served on the boards of 'Business in the Community' and the 'Basic Skills Agency' and was also a member of the 'Economic and Social Research Council's Research Priorities Board'. Since 2005 he has served as a magistrate on the Kingston-upon-Thames bench. He is a Visiting Fellow of Nuffield College Oxford. He was appointed as Chair of the Health and Safety Commission on 1 October 1999. He has a particular interest in developing partnerships between trade unions and employers at the workplace and at national level.

Any enquiries should be addressed to **Dave Joyce**, National Health, Safety & Environment Officer quoting **reference EX5**.

TELECOMS

364

Virgin Media: Access Division

Further detail has been given by the company to that reported in LTB 497/2007 and this is attached.

Discussions ranged around numerous issues and management confirmed that they would be recruiting up to a further 100 technicians. Management saw this as an opportunity to

improve customer service; one aspect would be picking up short duration installs. The intent would be up-skill and to look at the current accreditation skills which would be subject to further discussions with the union.

At present there are no plans to integrate a seamless service that would be a combination of the current Network Access and Service Technician roles.

Brian Healy
Assistant Secretary

365 BT Wholesale: Customer Service Workflow Team Attendance Pattern

Notification has been received from Customer Service Management to change the attendance patterns on the team: eight posts in total in both Fulfilment and Assurance Teams located in Chester, Coventry, Manchester and Swansea.

The underlying cause for the change in attendance patterns is an alleged gap in when resource is available and that of work volumes. Attached for the information of branches is a copy of a letter proposing changes to the Workflow Team Attendance patterns. Arrangements are in hand to discuss this further with management following which there will be further reports to branches.

Brian Healy
Assistant Secretary

366 D1 Review: Customer Service Assurance

This is an update to the announcement in Branch Officials Bulletin No. 47, paragraph 730.

Following a recent site visit to Exeter by members of the BT Wholesale Executive team, management have stated that having completed a thorough job assessment, a site visit and an opportunity for CWU to provide any final evidence against re-grading the D1 role to C3, they will proceed with the communication process to those individuals concerned. This will include notification of pay and pension protection and the normal associated notice period for the effective change.

Brian Healy
Assistant Secretary

367 BT Wholesale: 21CN Video Tour Now Available

Branches may wish to see the attached 21CN article and video link. The video is designed to reduce the number of exchange visits and is in response to requests for more information on what the 21CN kit actually looks like and what happens in exchanges.

Brian Healy
Assistant Secretary

368 BT Design and BT Operate: Senior HR Appointments

Branches may wish to be advised of the senior HR appointments in BT Design and BT Operate, the details of which are contained in the associated attachment.

Brian Healy
Assistant Secretary

369 BT Customer Services: Service Assurance and Project Vista

This is an update to the initial report on the introduction and launch of Project Vista. Currently there are four controls: Maidstone, Bournemouth, Croydon and Birmingham. Birmingham only handles Digital Faults whereas the others handle both Analogue and Digital plus the Croydon control provides the Out of Hours cover.

In Maidstone there is one team with the DTOs multi skilled in both but an inconsistent method of how faults are selected for processing. Historically, there existed a real problem with the 'front end' fault reception and the issuing of faults and incorrect information but has now greatly improved.

Management report that the Controls are working well with 70% of the faults going straight through to issue to the field for repair, with no referral or hand-back. Openreach appear/claim to be working well however, 30% of faults are causing the difficulty and can keep going around and around the system as many as 20 times.

Part of the problem, according to management, appears to be 'diagnostic' and part is 'communication'. They are seeking to split the Control into two teams each with their own manager who will need to drill down with the team into the nature of faults, and in addition to get the team to work closer together on diagnosing faults, to provide a "quality handover" of faults and to be backed-up with emails.

The Control manager will stay in overall control and will be free to escalate with the provision of two new managers, one to manage each team.

The previous report in the Branch Officials Bulletin stated that the C3 LTSA role would be reviewed however, management has subsequently stated that this will not be the case.

Brian Healy
Assistant Secretary

370 Network & Vendor Management: Technical Services Reorganisation

For the purposes of accountability and financial reporting there will be a change in the Technical Services support unit and a reorganisation based on 20C and 21C support teams. This is essentially a lift and shift exercise with people reporting to a different General Manager; individuals will continue doing their current work without any changes to

attendance patterns.

Attached for the information of branches is a copy of an internal briefing that has been issued.

Brian Healy
Assistant Secretary

371 BT Wholesale: Network & Vendor Management – Real Time Operations Briefing

Attached for the information of branches is an internal N&VM management briefing covering a wide range of activities that are taking place in that operational unit.

Brian Healy
Assistant Secretary

372 BT Wholesale: Networks Business Support Project

Further to Branch Officials Bulletin No.19/2007, paragraph 308, attached for the information of branches is a copy of an internal management briefing.

Brian Healy
Assistant Secretary.

373 BT Wholesale: Care 2007 Presentation

Attached for the information of branches is a copy of the slides used in a recent presentation to the Executive team. Branches will be updated on the action plans going forward once the Wholesale Executive Board have discussed later this month. In addition the union's Executive team await further information on whether BT Wholesale are able to extract from the American company providing the service the data split for CWU grades.

Brian Healy
Assistant Secretary

374 BT Wholesale: QPB

Attached for the information of branches are the slides used in a recent presentation to the BT Wholesale Executive team which are fairly self-explanatory. Also attached is a spreadsheet showing BTW employees' length of service and age. Unfortunately HR management are not able to break this information by grade so it is for Newgrid and management combined. The Executive team is also seeking further detailed information regarding MA assimilation for the 2007/08 intake and the breakdown of the off-shoring by grade and type of work.

Brian Healy
Assistant Secretary

POSTAL

375 National Deployment Framework – Packet Sorting Conveyor System Phase 3

Branches were advised in the Postal Constituencies Annual Report 2007 that a Joint Formal Review Meeting to evaluate the extended Phase 1 and 2 trials of the Packet Sorting Conveyor System would be taking place with the business. This meeting was held on the 31st May 2007 and took into account the reports that had been received from the three branches where the trial machines were located (Gatwick, Bristol and Birmingham).

The branches all reported that the members working on the new system found the low tech solution an improvement to the previous working arrangements/environment. The business also reported that the trials had achieved the expected benefits and that they now wished to deploy further systems. The original intention was for the business to purchase a further 20 machines if the trials were successful but due to recent financial restraints they confirmed that they had switched to a more cost effective supplier and that only seven systems would be able to be purchased for this financial year.

Discussions were subsequently held with the business to agree a National Deployment Framework, a copy of which is attached. This includes the Mail Centres that will be receiving the new equipment and the target timetable for deployment. A meeting was held in Bournemouth during conference week with the offices due to receive the equipment to ensure they were fully aware of the details of the agreement. Prior to the systems going live in their offices the representatives at the seven offices will also be given the opportunity to visit one of the trial locations to view the equipment in operation.

Branches/representatives will be kept advised of further developments in relation to this issue as appropriate.

All enquiries regarding the content of the above paragraph should be addressed to **Martin Collins** Assistant Secretary quoting reference number **L.500.03**.

EVENTS BULLETIN

October 2006 – June 2007: London Socialist Film Co-op Film Season.

Screenings held on second Sunday of the month from October to June 10.30 for 11 am. Screenings showing at Renoir Cinema, Brunswick Square, London WC1. Nearest tube Russell Square. Tickets cost £7.00, concessions £5.00. Discount to annual members £1.00. Tickets on sale from 10.30 am on day of screening. To book in advance tel **020 7837 1177** (12 noon to 8.00 pm) or go to **www.curzoncinemas.com** or visit the Box Office (12 noon to 8 pm).

Saturday 30 June 2007: PCS/Words Short Story Competition 2007(closing date). For the 3rd year PCS/WORDS Magazine is running a short story competition open to members of all UK trade unions. Prizes are: 1st £300, 2nd £200 and 3rd £100. All winning stories and commended entries will be published in WORDS Magazine and in an online anthology. Entry forms/guidelines are available on the WORDS website **www.wordsmag.com** (on the trade union pages) and you can download a poster from the PCS website – **www.pcs.org.uk/learning**

Monday 2 July 2007: Working Together to Win Equality for All. The Southern and Eastern Region TUC is bringing trade unionists together at a major conference at Congress House to promote, improve and strengthen the work it does on equalities in the region. The aim of the conference is to look at the campaigning work that SERTUC and unions are undertaking around the equalities agendas of race, disability, age, women's rights and sexual orientation in London, the South East and East of England. 'Equality for all' takes place from 10am-4pm at Congress House, Great Russell Street WC1. Speakers on the day include Aileen McColgan, Professor of Human Rights Law at Kings College, Kay Carberry, TUC Assistant General Secretary and CEHR Commissioner, and Lee Jasper, the Mayor's Adviser on Equalities and Policing. If you would like to attend this conference email **Darren Lewis** at SERTUC **dlewis@tuc.org.uk**

Saturday 7 July 2007: Justice for Colombia Summer Solidarity Garden BBQ. Live music, DJs, children's area, cocktail bar and Latin BBQ. To be held at ASLEF HQ, 9 Arkwright Road, London NW3. £10/£7 conc. (incl.food). To reserve a ticket in advance call **020 7794 3644**.

Friday 13th – Sunday 15th July 2007: Tolpuddle Martyrs' Festival. On February 24th, 1834, six farm labourers from the Dorset village of Tolpuddle were arrested on a charge of taking part in an 'illegal oath' ceremony. In the eyes of their masters, however, the real offence was that they had dared to form a trade union to defend their livelihood. For this they were sentenced to seven years' transportation to the penal colonies of Australia. The sentences provoked an immense outcry, leading to the first great mass trade union protest. The campaign won free pardons and the Martyrs' return to England. A historic episode in the struggle for trade unionists' rights in Great Britain. For more information visit **www.tuc.org.uk/tolpuddle**

Sunday 15 July 2007: Rise: London United 2007. Clapham Common, London SW4 (subject to licence). 12pm – 8:30pm. Free event. The Mayor of London Ken Livingstone is backing Europe's largest anti-racist festival. The event is backed by the Trades Union Congress, National Assembly Against Racism and diverse community organisations. Rise: London United 2007 will feature a wide range of music, performance and other activities. Past performers include Graham Coxon, De La Soul, Common, Buzzcocks, Roy Ayers, Sway and the Wailers, with stages featuring African, Asian and Cuban music, Dub and hip hop DJs, comedy acts and the annual Poetry Slam organised in conjunction with the Poetry Society. There will also be a children's play area, food and drink, exhibitions and arts and crafts. The Mayor said the venue for this year's event had extra significance in 2007 – the bicentenary year of the abolition of the transatlantic slave trade: 'This year's Rise: London United is taking place in Clapham, which has strong historical links to the campaigners who helped bring in the legislation, which brought to an end the transatlantic slave trade in Britain'. More details will be announced shortly. Public information: **www.risefestival.org** or **020 7983 6554**.

Wednesday 18th July 2007: National Pensioners Convention – Eastern Region Meeting. Will be held at Moreton Community Centre, Symonds Road, Bury St Edmunds Suffolk at 1pm. For more information contact **Nobby Clark** Eastern Region Retired Members Secretary on **07713 155575**.

Monday 8th October 2007: Eastern Regional Retired Members' Committee Meeting. To be held in Community, Swinton House, 324 Gray's Inn Road, London WC1X 8D at 11am. For more information contact **Nobby Clark** Eastern Region Retired Members Secretary on **07713 155575**.

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If you have anything for the events bulletin page please send your contribution to:

Marcia Murray
CWU Communication Department
150 The Broadway
Wimbledon SW19 1RX
Tel: **020 8971 7497**
Email: **mmurray@cwu.org**

Details must arrive nine days before publication and must include a contact phone number, brief summary of the event, email and website address. Listings are free, but inclusion is not guaranteed.