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GENERAL

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TUC Annual Congress 2008 – Brighton: Visitors' Tickets

The 2008 TUC Annual Congress is due to be held in Brighton from **Monday 8th September** until **Thursday 11th September**.

The charge for ordinary visitors' tickets issued to affiliated unions will be £30.00 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 22nd August 2008**.
General Secretary's Department.

EQUAL OPPORTUNITIES

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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 representatives 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 representatives 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 representatives 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 about this paragraph should be addressed to **Linda Roy**, Equality Officer.

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Mandatory Equality & Diversity Training

Branch secretaries are requested to ensure that any person in their branch who has CWU representative 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 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.

TELECOMS

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Lead to Cash: Efficiency Programmes – Service Integration

Detailed information has been received on the Service Integration Efficiency Programme which is being run throughout Q2. This is part of the activity reported in Branch Officials Bulletin No. 11/08, paragraph 111.

This programme is in line with the overall Lead to Cash (L2C) Organisational Transformation Programme.

The Service Integration unit will be looking to reduce by approximately 240 FTE during 08/09 through the efficiency programme through aligning resources with current work volumes and reducing duplication.

Management have already delivered some of these efficiencies with the closure of the ISDN30 Network Verification and Customer Migration team and the movement of all 67 of the team into the CTC back in April.

During Q2, a further reduction of 25 CWU represented grades will be made within the Service Integration Featurenet & MMVoIP provisioning teams following a review of work volumes that have reduced by at least 25% over the past 12 months. Principally this reduction in work volumes is due to the customer prospects not materialising or the contracts not being won by the Line of Business.

In terms of the people impacted, management have already authorised 10 people who would have been included in these efficiencies to leave the business under the current voluntary paid leaver scheme at the end of June. They have also re-aligned

the management structure of the teams. Consequently, there is a need to find a reduction of 11 team members.

In addition, management will be focusing on re-aligning resources to meet the reductions in work volumes and also to identify more efficient ways of working, such as multi-skilling, in order to deliver effective customer service. The teams within the Featurenet and MMVoIP areas that will be impacted are the Job Control, Customer and Network configuration functions. In total these teams consists of 88 people graded C3.

The process that will be followed to achieve the reductions in roles is the current BT Operate selection process and the intended approach is as follows:

- All individuals within the impacted teams will have (where geographically possible) a face-to-face 1-1 to discuss ratings for the assessment and be able to contribute to the assessment review. Where face to face 1-1's are not possible, management will ensure phone calls are held.
- The line manager will be involved in gathering evidence and entering the appropriate scores, based on 1:1 and documented evidence available. They will then input this into the on-line selection 'form'.
- Selection managers will review these markings and the rationale to ensure that fairness is maintained.
- Selection managers will consist of three tier 2 managers who will not be involved in the rating exercise
- A decision will be reached by the selection manager with the support of the HRBP, who will ensure that 'weightings' are applied independently of the operational elements. The weightings applied will be applied consistently across all jobs. This will be maintained and managed centrally within the HR team to ensure compliance with this policy and that this is kept 'blind' from wider operations.
- Careful consideration will be given to ratify the decisions and ensure that no bias or discrimination has taken place and that the evidence used is robust.
- The competences being used for assessment are the standard BT Capabilities for team members which are:

Trustworthy
Helpful
Inspiring
Straightforward
Heart
Coaching for performance
Bottom line
Drive for results
Customer connected.

Attached are the skills and experience criteria which management will be using to

Table 1

Activity

All hands call to brief impacted community and explain rationale and selection process
Individual team briefings held by line managers
Written briefing sent to all individuals confirming all hand call communications
Operate Selection Process to commence: 1-1's held with impacted individuals
Ratification of results – HR and Selection managers to review results
1-1's with individuals held to inform them of results
Unsuccessful individuals move to the CTC

Date

3 July 08
3 July 08
3 July 08
9 – 31 July 08
31 July – 6 August 08
11 – 29 August 08
30 September 08

rate all individuals impacted to ensure a fair and consistent process is followed.

Individuals in the categories listed below will not be included in the selection exercise.

- MAs
- Managing Change Capabilities (MCC)
- Full time union rep or active reservist
- Long term sick

Individuals will be informed by their line manager of the outcome of the selection process in a one-to-one meeting. Individuals who are unsuccessful in selection will transfer into the Career Transition Centre.

As with all the other units in L2C, management also intend to explore any pre-deployment opportunities on both a long and short term basis, as well as considering opportunities within BT Design and other areas of Operate.

Also attached for the information of branches is the briefing pack.

Outlined above is a high level timeline. Due to the summer period fast approaching and the high numbers of people who will be taking annual leave, management are keen to commence the process within the next week in order to allow the time for 1-1 reviews and feedback to take place.

Outlined above in **Table 1** is the timeframe for this initiative.

Any departure from this process should be escalated to head office.

Brian Healy
Assistant Secretary

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BT Operate: T2R Management Team

As part of the T2R transformation programmes, management are re-structuring the change management team within the 21CN and Transformation Unit. This has been prompted by experience gained on how the 21C network and services operate and the ceasing of support for the 20CN units.

It is currently proposed that management will need to reduce by four individuals out of a team of thirteen team members and managers by the end of this financial year. The reduction in team size will be partly enabled by stopping 20C broadband work, which was previously done to support 20C assurance and better aligning the team to the 21CN programme. The remaining efficiencies will be delivered as

a result of 21C training co-ordination and 21C OSS testing consolidation across the unit.

With regards impact on individuals within the team, management will be using the BTO selection process in order to identify people to form the new unit and individuals not selected into roles will be transferred to the CTC. One CWU represented grade has already requested and taken the paid leaver scheme, which reduces the total reductions required.

Management intend to hold a team call to discuss the change in the team, the rationale, process to be followed and the overall timeline.

The union has requested sight of the selection matrix and any special scarce skills to be taken into consideration and which branches will be advised of.

Brian Healy
Assistant Secretary

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BT Operate: 21CN Job Design Summary and Mercer Credentials

Part of the ongoing work of BT with regards to 21CN is to look forward as to the job functions and the skills and competences required to deliver the associated support and services. Obviously the union has a particular interest in this area, not just on the impact upon jobs but the required grading.

In our discussions with BT Operate, management declared that they no longer had the specific skills to carry out such an activity internally and had therefore turned to external consultants with skills and experience in the telecommunications sector.

Attached for the information of branches is a copy of the slides used to explain the terms of reference set for the consultants and their background experience.

Brian Healy
Assistant Secretary

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BT Operate: Simply United Programme

Attached for the information of branches is a copy of an internal BT Operate briefing providing updates on the integration programme.

Whilst this programme was presented as a lift and shift exercise for CWU grades, the briefing makes it clear that some people will, as a result of taking Newstart, find themselves in a new role/team.

This potential activity has never been

presented to the union nationally and further information is being sought from management.

Brian Healy
Assistant Secretary

EVENTS BULLETIN

Monday 14 July 2008: The Institute of Economic Affairs' Conference. Pensions Policy for the Future. Will the crisis be averted? Building the framework for secure and sustainable retirement. Can policy keep up with the reality of retirement? A nationwide aversion to saving, complex regulation, and increased longevity have all lead to the recent radical reform of the British pensions system. Pensions Policy for the Future represents a superb opportunity for pension trustees, fund managers, life insurers, banks, policy-makers, employer organisations, industry associations and academia, to lead the debate informing the future direction of pensions legislation. Speakers include: Chris Grayling, Shadow Secretary of State for Work and Pensions; Joanne Segars, Chief Executive, National Association of Pension Funds; Matthew Annable, Chairman, Pensions Policy Institute and more. For more information contact the **Institute of Directors** on **020 7839 1233**, email **enquires@iod.com** or visit **www.iod.com**

Monday 14 July 2008: Seminar for Black Women. The TUC are holding a seminar for black women trade unionists at the TUC, Congress House, Gt. Russell Street. London WC1 between 2.00pm and 4.30pm. The seminar 'Black Women and Employment – A Way forward' will provide an opportunity for black women activists to: Discuss issues that black women face in employment, prioritise the issues that trade unions need to raise on their behalf, plan a strategy on organising black women in the workplace and making sure that their priority issues are acted on by trade unions. For more information please contact **Narmada Thiranagama** (TUC Women's Officer) **narmada@tuc.org.uk**

Wednesday 16 July 2008 – Friday 18 July inclusive: Tolpuddle Green Camp 2008. 10:00 to 18:00 daily. To be held at Tolpuddle, Dorset, DT2 7EH. There will be a charge for food, from a subsidised organic cafe on site. Participants will bring their own tents to camp on site. For people interested in taking

a wider view of their role as environmental champions, and taking forward the idea of green reps in the workplace. Based at the site of the Tolpuddle Festival, with the 2008 festival beginning as the Green Camp ends on Friday 18th July. Course participants will camp on site for a programme of presentations, discussion and activity and local visits. Successful completers will receive a Level 2 Award from the Open College Network. For more information contact **South West TUC**, tel: **0117 947 0521** email: southwest@tuc.org.uk or visit www.unionlearn.org.uk/extrasul/greencamp08.pdf to download information leaflet.

Friday 18 July 2008 – Sunday 20 July inclusive: Tolpuddle 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 contact **South West TUC: 0117 947 0521, southwest@tuc.org.uk**

Monday 8 September 2008 – Thursday 11 September inclusive: TUC Congress 2008. Brighton.

Saturday 21 September 2008 – Wednesday 24 September 2008: Labour Party Conference. Manchester.

Saturday 4 October 2008: Keep the Promise: End Child Poverty. 1 in 3 children live in poverty in the UK today. We can see the damage that poverty does to our society and are demanding a better future for all our children. The government have made the promise of a generation – to end child poverty. Let's hold them to it. Join thousands of us at Keep the Promise in London on Saturday October 4th – the UK's biggest ever event to end child poverty. 11.30 Assemble on Millbank, near Lambeth Bridge, for more details see website. 12.30 march through Westminster to Trafalgar Square – 14.00. Followed by family fun and speakers in Trafalgar Square. For more information visit the **End Child Poverty** website at www.endchildpoverty.org.uk/promise

Friday 10 October 2008: National Youth Education Event 2008. Start 6pm Friday and ends lunchtime Sunday. This year's National Youth Education Event has been set to take place over the weekend of 10-12 October at the Jury's Inn Hotel in Brighton. Branches are therefore asked to consider advertising this event to their young members and encouraging them to attend – it is the primary youth event run by the CWU. It brings together young (under the age of 30) activists over the course of a weekend in which they gain knowledge, skills and confidence about their role in the union and the union's work in general. For more information or an application form please contact **Jo Thair** on **020 8971 7487** or jthair@cwu.org

Wednesday 22 October 2008: Update on Equality Law: Are we catching up? To be held at the Adelphi Hotel, Liverpool. A critical look at the role of the new Equalities Commission, the equalities legislation and

best practice solutions in the workplace. An informed and sympathetic understanding of the latest developments in equality legislation. Speakers include: Professor Aileen McColgan, Kings College, London; Dr Lucy Vickers, Oxford Brookes University; Sally Brett, TUC; Vicky Phillips, Thompsons Solicitors and others to be confirmed. IER Subscribers £75, Trade Unions £90 and Commercial £220. For more information contact the **Institute of Employment Rights** (IER) at The People's Centre, 50-54 Mount Pleasant, Liverpool, L3 5SD or telephone **0151 702 6925**.

Wednesday 12 November 2008: Employment Law Update: Fairness at Work. To be held at the Adelphi Hotel, Liverpool. We intend Employment Law Update to be an annual event to review existing legislation and look at new legislative proposals. Speakers to include: Thompsons Solicitors, leading north west barristers; NW TUC and others. IER Subscribers £75, Trade Unions £90 and Commercial £220. For more information telephone **0151 702 6925**.

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

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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.