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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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BT Wholesale: Delivering Improved

Customer Experience (DICE)

Branches were advised in Branch Officials Bulletin No.16/08, paragraph 152 of BT Wholesale's intention to pilot DICE.

The following is a report on the progress of management's plans to finalise implementation.

Management have been using an interim manual process pending the system coming on line. They are due to complete the systems support for this process this month which will migrate the manual process to the on line system completing formal implementation of the DICE metrics within the Broadband Customer Service team.

To date management have been briefing managers, coaches, and team member grades as they rolled out this programme. This has included a series of webinars, focus groups and presentations in addition to managing feedback via dedicated websites, one to ones and team meetings.

DICE was designed to enable BT Wholesale meet the BT Group objective of becoming number one for customer service. It has been designed to measure those things that are important to the customer.

Attached is the behaviours framework that has been used and will be used post full implementation. It is designed as a guide to reinforce good practice, and whilst by no means exhaustive, is used by management when discussing performance and standards.

Whilst DICE plays a role in the performance management process, it fits in with existing company policy and process and does not seek to alter that in any way. Managers will be expected to use DICE data when managing performance as they had done with the metrics that preceded them.

A weighting is assigned to the three measure areas:

- Quality 50% = (RFT - 25% QoS - 25%)
- Productivity 35%
- Adherence 15%

QoS and RFT % is then multiplied by 25% for DICE. Adherence is multiplied by 15% for Adherence DICE. The highest achiever on productivity will receive 35% towards their overall DICE score, everyone else will receive up to 35% depending on their position compared to the top person.

BT Wholesale management have confirmed that for the avoidance of any doubt, whilst expecting managers to use these metrics as part of their evaluation of overall performance, DICE scores do not automatically translate to any particular performance rating.

The role of the national quality team is to ensure consistency of standards and application. The national team regularly review standards and how they are being applied and evaluated by operational managers. They have a network of lead site quality representatives that facilitate the quality team and the

managers in ensuring the application of consistent and robust standards. Management has accepted that there can be challenges to quality check assessments. Management would expect that in the first instance the member and the manager discuss any issues and seek to resolve them. Ratings can be changed in real time, or retrospectively if there is a need for follow up work, for example consultation with the quality team.

Brian Healy
Assistant Secretary

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BT Operate: Business Support Programme – Closure Report

Attached, for the information of branches, is a copy of a slide presentation which is a closure report on the Business Support Programme which ran in BT Operate.

Brian Healy
Assistant Secretary

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BT Operate: Field Engineering: IOSH – No Passport – No Access

Branches may wish to be aware that BT Operate Field Engineering will be operating an IOSH passport procedure. The intended objective is to achieve higher safety standards by training and the identification of risks/hazards.

Attached, for the information of branches, is a copy of an internal notice issued within Field Engineering.

Brian Healy
Assistant Secretary

EVENTS BULLETIN

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. 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

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

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

Thursday 16 October 2008: Demonstration Outside the European Parliament in Brussels. Organised by the European Transport Workers Federation. The European Socialist Party have organised a seminar on this subject in the morning of the same day. The intention is to lobby politicians in the morning and this will be followed by a formal demonstration outside the European Parliament in Brussels at midday. The intention is to publicise the continued problem of social dumping and the morally indefensible discriminatory practices that continue within the European Shipping Industry. It is for the demonstration that we are seeking to really maximise trade union attendance but if trade unionists can also lobby their own MEPs that would be welcome. If you need any further information please contact **Steve Yandell** at the RMT on **020 7529 8819** or at s.yandell@rmt.org.uk RMT will in particular be highlighting the detrimental impact of the EU Maritime Regulations which have now forced the tendering of the Clyde and Hebrides ferry services, as condemned in Congress resolutions in the past. The majority of RMT members are travelling to Brussels on the 08.05 Eurostar train so they can participate in the demonstration, and are due to return on the 16.05, arrival at St Pancras International 17.03.

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 Brookes 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** (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.