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Union Skills I Course – Belfast

The Communication Workers Union has organised a Union Skills I course, to be held in Belfast. This course is accredited with the National Open College Network. This is a fully integrated course.

The course will be held from **22 – 26 October 2007**.

Please submit applications as soon as possible.

The Linked Education Programme is designed to encourage members to become more active in the union. It is open to all members of the CWU, but is particularly aimed at new activists. 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.

All members of the union who wish to have a working knowledge of the wider trade union and Labour movement would benefit from attending the Linked Education Programme. The courses are called 'Linked Education' because the programme comprises three distinct but connected courses, each of one week duration. It begins with the Union Skills I, followed by the Union Skills II and concludes with Union Skills III. The three parts of the course are completely self-contained, but there are real educational benefits in completing all three parts of the programme in a year or eighteen months. Union Skills courses attract special leave with pay.

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**

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Union Skills III Course – CWU HQ Wimbledon

The Communication Workers Union has organised a Union Skills III course, to be held at the union's HQ in Wimbledon. This course is accredited with the National Open College Network. This is a fully integrated course.

The course will be held from **1 – 5 October 2007**.

Please submit applications as soon as possible.

Only members who have attended a Union Skills I/Induction and a Union Skills II course are eligible for nomination.

Those nominees who are committee members, branch representatives or branch officers are entitled to leave with pay.

For Postal branches, please refer to LTB No.

096/07, issued 5th February 2007.

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

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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 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.

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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 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

468

BT Wholesale/BT Operate: Business Support Programme

Branches will be aware that the Business Support Programme could provide headcount reductions in the order of 20-40% across the former BT Wholesale Networks units in scope. A small number of the job ceases have now begun. BT Operate management has committed to provide the union with further detailed information about the scale of the impact of the Business Support Programme on a unit by unit basis.

As previously reported in Branch Officials Bulletin No 28/2007, paragraph 409, issues have been raised by the union with regards to Location Managers. It was recognised by BT Operate and there are buildings-related trials taking place to better understand the achievability of sustainable efficiency savings in this area. Additionally, since this programme started, the scope of the programme has broadened beyond what was BT Wholesale Networks (BTWN) to the rest of BT Operate.

On 9 August 2007 the former BTWN Directors (or their substitutes) held all hands event call for their respective units outlining the Business Support Programme and explaining the changes impacting the in-scope population, the specific figures for each area were not outlined as this was to be formally discussed with the union first. Enclosed is an update on those units where management have established efficiency savings and gained agreement to implement; some other areas are subject to refinement of the blueprint given the wider BTO context.

The table sets out the total number of those in scope and the known proposed reductions as a result of the Business Support Programme. There are two tabs: one giving the actual FTE reduction numbers and the other indicating the percentages.

Branches will note that there are some units which indicate an efficiency saving at slightly higher than the 40% indicated, (the programme expects that on aggregate, across all groupings, the reductions will come into the range 20-40%).

As of Friday 3 August, nearly 25% of the anticipated total reductions were based on removal of vacancies and accepted Paid Leavers (New Start). The next steps will be for the people transitions to start; these will take place on a unit by unit basis over the coming months as indicated in the event call slide pack previously shared with branches.

Brian Healy
Assistant Secretary

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BT Group: Adastral Development

Over the last 18 months One IT has been working with BT Property on the potential to upgrade the facilities at Adastral Park to create a sustainable 21st century development for BT and the local community. The outline detail of this was reported to branches in Branch Officials Bulletin No.7/2007, paragraph 100.

Attached is a copy of a briefing that has been issued to BT employees at Adastral Park and the local press which provides further details.
Brian Healy
Assistant Secretary

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Project Pond: Update

Following further discussions it can be reported that management have found 34 FTE worth of 'future work'. It is intended to allocate this work which is a mix of Featurenet and 21CN Migration Delivery; in Bournemouth members will undergo Featurenet training and Birmingham members transferred onto 21CN Migration Delivery (NRAD).

It is no longer intended to consider Interconnect Testing for off-shoring. There exists systems security issues which would require substantial costs to resolve and mitigate against any savings that could be secured via off-shoring.

DSL Surveillance Reporting is still being explored with an outline date for delivery in October. At present it was too early to indicate which alternative work package would be allocated to those currently undertaking the activity.

Other areas LLU/TAMS are approaching the concern of training off-shore; those affected have already been allocated 21CN work in Walsall.

Short Haul Data Services is another area that was being looked at, but with the recent announcement to move the activity to Openreach in line with BT's undertakings, this activity has now been removed from scope.

The following activities have also been finally removed from scope; they are TARROT, PDH grooming and MSH. All have ceased on the costs solely around the Security Systems issues.
Brian Healy
Assistant Secretary

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BT Operate: 21CN Resourcing and Field Mobility

Attached for the information of branches is a slide presentation detailing the current position over a range of subject headings.

The slides contain information on the diversity outcomes from the 21CN selection exercise to date. There is further information on the current status of the 21CN programme and actions taken to retrieve the slippage in the programme. This is, in essence, a mix of third party supply and actions as reported to the last Network Briefing Forum on a voluntary mobility taskforce.

Finally, there is information discharging an

action point on products and services that are being withdrawn or will be withdrawn as a consequence of 21CN. What is still outstanding is a detailed list of platforms that will be finally considered as non-compliant with 21CN but are required as essential legacy as the products and services are still required by customers.
Brian Healy
Assistant Secretary

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BT Operate: Resourcing Process

The union has been advised of the new BT Operate resourcing process, which will come into effect in September.

As part of its overall business strategy, BT Operate will continue to maintain a focus on labour resource. This is both in terms of reductions through initiatives such as redeployment, voluntary paid leavers, and also in terms of growth with regards to critical skills, new technology/customer requirements.

To ensure that BT Operate meet the demand for growth in the most appropriate way, the BT Operate Resourcing team has developed a resourcing process for BT Operate based upon the 'exceptional hires' process that is currently in place across CS&NO in Global Services.

This new resourcing process has now been agreed with endorsement by the BT Operate Executive Board and will be implemented in September 2007.

The Resourcing Process is detailed in the attached associated slides.

Brian Healy
Assistant Secretary

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BT Wholesale/BT Operate: Business Support Programme Selection Procedure

In its discussions with management, the Executive team proposed that the company could implement a swift resolution procedure so that members are not unduly delayed when applying for roles.

The management team have considered this suggestion and have drafted some guidance in the selection manager guidelines as to what happens when there is a disagreement over scores; these disagreements will be resolved locally within five working days.

The following is the wording extracted from the guidelines:

Lack of Agreement

It will not always be possible to achieve complete agreement on scorings in every one-to-one meeting. However, it should be possible to achieve mutual understanding on the scores that are given.

The selection manager should endeavour to resolve any disagreement on scorings within the one-to-one meetings. Where complete agreement is not possible, the view of the selection manager and line manager will take precedence, but the individual must be

provided with a clear rationale for the scoring. Should the individual still disagree with the scoring after the meeting, they should make this clear to the selection manager by email within 24 hours of the end of the meeting.

The selection manager will then endeavour to resolve this within five days with reference to the relevant HRBP and support service lead. The selection manager is responsible for replying by email to answer the open question within five working days of the meeting. Any scorings, or changes to scorings, should be supported with adequate evidence.

Where the disagreement is unresolved within five working days, the selection manager/support service lead should escalate immediately to the programme champion (Adam Hall) and a senior HR business partner for their urgent resolution.

Branches will observe from the above that there has been a single point of contact appointed for resolution of any escalations. These should all go to Adam Hall and to the appropriate Senior HRBP. Clearly, this does not replace the individual's right to raise a formal grievance, which remains an available option.

Following the discussions with the Executive team, the programme team have also updated the guidelines document around Changing Environment:

0 point – Never = the individual does not meet this criteria based on the evidence available.

1 point – Rarely = in most cases the individual does not fully meet this criteria based on the evidence available.

2 points – Sometimes = the individual occasionally meets this criteria based on the evidence available

3 points – Often = in most, but not all regards, the individual fully meets this criteria based on the evidence available.

4 points – Always = the individual always meets this criteria and based on the evidence available.

The company also took an action to reflect on and provide feedback on the suggestion of offering a second/late chance at Newstart for the enhanced terms should an individual not get the role they wanted (i.e. they are about to become a redeployee).

Individuals in scope for BSP were entitled to apply for Newstart up to 4 September 2007. Beyond this, and on entering the CTC (Career Transition Centre), individuals are again offered the standard Newstart terms.

Management have also confirmed that Newstart applicants who were accepted prior to the launch of the BSP initiative would be considered as contributing to the overall numbers.

Brian Healy
Assistant Secretary

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Joint Framework for the Deployment of Network 2007

1. Purpose of this joint framework

This framework sets out how Royal Mail and the Communication Workers Union will work together to deploy the changes required by the Network 2007 and the Mail Order Return projects.

2. What it covers

With effect from 1st January 2008 legislation will limit all 7.5t vehicles to a maximum of 56mph. This will slow down connections and the workplan and network will no longer be fit for purpose unless we make changes. Accordingly the network is being redesigned.

The project will increase overall operating costs via a £20 million per annum investment in the air network. We will minimise the additional costs by optimising the road network as far as possible. This will involve:

- Ceasing a number of 7.5t road services;
- Removing of a number of artic services and the introduction of additional double deck trailers and 17t services;
- New air services and revised hub operations;
- Later and/or heavier arrivals at inward mail centres and therefore delivery offices.

High level impacts on network design and operation were shared by Royal Mail at a series of meetings with CWU between March and May 2007. Detailed specific impacts on units, and people have been set out at local level – although more urgent local negotiation is now required.

The existing Professional Drivers Agreement (PDA) is the source document and will be used for local negotiation. Any ideas or amendments proposed by the CWU, which meet the objectives of this exercise, will be considered to have equal value in any discussions about the end state solution.

The key principles enshrined by the PDA and this deployment framework are as follows:

- The network must operate efficiently with best possible utilisation of vehicle and driver resource.
- The network must provide service to MCs and Hubs in line with workplan.
- Duties will be agreed to introduce patterns that are attractive and provide a good work-life balance/family friendly attendances.
- Opportunities for Area drivers to transfer into Network roles where vacancies exist in line with sections 8 and 9 of the PDA.
- Establish the process for effective

consultation and negotiation for the implementation for the changes required to the working arrangements, duty patterns etc.

3. Timetable

To ensure we are ready in time for the legislative change, the new network will commence in 2007.

Related workplan changes in Mail Centres and Deliveries will need to be made before then and will be phased in advance.

4. Making the changes

Local managers and representatives have already started informal local consultations. These will now progress on a formal basis at speed with a view to conclusion in 2007. Unit managers will confirm the impact on the operation at each site and identify the changes required. Duty changes will be introduced in line with the industrial relations framework and will take into account the flexibility enshrined within the PDA.

A number of people will need to change attendance times. It is important that these changes are dealt with giving due account to the needs and concerns and aspirations of the individuals concerned, and in line with the PDA.

The national MTSF agreement will apply where appropriate to those affected by this project.

The new operation will be designed to ensure safe systems of work with the appropriate involvement of our health and safety representatives.

5. Review

The project team will keep the CWU up to date with progress and discuss any national issues that emerge as the changes are made with the spirit and intention of early resolution.

Phil Murphy, Royal Mail
Martin Collins, Bob Gibson, Terry Pullinger,
Communication Workers Union

EVENTS BULLETIN

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** or visit **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** 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** or **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**

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 into 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

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**.

Tuesday 9th October 2007: Retired Members' Advisory Committee. The next Retired Members' Advisory Committee will take place in Room 1 at CWU HQ commencing at 1.30pm.

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 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

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 for more information or contact us at 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 or visit www.ier.org.uk

Wednesday 24th October 2007: National Pensioners Convention. National Rally & Lobby of Parliament for Pensioners' Rights at Central Hall, Westminster, 12noon. Speakers include: Kate Hoey, MP; Kelvin Hopkins, MP; Joe Harris, NPC; Tony Kearns, CWU; Mark Serwotka, PCS; Richard Ascough, GMB; Prof Peter Millard; Sue Bott, National Campaign for Independent Living and Hilary Fisher, End Child Poverty. Lobby of Parliament at 3pm room 16, Houses of Parliament. All CWU supported MPs invited. Further more information contact **Brian Lee/Ron Cooper**, London Regional Office, 31-41 Dallington St London EC1V 0BB.

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

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



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.