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**TUC Diploma in Employment Law**

This course is aimed at senior union activists, branch officers and CWU ET panellists, whose role requires a working knowledge of employment law.

It is desirable for applicants to have completed the CWU skills or health and safety programme, or be able to demonstrate that they have significant comparable experience of day to day working with employment law. All applicants must be able to demonstrate that their application has the support of the branch.

The course continues in the trade union tradition of providing the opportunity for learners to question the development and function of employment law, individual rights at work resulting from it and its significance to trade unions.

As with all CWU courses, the course is accredited by the National Open College Network.

**Aims and Ethos**

The aims of the certificate course are:

1. To provide guided learning through which the student will become more effective as a workplace representative
2. To promote an understanding of a trade union approach to employment law
3. To deepen and extend the capacities of students, enabling them to access full-time officer posts or higher education opportunities
4. To widen and deepen the understanding of trade union and workplace issues and offer up to date detail of new developments
5. To develop personal/study skills, the ability to work collectively and generally improve the confidence of students to study at a higher level.

**Course Structure**

The course is made up of three subject modules.

1. The changing nature of law
2. Employment law and the individual
3. Trade union and collective rights

These are supported by four study skill modules:

1. Communications and study skills
2. Research project
3. ICT
4. Legal skills

The residential elements of the course will be run at the Elstead Hotel/Alvescot on the following dates. These four residential weeks

will be supplemented by distance learning (please note the date change for Week 3):

- Week 1 **1 – 5 September 2008**  
 Week 2 **10 – 14 November 2008**  
 Week 3 **9 – 13 February 2009**  
 Week 4 **23 – 27 March 2009**

The closing date for nominations is **17th July 2008**.

Applicants must be able to attend on all the dates listed above. They should also bear in mind that they will be expected to complete projects, essays and reports in their own time. It is expected that applicants should allow at least four to six hours per week to fulfil their commitment to the course.

This course currently attracts paid release from BT, however, this could change during future negotiations. It is unpaid release for those in Royal Mail.

All courses at the Elstead/Alvescot are residential. The cost of tuition, food and accommodation will be met from the general fund. Branches are required to meet the cost of travelling and subsistence payments. 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.

*There are specific application forms for this course, which can be obtained from the education centre at Alvescot.*

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**

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**TUC Diploma in Trade Union and Labour Studies**

The CWU in partnership with the TUC is offering CWU activists a fast track course, which will result in the award of a Certificate in Trade Union Studies. The course is targeted at CWU activists who are involved in the industrial relations process.

In normal circumstances the TUC run this course for trade unionists over a full academic year, with participants attending the course one day per week. It is proposed that the residential element of the course will be run at the Elstead/Alvescot on the following dates, (please note the date change for Week 3):

- Week 1 **1 – 5 September 2008**  
 Week 2 **10 – 14 November 2008**  
 Week 3 **9 – 13 February 2009**  
 Week 4 **23 – 27 March 2009**

The closing date for nominations is **17th July 2008**.

Applicants must be able to attend on all the dates listed above. They should also bear in mind that they will be expected to complete projects, essays and reports in their own time. It is expected that applicants should allow at least four to six hours per week to fulfil their commitment to the course. The course is also accredited with the National Open College Network.

The four residential weeks will be supplemented by distance learning, thus enabling CWU members to gain the Certificate in Trade Union Studies in just a few months.

The course is designed to help members:

1. To widen their educational opportunities
2. To broaden their knowledge of the trade union and labour movement
3. To increase their understanding of the British trade union movement as democratic organisations
4. To understand the historical role of trade unions and the labour movement
5. To increase their knowledge of equal opportunities and equal opportunities practice
6. To develop and improve study skills.

The course will include looking at everyday problems and activities in the union and labour movement. It will analyse the wider issues and develop strategies for the future.

The course will provide students with the opportunity of building a personal relationship with their tutor, but will also involve some study at home.

The teaching methods will focus on tutor lectures/seminars; group work, role-plays, case studies and student presentations. Everyone who completes the course will gain a Certificate of Trade Union Studies which is a formally recognised academic qualification and could be used in the future to access university education or employment in the labour movement. But most importantly will enable serious activists to expand their knowledge and understanding of both the British and international trade union movement.

This course currently attracts paid release from BT, however, this could change during future negotiations. It is unpaid release for those in Royal Mail.

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**

### **TUC Diploma in Occupational Health & Safety Course**

The TUC has designed and created this course for trade union safety reps who have a genuine desire to study health & safety at an advanced level. The importance of this course has been recognised by the Institution of Occupational Safety & Health (IOSH) and can lead to Tech IOSH status.

The CWU in partnership with Solihull College can now offer CWU safety representatives an opportunity to gain this Diploma in Occupational Health & Safety. This exciting course will be a combination of residential and distance learning. This course has been specially designed to enable members to gain this diploma through a fast track approach.

The residential component of this course will be held at the Elstead Hotel/Alvescot Lodge on the following dates, *(please note the date change for Week 3)*:

- Week 1 **15 – 19 September 2008**
- Week 2 **3 – 7 November 2008**
- Week 3 **2 – 6 February 2009**
- Week 4 **30 March – 3 April 2009**

The closing date for nominations is **31st July 2008**.

Applicants for this course *must* have already completed the union's Health & Safety Stage I, II & III training courses.

Applicants must be able to attend on all the dates listed above. They should also bear in mind that they will be expected to complete projects, essays and reports in their own time. This will include evening work on the residential weeks. It is expected that applicants should allow at least four to six hours per week to fulfil their commitment to the course. The course is also accredited with the National Open College Network.

This course attracts paid release from all employers.

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.

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**

### **245**

#### **Advanced Skills Parts 1, 2 & 3**

The Communication Workers Union has organised an Advanced Skills Course (in three parts), to be held at the Elstead Hotel in Bournemouth/Alvescot Lodge on the following dates *(please note the date change for Part 3)*:

- Part 1 **29 September – 3 October 2008**

Part 2 **17 – 21 November 2008**

Part 3 **26 – 30 January 2009**

The closing date for nominations is **14th August 2008**.

This course is aimed at all senior IR branch activists and officers.

Applications must be for the three weeks of the course as one complete course.

Applicants are entitled to special leave with pay. You should therefore, apply for special leave (with pay) for all three weeks of the course. For Postal branches, please refer to LTB No. 096/07, issued 5th February 2007.

Nominations should be made on the form for education courses and returned to Alvescot Lodge by the closing date. If you nominate more than one member (a maximum of two) please indicate the order of preference. If a member is refused a place due to over subscription, please indicate this on a subsequent application.

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**

#### **246**

#### **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.

### **247**

#### **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**

#### **248**

#### **BT Operate: Service Assurance Reorganisation of CEMC/CSOC**

The union has been advised that BT Operate is introducing an interim restructuring of the CEMC and CSOC which will comprise a straight lift and shift of existing people retaining current management numbers. The rationale for, and details of, the interim structure are attached.

In summary, the structure is designed to create a more effective control of major incidents and service outages. This proposal has no impact on team members and is a precursor to reviewing future management resource needs.

Brian Healy  
Assistant Secretary

#### **249**

#### **BT Group: Redeployment Figures**

Attached for the information of branches is the snap picture of what the group redeployee situation was at the end of February 2008.

The slide presentation provides a breakdown on the changing dynamics of what has happened over the past year and makes comparisons with previous years. Information is given by line of business on the duration of being a redeployee and in addition breakdown by grade.

In order to get to the bottom of why some redeployees are not being taken up for interviews or automatic acceptance, there is in place a manual matching process. This manual matching process has been successful in placing redeployees where they would have

otherwise been rejected via the automatic process. It is however, a time intensive activity.

Management have also indicated that they can see a bulge developing, of members who are about to go into the two-year category of being within the redeployee pool. Management will change their focus towards finding solutions on how this can be averted and to reduce the existing numbers in this category.

Brian Healy  
Assistant Secretary

## 250

### **BT Operate: Location Manager Job Description**

Attached for the information of branches is the revised job description associated with recent changes to the role.

Branches and members should be assured that changes to the role of the location manager will have no impact on the current grade (C3).

In summary the changes to the job description are intended to provide greater clarity and consistency to the role with the key change being the removal of 21CN site representative responsibilities.

The location manager role now focuses on:

- Audit & compliance
- Identification of site issues and trends
- Root cause analysis of behaviours and issues which compromise the safety, security and environmental quality, within operational areas of the BT estate.

The key changes to the job description are:

- A transfer to the Pan BT job description template
- Increased focus on the audit & compliance role
- Additions to the job description of essential and desirable skills

Any issues arising from the revised job description should be taken up with head office.

Brian Healy  
Assistant Secretary

## 251

### **BT Operate: Atlas Programme**

Attached for the information of branches is a copy of an internal briefing provided by BT Operate.

This initiative is activity aligned to the BT Group objectives of Right First Time and Cycle Time. As to the specifics of the Atlas Programme this is best explained in the attachment.

To date no impact upon CWU represented grades has been identified.

Brian Healy  
Assistant Secretary

**Table 1**

<b>Selection Method</b>	<b>Description</b>
Direct Appointment	Minimal change to current role and same number of roles required.
BTO Selection Process	Minimal change to role, but reductions in number of roles required, e.g. two individuals currently doing a role, only one individual required in the new structure.
Job Cease	Current role no longer exists in the new structure.

## 252

### **Lead to Cash: Service Enablement – Efficiency Programmes**

This is a further update on the previous Letter to Branches and Branch Officials Bulletins on the headcount reductions in L2C.

The Transformation Programme and 08/09 Efficiency Programme, combined with the proposed structural changes aims to bring about a reduction in the cost of failure, a reduction in complexity and duplication, and to deliver material and sustainable improvements in the overall management of costs, process simplification and service delivery.

Previous reports have been issued on elements of falling volumes and with regards to SDH spend, this has fallen from the regular high levels of £119m down to £30m in this financial year.

As highlighted in the meeting in March the Service Enablement pillar will be looking to reduce by approximately 160 FTE during 08/09. This includes Reward Framework and team members. To assist in this, the recent Newstart programme saw 144 applications, of which 126 were approved across the whole of L2C.

During the first two quarters of the year management will introduce a new organisational structure, which focuses on the end to end service for customers rather than on individual technologies. They will also reduce headcount by approximately 80 (managers and team members) through the restructuring and seek further reduction through the year. No information is given on how Newstart has reduced the real numbers to be lost.

Attached is a chart showing the senior roles within the new structure.

The new structure will align processes to speed up and simplify work by separating Capacity Management from Delivery Management:

**Capacity Management** will be split between Service and Topology. Service will manage service specific assets whilst Topology will manage assets that provide common service to multiple products. These teams will be responsible for the service experience and program management as well as managing capacity.

**Delivery Management** will combine Networks, Property & Infrastructure and Power planning into multi-disciplinary teams organised by geographic region.

In addition management are introducing three future focused units:

**Capacity Supply Management** which will look at improving volume forecasts and

reducing risks in capacity management. It will also look to improve the supply chain and reduce lead times from vendors.

**Performance Management** which are tasked with the preparation and publication of commercial, financial and resource management reports to facilitate the continuous improvement to our existing cost base in line with customer demand. The function will focus on both actual and forecasted data and will provide a consolidated view for Service Enablement activities as well as a standardised framework with which to report against.

**Introduction, Modelling and Decommissioning** which looks at the high level lifecycle from understanding new technology requirements ready for network deployment to decommissioning 20C assets.

**Re-organisation Process Management** are populating the new structure layer by layer in order to allow appointed individuals to have a direct input to the build of their teams. This will also minimise the instability within the teams as the purpose is to maintain the current organisation until the appointments have been made.

A launch date will be decided once management have fully populated the new structure.

Management are currently scoping the impact for team members and will be seeking to commence the appointment process into roles over the next month.

Management have not yet finalised the impact on CWU represented grades, they anticipate that one of three scenarios will apply to them, shown in **Table 1** above.

For direct appointments, individuals will remain in their current role, which migrates to the structure largely unchanged.

If the BTO Selection Process is used, the BTO Selection Process is an open forum for the individual, line manager and selection manager to capture scores against objective selection criteria with results ratified by HR.

It is possible that Job Cease may be an outcome as a number of current roles may not feature in the new organisation, these have not been explained how or where.

Members who are unsuccessful in securing a role within the new organisation will transfer to the Career Transition Centre (CTC).

Further details on the issues identified on numbers, selection process and the reasons for ceasing functions will be issued in due course.

Brian Healy  
Assistant Secretary

## BT Wholesale: Aligning around Customers – Products and Propositions

The union has been notified of proposals to implement the organisation alignment changes in keeping with Aligning Around Our Customers in Products and Propositions within BT Wholesale.

In practice this will impact upon managers, but a small number of team member CWU represented roles will be collapsed as part of the reorganisation.

Aligning Around Our Customers is a strategic initiative for BT Wholesale if it is to realise the BT Group target of becoming number one for customer service and turning around business decline. The year on year revenue streams fell by 18% in the last quarter results.

The aim of the new organisational model is to achieve:

- Simplicity and speed of the work
- Removal of duplication and clearly defined roles and responsibilities
- The customer at the centre of business
- A drive towards value and profitability
- Accountability and empowerment of the workforce, with the levers and authority to deliver for the customer
- A reduction in the cost to serve by providing richer propositions through more cost effective channels to market.

In line with these principles the new model for this organisation will impact the following team member populations:

- Directory Solutions – management are reviewing this business model to achieve optimum value. There will be c.5-10 reductions both team member and Reward Framework roles, split roughly 50/50.
- PA & Administration – management are reducing by two team member PA and administration roles as these will no longer be required in the new organisation template.

Management state they do not have a need to complete a selection process as they are not planning to split team member teams. It is believed that they will realise savings by a combination of rebalancing and natural wastage.

Brian Healy  
Assistant Secretary

### EVENTS BULLETIN

#### 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](mailto:southwest@tuc.org.uk) or visit [www.unionlearn.org.uk/extrasul/greencamp08.pdf](http://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](mailto:southwest@tuc.org.uk)

#### Saturday 16 August 2008: Protest against Fascist BNP's Red, White & Blue "Festival".

Join the protest to stop the BNP Rally in Derbyshire at 11am in the village of Codnor, East Midlands (exact timings and venue tbc). Despite significant local opposition – including the withdrawal of a premises (alcohol & music) licence by the local authority and police – the BNP are going ahead with their Nazi rally in the Derbyshire countryside. In previous years, BNP members were secretly filmed by BBC documentary makers singing Nazi marching songs at the event. This protest is called by Derby, Mansfield and Nottingham Trades Council, Derby Unite Against Fascism, Notts Stop the BNP, and Unite Against Fascism nationally. Supported by East Midlands TUC (and in conjunction with local and regional trade union organisations and local UAF/LMHR groups). For further information contact the national **UAF** office on **020 7833 4916** or [unite@ucu.org.uk](mailto:unite@ucu.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](http://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](mailto:jthair@cwu.org)

#### 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:

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