

**GENERAL**

No items this week

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**POSTAL**

No items this week

**LETTERS TO BRANCHES**

- 578** 24/07/08 New Publicity Posters for Employees in Romec, Quadrant and SPDOs – John East  
**579** 24/07/08 Parcellforce Pay 2008 Agreement – Terry Pullinger  
**580** 24/07/08 BT Holiday Pay Scheme – Simon Sapper  
**581** 24/07/08 CWU Campaign Update – Pension/Government Review – Billy Hayes/Dave Ward  
**582** 25/07/08 O2 Advisory Committee AGM – 1st September 2008 – Grace Mitchell  
**583** 25/07/08 CWU Disability Awareness Week: 13-17 October 2008 – Linda Roy  
**584** 25/07/08 BT Pensions Scheme – Annual Report and Funding Statement – Nigel Cotgrove  
**585** 25/07/08 Global Services – Service Operation UK (SOUK) Transformation – Colin O'Callaghan  
**586** 28/07/08 Clerical Branch Forum – BT Business – 14th August 2008 – Glynis Winestein  
**587** 29/07/08 Alliance and Leicester Pay 2008 – Nigel Cotgrove  
**588** 29/07/08 Women's Talk and Women's Survey – Kevin Slocombe  
**589** 29/07/08 RSSL Update – Simon Sapper  
**590** 29/07/08 STUC Equal Opportunities Conferences 2008 – Tony Kearns  
**591** 29/07/08 Project Coordinator (Debut) – Linda Roy  
**592** 30/07/08 Women in the CWU Survey – Linda Roy  
**593** 30/07/08 YAC Officers 2008/9 – Simon Sapper  
**594** 30/07/08 BT Operate – Career Transition Centre – Brian Healy  
**595** 30/07/08 Global Services – Service Operations UK (SOUK) Transformation – Colin O'Callaghan

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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.

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**BT Wholesale: Broadband Summer Bank**

**Holiday Attendance Arrangements – Monday 25 August 2008**

Management have advised that after looking at the numbers of people required to meet customer demands on the above summer bank holiday, along with the skill sets required and any specialist teams that customers may need to contact, they have decided that within Wholesale Broadband SMC they will again only require Manchester and Swansea sites to open. This will include work on Tags, SFI, 21CN, call answering requirements, and any specialist areas that may need to be covered.

They will not however, be standing down the 24/7 rotas whose attendance starts or finishes on the **bank holiday on 25th August**, or those 24/7 rotas who are scheduled to work on the day itself. Those 24/7 rota members in Manchester and Swansea scheduled to attend that day therefore will be expected to do so. Any member requesting to be stood down should do so by email to the national resource team for consideration.

For the Tags team, should management require extra cover on the day for other parts of the operation where there may be a shortfall, they will seek volunteers from the opening sites to attend. Notification will be given as usual via Single Interface.

Brian Healy  
Assistant Secretary

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**BT Operate: L2C UK Service Delivery Update**

Following the report in Letter to Branches 413/2008 on the L2C UK Service Delivery efficiency programme that was carried out in Q1, this is an overall summary of the outputs in terms of FTE.

- Paid leavers = 54
- CTC movers = 34
- Moves to Openreach = 5
- Movers to BTW (Freeview) = 14
- Other = 2 (resignation and apprentice move)
- Total = 109

The initial reduction was 120 however, following an increase in volumes within the Highband team due to an Openreach project, 11 people were retained within the team.

Brian Healy  
Assistant Secretary

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**BT Design: Acquisition Announcement**

Attached for the information of branches is the announcement of BT Design acquiring Ribbit whose technical expertise is the design of open platform which enables developers to create new and innovative voice applications and services by combining telephony and internet technologies in new ways, in particular for Web 2.0 services/sites. There are no implications or impacts upon CWU represented grades as this is a USA based operation.

Brian Healy  
Assistant Secretary

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**BT Wholesale: Scorecard Measures in Customer Services Fulfilment & Assurance**

Following on from the launch and implementation of the Broadband scorecard last year, management now plan to develop a similar scorecard in Customer Services Fulfilment & Assurance for Private Services products based on the same principles and design of the existing Broadband scorecard, and taking into account the feedback from previous discussions with the union.

BT Wholesale plan to formally implement the basic functionality of the scorecard which will include attendance and workflow availability. Future developments beyond this capability are planned and they will discuss these with the union as management progress throughout this process.

The following information provides some background, rationale and an insight into how the scorecard will become an integral part of the CS strategy.

Management are confident that they can develop a scorecard that makes transparent and visible many of the critical metrics that are of most importance to its customers. The new scorecard therefore forms an important part of the plans to improve customer services delivery.

Effectively the aim is to deliver a view of performance, linked directly to what matters most to its customers. A key aspect of this is to offer an appropriate level of granularity and visibility to enable CWU represented grades to better manage their own performance.

Following implementation of the basic functionality, management will involve a selection of CWU represented grades to gauge how they perceive changes and seek to improve the format where practicable.

Management state they are confident that the new metrics will provide better and more relevant data on performance, which will help improve the quality and depth of performance discussions and reviews both at a team and individual level.

The Customer Services Fulfilment & Assurance scorecard will be based on existing Broadband scorecard confidentiality principles previously discussed and agreed with the union – e.g. CWU grades will not be able to view other member's performance.

BT Wholesale expects managers to use this measure set as part of the normal 1-1 line management process with their team. This scorecard measure will form part of the data in the performance management process, which they expect managers to manage in the normal way.

The targets set will use current available data gained from audits of existing work queues. The methodology is data driven, logical and based on what is proven to be consistently

deliverable. Embedding new functionality and measures incorporated into the scorecard will be an iterative process and subject to discussions with the executive.

Commencing early July 2008 management will be informing all its workforce, outlining the launch of the scorecard as a live tool and that it will be piloted by a team within the customer service arena. Additional briefing material will be made available to managers which will reinforce the requirement to adhere to best practice in using the new scorecard.

Brian Healy  
Assistant Secretary

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### **BT Operate: Performance Management – Quarterly Levelling**

The executive has been advised by BT Operate that there are two areas in Operate in which they are looking to undertake levelling for CWU represented grades this quarter.

The areas are L2C and T2R; quarterly levelling for CWU grades is not new in either of these areas, but it would appear that it has not been uniformly applied and will be extended to cover all teams to ensure greater consistency.

Attached for the information of branches is a copy of an internal management briefing.

Brian Healy  
Assistant Secretary

## **EVENTS BULLETIN**

### **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. 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 and transport details contact the national UAF office on **020 7833 4916** or [unite@ucu.org.uk](mailto:unite@ucu.org.uk) or [www.uaf.org.uk](http://www.uaf.org.uk)

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

**Sunday 21 September 2008: Peace Day.** On Peace Day this year, we will return to London's Royal Albert Hall for our annual celebration. The evening festivities will include a gala

screening of a new film, *The Day After Peace*, and performances by Annie Lennox and Bryan Adams. Jude Law will, once again, be a key speaker alongside a host of other guests. Also on Peace Day, 2008, people all over the world will be playing football as part of our 'One Day One Goal' campaign. Through 'One Day One Goal' we hope to see football matches take place in all 192 United Nations member states. Each 'One Day One Goal' match will celebrate cooperation, unity and the power of football to bring people together on Peace Day. You can find out more about this exciting initiative at [www.peaceday.org/football.aspx](http://www.peaceday.org/football.aspx) Whether you plan to play football, attend a Peace Day celebration, say sorry to a friend, or anything else, whatever commitment you make for Peace Day 2008 please be sure to log it on our Peace Wall at [www.peaceday.org/commitment.aspx](http://www.peaceday.org/commitment.aspx)

**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](http://www.endchildpoverty.org.uk/promise) 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)

**Tuesday 14 October 2008: TUC Organising Academy – Building Stronger Unions: Organising the Future.** To be held at

TUC, Congress House, Great Russell Street, London WC1B 3LS. Celebrating 10 years of the TUC Organising Academy, this event will be looking at the development of the academy over the last 10, successes, new initiatives and discussions around organising the future. This free event is open to everyone involved in the union movement and guest speakers confirmed include Frances O'Grady, TUC Deputy General Secretary and Paul Mason, Newsnight journalist and author of "Live Working : Die Fighting". To register for attendance and to receive further details of this event please contact **Joanne Adams** on **020 7467 1361** or email [jadams@tuc.org.uk](mailto:jadams@tuc.org.uk)

**Wednesday 22 October 2008: Update on Equality Law: Are we catching up?** To be held at the Adelphi Hotel, Liverpool from 10.30 - 4.15. 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 Brooks University; Sally Brett, TUC; Vicky Philips, Thompsons Solicitors and others to be confirmed. IER Subscribers £75, Trade Unions £90 and Commercial £220. For more information contact Carolyn Jones at the [Institute of Employment Rights](http://www.instituteforemploymentrights.org.uk) (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.*