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No items this week

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**748** 16/08/07 Prostitution Violence Against Women – Michèle Emerson  
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**750** 16/08/07 Equality Officer Seminar Reminder – Michèle Emerson  
**751** 17/08/07 Virgin Media Pay Proposals 2007 – Brian Healy  
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**753** 17/08/07 Translated Messages to Agency Workers – Kevin Slocombe  
**754** 20/08/07 IMP and SFM Installation Job Advert – Peter Donaghy  
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**756** 21/08/07 National Assembly Against Fascism – Billy Hayes  
**757** 21/08/07 The Message Newspaper of the National Pension Conventions – Billy Hayes  
**758** 21/08/07 CND Trade Union Link – Billy Hayes  
**759** 21/08/07 Xansa Memberships Recruitment – Dave Johnson  
**760** 21/08/07 POL Crown Offices Industrial Action – Andy Furey  
**761** 22/08/07 Meeting of Branches with Members in BT Business – 19th September 2007 – Glynis Winstein  
**762** 23/08/07 The Annual CWU Union Learning Awards for Innovation and Achievement – Trish Lavelle  
**763** 23/08/07 Accenture Learning Services – 2007 Salary and Negotiations – Brian Healy

## LETTERS TO BRANCHES

<b>764</b>	23/08/07	Accenture HR Services – 2007 Salary Negotiations – Brian Healy
<b>765</b>	23/08/07	Manpower Advisors BT Contract – Week to week Scheduling – Alignment of Scheduled Working Week – Sally Bridge
<b>766</b>	23/08/07	Vehicle Telemetry – Noel McLean

## GENERAL

**434**

### Scotland Courses

The Communication Workers Union has organised the following three courses to be held in Scotland:

#### **Union Skills I**

**8 – 12 October 2007 – Glasgow**

#### **Postal Agreements & Procedures**

**15 – 19 October 2007 – Glasgow**

#### **Health & Safety Stage I**

**22 – 26 October 2007 – Edinburgh**

Please submit application forms as soon as possible.

Nominations should be made on an application form for education courses and returned as soon as possible to **Trish Lavelle**, Education & Training, CWU Education & Training Centre, Alvescot Lodge, Alvescot, Bampton, Oxon OX18 2PY. Telephone: **01993 843373**; Fax: **01993 840960**; email: **mtodd@cwu.org**

**435**

### Union Learning Reps Stage I Course – CWU HQ

The Communication Workers Union have organised a Union Learning Reps Stage I Course, to be held at CWU HQ.

The course will be held from **5 – 9 November 2007**.

Please submit application forms as soon as possible.

Application forms should be addressed to **Trish Lavelle**, 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

**436**

### 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.

**437**

### 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

**438**

### National Men's Health Week 2008

**(June 9 - 15) – "Men and the Workplace"**

The National Men's Health Week is planned well in advance by the Men's Health Forum.

With this in mind MHF have now confirmed the details of the 2008 Men's Health Week which will run during the week **9 - 15 June** and the theme will be "Men and the Workplace".

The 2008 week will focus on men in the workplace. The week will focus on three main areas:

1. To ensure health and safety and risk avoidance better targets men in the workplace
2. To use the workplace to reach men with health promotion interventions
3. To link into the government's Health, Work and Wellbeing strategy.

Early strategic planning for the week is now underway and the CWU has been involved in the early discussions regarding the 2008 MHW and strategic planning.

Our union will be fully supporting the Men's Health Forum and we're pleased that Men's Health Week 2008 will focus on the theme of "Men in the Workplace". We fully endorse proactive campaigning to tackle the issues affecting the health and wellbeing of our members because too many workers suffer unnecessarily due to poor occupational health and safety. The CWU looks forward to continuing its partnership with MHF and is supporting the government's Health, Work and Wellbeing strategy as well as working with major employers BT on their "Workfit" programme and Royal Mail on their 'Feeling First Class' initiative.

We want to ensure health and safety and risk avoidance better targets men in the workplace. We want to work with the employers and Men's Health Forum to use the workplace to reach men with health promotion, making our people aware of the health risks in order to reduce physical illness and mental stress and we want to see workplaces where workers are better supported in their own health, safety and well-being and rehabilitation.

Further reports will be made to branches in due course.

Dave Joyce

National Health, Safety & Environment Officer

## TELECOMS

**439**

### BT Wholesale: Business Support Programme

The following is an update to the initial report in Branch Officials Bulletin No.19/2007, paragraph 308. The final levels of

improvements and savings will be determined by the findings of the project in each functional area. Improved service and lower costs may be realised where BT Wholesale can make structural changes to deliver increased capability, remove failure, clarify responsibility, reduce complexity and duplication, and improve 'right first time' and cycle time.

As a result of this analysis, the details of the in-scope population have been reduced by 191 FTE, from 1290 to 1099. The figures are presented in the attachment.

The project team presented their analysis at the Steering Group panel in June, with some recommendations about method improvements that would lead to increased efficiency, and possible changes to service levels. The purpose of the Steering Group Panel was to:

- Debate the options;
- Check the "implementability" and "sustainability" of solutions; and
- Reach decisions and provide clear direction so that the project team can produce a final design proposal for the ASD.

The proposals will be further developed and tested during the ASD. The ASD is a two day workshop, which will be attended by key stakeholders from the business. The functional areas under consideration will be represented, as will the customer perspective. They will use the time to understand, challenge and refine the proposals for business support services. This will include scenario testing of the proposals, to test their service robustness.

Management will also consider how the proposed changes fit with the new Operate organisation. This will ensure that the transition arrangements are fair and transparent for our members, and that employees who deliver business support services are able to operate effectively in the future.

Arrangements are in hand to receive the outcome of the proposals at the ASD, and to have further discussions on the transition plans.

Brian Healy  
Assistant Secretary

#### **440 BT Customer Services: Service Assurance and Project Vista**

Branches were given an initial brief on the intent of Project Vista in Branch Officials Bulletin No. 23, paragraph 369.

Attached for the information of branches is a more detailed presentation. So far there are no issues of an industrial relations nature that give concern for the union nationally.

It was initially reported that there was no intent to review the role of the C3 LTSA function however, it has been observed that the function does not precisely comply with the criteria for the LTSA. At this stage there is no intent for any further action.

It was confirmed that a full review of the pilot phase will take place at the end of September, at which time a further meeting with the union will be arranged.

Brian Healy  
Assistant Secretary

#### **441 OT Reduction**

Some branches may be aware of an internal management briefing on the need to control overtime costs for the Cellular Radio NLT 98 team which supports the Horizon contract.

The briefing might have given the impression that Flex/TOIL was to be taken for extra hours worked as opposed to additional payment. This has been taken up with management and it is agreed that in some circumstances Flex/TOIL may be preferable to the members to meet their individual circumstances. This is however an ad hoc arrangement and only where it is mutually agreed.

Attached for the information of branches is the subsequent briefing clarifying the situation.

Brian Healy  
Assistant Secretary

#### **442 BT Operate: Movement Of Ethernet (SHDS) Assurance and Fulfilment Activity to Openreach**

Details of BT's plans to move the Fulfilment and Assurance activity relating to Openreach Ethernet (SHDS) products from BT Operate to BT Openreach have been shared with the union.

Practical operation of the undertakings agreed with Ofcom in 2005 revealed an issue concerning the appropriate interface between Openreach and the rest of BT with respect to the Fulfilment and Assurance of Openreach Ethernet (SHDS) products.

Following a review, it has been agreed that the commissioning and monitoring of service alarms and diagnostic support for the Ethernet (SHDS) products, currently carried out by BT Operate Network Operations as a managed service, should in future be carried out by BT Openreach. Two distinct areas of work will move:

- i) Alarm commissioning and
- ii) Alarm monitoring and diagnostics.

The alarm commissioning activity, currently has 16 team members (grade C3) engaged.

Management have reported these members are based at Baynard House in London and at Bournemouth Telephone Exchange. Openreach have agreed with BT Operate that 16 FTE will move with the work activity later this month (August 2007).

The monitoring of alarms and diagnostic support for the Ethernet (SHDS) products is currently undertaken by a team of 14 team members (grade C3). They are based

in Oswestry working a mixture of 24/7 and double day attendance patterns.

BT Openreach and BT Operate have agreed a plan to move this activity to Bristol where it will be carried out by the WES and BES Customer Reception and Service Management team. It is anticipated that the transfer of these activities will be completed by **31 December 2007** after a period of parallel running.

BT Operate will identify suitable alternative work opportunities for the people based in Oswestry. The intent is to give informal notice to close the rota but the formal notice will provide the precise timetable and, if possible, suitable alternative work and rota work.

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

Brian Healy  
Assistant Secretary

#### **443 BT Wholesale: Paid Leavers Scheme – Update**

The following details the current position of the Paid Leavers Scheme launched at the beginning of June in BT Wholesale. The figures include those parts of BT Wholesale that will be moving to BT Operate. Currently management are still reporting people numbers and financials in the old structure until **1 October 2007**.

BT Wholesale have so far approved 276 people; rejected 35 and 15 individuals have withdrawn themselves from the scheme. The 35 people whose applications have been refused have been informed and the reasons cited are operational.

HR management expect the 16 people pending HR approval to progress to be fully approved and probably half those in the pending unit approval will be agreed. Where appropriate, management are trying to find replacements from the pool of redeployees in BTW to allow individuals who wish to leave to do so.

#### **Summary of progress as at 8 August 2007**

See **TABLE 1** on page 4.

The grade split and month end people are leaving in is shown in the attachment. It includes both the fully approved leavers and the pending HR approval people to reflect the current view of firm leavers.

Brian Healy  
Assistant Secretary

**TABLE 1**

Scheme ID	Pending Unit Approval	Pending HR Approval	Approved	Rejected	Withdrawn	Grand Total
Central Functions Network & Vendor Management	4	0	6	2	0	12
Products & Strategy	12	7	45	5	4	73
Customer Services	1	0	0	0	0	1
Field Operations	1	3	52	0	2	58
Career Changers unit	4	3	113	26	2	148
NRA/NRJ	2	0	22	0	1	25
Markets	1	2	35	2	4	44
Ops Planning	1	0	1	0	2	4
Grand Total	0	1	2	0	0	3
	26	16	276	35	15	368

**EVENTS BULLETIN**

**Sunday 2 September 2007: Burston Strike School Rally.** To commemorate the longest strike in history, and to celebrate the people who continue to fight for trade union rights, working class education, democracy in the countryside and international solidarity. 11am – 4.30pm at Church Green, Burston, nr Diss, Norfolk. 90th anniversary of the opening of the Strike School building and bicentenary of the abolition of trans-Atlantic slave trade. Speakers: Bob Crow, RMT General Secretary; Tony Benn; Prof Mary Davis, Labour & feminist historian and Collette Cork-Hurst, Unite – T&G Section National Secretary for Equalities. For more information visit [www.burstonstrikeschool.org](http://www.burstonstrikeschool.org) and [www.tgwu.org.uk](http://www.tgwu.org.uk)

**Monday 10 September 2007: Countdown to 2009 – 50 Years of Revolution and Solidarity.** Havana Club Cocktail Reception at the TUC Congress, 5.30pm – 7pm, Meeting Room 3, Skyline Restaurant, Brighton Centre. Live Cuban music, Cuban cocktails, buffet, and guest speakers including Brenda Barber, General Secretary TUC; Dave Prentis, General Secretary UNISON; Colin Burgon MP and more. For more information contact the **TUC** on **020 7636 4030**.

**Thursday 20 September 2007: What’s on Offer? Engaging Black and Minority Ethnic Adult Learners in Museum and Gallery Education.** The conference will take place as part of the national commemoration of the abolition of the slave trade (200 years) and will broadly focus on including non-traditional learning in education programmes delivered from museums, libraries and archives. For more information contact NIACE, Renaissance House, 20 Princess Road, West Leicester LE1 6TP. **Gurjit Kaur**, Tel: **0116 204 2833**, email: [gurjit.kaur@niace.org.uk](mailto:gurjit.kaur@niace.org.uk) or visit [www.niace.org.uk/](http://www.niace.org.uk/)

**Sunday 23 September 2007: Labour Party Conference 2007.** Bournemouth. Progress Rally. 18:00-20:00, Punshon Methodist Church, Exeter Road, Bournemouth BH2 5AJ (Just outside the secure zone). With: Rt Hon

Ed Balls MP; Yvette Cooper MP; Rt Hon John Denham MP; Rt Hon David Miliband MP; Peter Mandelson; Stephen Twigg

**Monday 24 September 2007: Labour Party Conference Bournemouth 2007 – Pricing People off the Road, or Pricing them on to Public Transport?** 12:45-14:00, Trouville Hotel – Deauville Room, 5-7 Priory Rd Bournemouth, BH2 5DH. With: Gemma Decent, Associate Director, Ipsos-MORI Transport Unit; Stephen Joseph, Executive Director, Transport 2000; Graham Stringer MP, Transport Select Committee; and more speakers tbc. To register, please send your name and email address to **Tom Brooks Pollock**, on [tom@progressives.org.uk](mailto:tom@progressives.org.uk) or call **0203 008 8180**.

**Monday 24 September 2007: Labour Party Conference 2007 Bournemouth. Is David Cameron Capturing the Political Zeitgeist?** 18:00 – 19:30, Trouville Hotel – Granville Room, 5-7 Priory Rd Bournemouth, BH2 5DH. With: Rt Hon Andy Burnham MP, Chief Secretary to the Treasury; Kitty Usher MP, Economic Secretary to the Treasury; Deborah Mattinson, Joint CEO, Opinion Leader Research; Stephen Twigg, Chair, Progress; and more speakers tbc.

**Tuesday 25 September 2007: Labour Party Conference 2007 Bournemouth. Question Time.** 18:00-19:30, Trouville Hotel – Deauville Room. With: Rt Hon James Purnell MP; Jonathan Freedland; Oona King and Billy Bragg. To register, please send your name and email address to **Tom Brooks Pollock**, on [tom@progressives.org.uk](mailto:tom@progressives.org.uk) or call **0203 008 8180**.

**Tuesday 25 September 2007: Labour Party Conference 2007 Bournemouth. Here to serve you? Will Police Reform Work in the Public Interest?** 12:45 to 14:00. Wessex Hotel – Forestdale Room, 11-13 West Cliff Rd, Bournemouth BH2 5EU. With the Government’s plans for police reorganisation still shelved, this meeting will discuss the advantages and disadvantages of different organisational models in combating anti-social behaviour, violent crime, terrorism and organised crime. And how can the Government win support for

reform from police chiefs, rank and file officers, as well as the public? With: Jan Berry, Chair, Police Federation; Enver Solomon, Deputy Director, Centre for Crime and Justice, King’s College; and more speakers to be confirmed. For more information see [www.progressives.org.uk/Events/event.asp?e=854](http://www.progressives.org.uk/Events/event.asp?e=854)

**Thursday 4 October 2007: Employment Law Update – Fairness at Work.** 9.30 - 4.15pm at the UCU Conference Centre, Britannia Street, London WC1. This is the third IER annual conference organised in association with the TUC and Old Square Chambers. The conference is timed to coincide with the introduction of new legislation due to come in to force on 1st October. The aim is ensure trade union representatives are kept up to date and well informed about developments in employment law. Cost IER subscribers and members £75, Trade Unions £90 and Commercial £220. For more information contact the **IER** on **0151 702 6925** or email [office@ier.org.uk](mailto:office@ier.org.uk)

**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**.

**Friday 12 October 2007 – Sunday 14 October 2007: National Youth Education Event 2007.** The National Youth Education Event 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 contact **Jo Thair** on [jthair@cwu.org](mailto:jthair@cwu.org) or **020 8971 7487**.

**Saturday 13th October: CWU Lesbian, Gay, Bisexual and Transgender Conference.** Will be held in the Best Western Wellington Park Hotel, 21 Malone Road, Belfast BT9 6RU. There will be a social function the night before (exact venue to be confirmed) which all delegates,

observers and visitors are encouraged to attend. Further information can be obtained from the **Equal Opportunities Department** or [dgittens@cwu.org](mailto:dgittens@cwu.org)

**Wednesday 17th October 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**.

**Thursday 18 October 2007: A Rally for Trade Union Freedom and Against Inequality.** The Joseph Rowntree Foundation published a report into poverty on 17 July 2007 showing that inequality between rich and poor has now reached levels not seen in Britain for 40 years. A second report, published simultaneously, found that the public thinks the gap between rich and poor is too large. This is an issue relevant to trade union freedom. Unions are a force for good in dealing with such inequality and unionised workers are generally not those who suffer most from low pay. The United Campaign is looking to encourage TUC and others to support the rally and of course we need much support from members and activists. There is a lot more to do to make even union members aware that trade unions are trussed up by laws in the UK that are unlawful by long standing basic international standards. And we have to go on to ensure that trade unions are free to perform

their essential functions to help those who are suffering inequality. Twenty four national unions support the United Campaign and we have many regions, branches and trades councils and individual supporters too. We need your support. Visit our website [www.unitedcampaign.org.uk](http://www.unitedcampaign.org.uk) for more information or contact us at [info@unitedcampaign.org.uk](mailto:info@unitedcampaign.org.uk)

**Tuesday 23 October 2007: Greening the Workplace: The Role of Trade Unions Seminar.** 1.30pm – 4.15pm. To be held at the UCU Conference Centre, Britannia Street, London WC1. Climate change is most definitely a union issue. Workplaces burn energy, consume resources and generate waste. Industry alone is responsible for over half of carbon dioxide emissions increasing the greenhouse effect every year. Speakers include: Paul Hampton, Research Writer at the Labour Research Department; Carolyn Jones, Director of the IER since its inception in 1989; Caroline Morley, Green Workplaces Project Leader at the TUC; Penny Morley, Researcher at the TGWU and Chair of the Working Level of TUSDAC and Nigel Morter, lecturer in Environmental issues at London Metropolitan University. For more information contact the **IER** on **0151 702 6925** or [office@ier.org.uk](mailto:office@ier.org.uk) or visit [www.ier.org.uk](http://www.ier.org.uk)

**Wednesday 5 December 2007: Update on Equality Law – Are we Catching Up?** While we have travelled a long way in terms of equalities legislation recent reads. The complexity of discrimination legislation

still make it very difficult to tackle the deep issues of inequality in the workplace. The conference will be of interest to trade unionists, employment lawyers, academics and students. Cost IER subscribers and members £75, Trade Unions £90 and Commercial £220. For more information contact the **IER** on **0151 702 6925** or email [office@ier.org.uk](mailto:office@ier.org.uk)

**Tuesday 11 December 2007: Plain English Day.** Organised by the Plain English Campaign, promoting the use of clear language in government departments, local councils and business. For more information contact the **Plain English Campaign**, PO Box 3, New Mills, High Peak SK22 4QP. Phone: **01663 744409** Fax: **01663 747038** Email: [info@plainenglish.co.uk](mailto:info@plainenglish.co.uk)

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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.*