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No items this week

LETTERS TO BRANCHES

- 903** 10/10/07 BT Wholesale – Customer Service Broadband Attendance Patterns – Brian Healy
- 904** 10/10/07 Vehicle Telemetry – Bob Gibson
- 905** 10/10/07 BT Global Services – Outside Broadcast – Annualised Hours – Bill McClory
- 906** 11/10/07 Flexible Starting Salary – Emma Forrest
- 907** 11/10/07 CWU YAC Depression of Interest in Being Co-opted onto the Committee – Simon Sapper
- 908** 11/10/07 POL Crown Office Pay Dispute – Pensions – Andy Furey
- 909** 11/10/07 Work Fit Campaign 2007 – Cancer and You – Dave Joyce
- 910** 11/10/07 BT Global Services – Global Sourcing Agreement – Consultation Protocols – Bill McClory
- 911** 11/10/07 Postal Dispute EDM – Billy Hayes
- 912** 12/10/07 Safety Representatives' Rights – Dave Joyce
- 913** 12/10/07 CWU Subscription Rates – Tony Kearns
- 914** 12/10/07 Claims Against the General Fund and CWU Death Benefit – Tony Kearns
- 915** 12/10/07 Scottish Hazards Campaign – 7th Annual Scottish Hazards Conference STUC Glasgow – Thursday 15 November 10am – 4.30pm – Dave Joyce

LETTERS TO BRANCHES (continued)

916	12/10/07	BT Global Services – Engineering Forum – Bill McClory
917	12/10/07	Royal Mail Dispute – Industrial Action – Billy Hayes, Dave Ward
918	15/10/07	BT Recruitment Material – John East
919	15/10/07	Use of Private Cars on Delivery by Managers – Bob Gibson
920	15/10/07	Introduction of High Capacity Trolleys on Delivery Rounds – Dave Joyce
921	15/10/07	Scottish TUC Postal O & A Election – Wales TUC Engineering PTS Election – John East
922	16/10/07	TUC Equality Conferences – John East
923	16/10/07	Royal Mail Dispute – Industrial Action Program – Dave Ward
924	16/10/07	The Wales TUC Conference – John East
925	16/10/07	Virgin Media – CWU Grades Pay Increase – Brian Healy
926	16/10/07	Manpower Pay arrangements Xmas 2007 – Sally Bridge
927	16/10/07	Manpower Pay Increase Global Services – Sally Bridge
928	17/10/07	York Containers Misuse of Cardboard Sleeves – Dave Joyce
929	17/10/07	National Certificate Of Recognition – John East
930	17/10/07	Openreach Grading Review – Ian Cuthbert

GENERAL

508

Union Skills I Course – Carlisle

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

The course will be held from **12 – 16 November 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. 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**, 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

509

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 Head Office, 150 The Broadway, Wimbledon, London SW19 1RX.

510

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.

HEALTH AND SAFETY

511

Carbon Monoxide Awareness National Tour

A Runcorn mother of four whose family have all suffered from the effects of carbon monoxide poisoning is leading a campaign to raise awareness of the danger.

Lynn Griffiths will be guest of honour at the launch on Monday 15 October at the House of Lords attended by Health and Safety Executive's Chief Executive Geoffrey Podger.

The campaign was previewed at an event in Runcorn on Friday 12 October where Lynn Griffiths gave interviews along with a HSE spokesperson. Lynn's family of six, including her late husband, all suffered the effects of carbon monoxide poisoning. The launch event was hosted by Halton Housing Trust at Daresbury Point, Green Wood Drive, Manor Park, Runcorn, Cheshire, WA7 1UG from 10.00 a.m. The Trust has provided ongoing support for Lynne's Runcorn-based CO-Awareness organisation and Fridays' event launched a week-long UK

tour to highlight the dangers of the symptoms of CO poisoning not being recognised.

HSE spokesperson, North West Regional Director David Ashton said in a statement: "Carbon monoxide poisoning is senseless." You can't see it, hear it, taste it, or even smell carbon monoxide (CO), yet every year it kills around 20-30 people."

The HSE advises

- The symptoms can be mistaken for influenza, so don't become an unwitting victim.
- If you are becoming a tenant of rented property, ask your landlord for your gas safety certificate. He is required by law to show it to you so you know your gas appliances have been serviced annually.

If you are renting property then by law your landlord must

- Ensure that gas appliances, flues and associated gas pipe work etc are maintained, in a safe condition, by a CORGI Registered installer.
- Have an annual safety check carried out, by a CORGI Registered installer, on each gas appliance that they own in the properties that they let.
- Provide you with a copy of the record before you move in and within 28 days of each subsequent annual check being performed.

Tenants should

- Check the record to ensure it is current and, if it indicates any appliance is defective, check that remedial action has been taken or the appliance has been made safe.
- Remember, it is your responsibility to maintain any gas appliance that you own e.g. cooker or mobile heater.
- If you need further advice or have doubts that the record is genuine contact the **Council for Registered Gas Installers (CORGI)** on **0870 401 2300**.
- If a managing agent lets your property, ensure the contract stipulates who is responsible for carrying out the above checks.

You can also

- Visit www.corgi-gas.com
- Contact the HSE Gas advice enquiry line on **0800 300 363**.
- Visit the HSE website at <http://www.hse.gov.uk/gas/domestic/index.htm> and, in particular, the links entitled 'Information' and 'FAQs.'

Gas Fitters

- It is unlawful for anyone to carry out gas

fitting work, in domestic or commercial premises, as a business unless they are registered with the Council for Registered Gas Installers (CORGI). It is also unlawful for anyone to claim that they are CORGI registered when they are not.

- All genuine gas fitters expect to be asked to produce their CORGI registration ID card before being invited into your property. The information on the card is also printed in Braille.
- Apart from checking the identification details on the front of the card also check the expiry date to ensure the fitters registration is still current. On the back of the card check the list of work categories to ensure the fitter is competent to perform the job you need

All enquiries concerning the above should be addressed to **Dave Joyce**, National Health, Safety & Environment Officer.

512

CWU Issue Environment and Climate Change Guidance for Union Reps

The CWU and LRD have produced this booklet to support the strong desire within our union to change our workplaces to make them more sustainable and environmentally friendly.

There is overwhelming support from union members and representatives for more to be done to combat global warming and to promote good environmental practices at work through robust environmental policies.

Motion 103 (2007) on 'Global Warming' was carried at this year's CWU Annual Conference and in summary Conference agreed that global warming is relevant to workers, that the CWU should pressure employers to have robust environmental policies and to reduce carbon emissions, to lead by example and aim to become carbon neutral as well as provide information to members and branches.

Employers need to do more to improve their environmental performance and have in place strategies to reduce carbon emissions. Environmental initiatives can bring benefits to employers and its employees. Our aim is to promote good environmental practices at work that will benefit workers, employers and the wider community.

Further details can be read in **LTB866/07** – entitled "CWU/LRD Environment and Climate Change - Guide For Union Reps"

All enquiries concerning the above should be addressed to **Dave Joyce**, National Health, Safety & Environment Officer.

513

CWU Supports Legal Rights for TU/Safety Reps on Environmental Issues

The CWU believes that benefits from good environmental policies and practices are best delivered through a genuine partnership between employer and employees, in consultation such as already exists on health

and safety issues. We believe that businesses and unions can make a big difference if they act together in partnership on environmental issues.

The CWU Health, Safety Environment Department has therefore advised branches that the union is supporting the case for legal rights for trade union reps to take up environment issues and we have reminded branches, safety reps and regional health and safety forums of Early Day Motion number 1125 put down by Labour's John McDonnell MP, asking people to ensure that MPs in all areas are asked to sign Early Day Motion 1125 – the text of which is below and which calls for facilities and facilities time for trade union environmental representatives.

Early Day Motion 1125 reads

"That this House notes the warnings set out in the Stern Report about the potential economic effects of climate change; strongly welcomes the fact that the Climate Change Bill will legislate to reduce carbon emissions by 60 per cent. by 2050; believes that trades unions and their 6.7 million members have a vital role to play in this task by working for best environmental practice in the workplace by negotiating sustainable workplace agreements with employers; notes that the Department of Trade and Industry is currently reviewing facilities and facility time for workplace representatives; and urges the Government to use this review to respond positively to the campaign for trade union environmental representatives to be given the same rights at work as other trade union representatives."

All enquiries concerning the above should be addressed to **Dave Joyce** National Health, Safety & Environment Officer.

514

FSB Attacks on H&S Legislation Slated by Scottish TUC

The Scottish Trades Union Congress (STUC) has criticised claims from the Federation of Small Businesses (FSB) that Health and Safety legislation holds the British economy back. The newly published report, "Whatever happened to common sense?" appears to suggest that small businesses should receive preferential treatment in protecting workers' safety.

Grahame Smith, STUC General Secretary issued the following statement:

"The STUC have been working closely with the Scottish Government and other partners including the FSB in Scotland to support small businesses. It is disappointing to find the FSB, nationally, arguing for employees of their members to have less protection in the workplace than others, for questionable economic reasons.

This report appears to be arguing for preferential treatment for small businesses in an area of legislation that was introduced in 1974 to protect all workers, irrespective of the size of

organisation in which they work.

The comments about the UK "gold plating" legislation are fantasy as the battles trade unions have faced with the Government on the application of EU Directives in the UK have proven.

The Government has consistently given too much weight to the views of employers, large and small on of the EU Working Hours Directive, the European Health and Safety Directive and minimum holiday entitlement. Consequently they have interpreted legislation in a way that is more appropriately described as tin plated rather than "gold plated".

Workers get killed, maimed and made ill by employers of all sizes and no sector deserves to be treated more favourably. The events of May 11 2004, when nine workers lost their lives working for a small business in Maryhill support this view. Evidence suggests that in that case failures developed over a period of 35 years and should have been picked up."

All enquiries concerning the above should be addressed to **Dave Joyce**, National Health, Safety & Environment Officer.

515 **Mesothelioma DVD: The Human Face of an Asbestos Epidemic**

A very moving DVD has been produced by the Asbestos Victims Support Groups' Forum and is available to safety representatives. The DVD features mesothelioma sufferers from different professions and jobs talking about their experiences, contracting the disease at work, diagnosis and the future. This is their message in their words, speaking for all mesothelioma sufferers and their families: Awareness – Prevention – Action.

The DVD is especially produced by the Asbestos Victims Support Groups' Forum who also support Action Mesothelioma Day. To order the DVD please contact the Greater **Manchester Asbestos Victims Support Group** email: asbestos.gmavsg@virgin.net; tel: **0161 636 7555**. Cost per DVD is £5.60 (inc. 60p p&p). Cheques payable to GMAVSG. Simply send your order with a delivery address and they will send you the DVD with an invoice for payment.

Any enquiries should be addressed to **Dave Joyce**, National Health, Safety & Environment Officer quoting **reference No. P8**.

516 **CWU Guide to Agency Workers Health & Safety**

Safety reps will know only too well how the 'ping-pong' of responsibility for agency workers health and safety goes between the agency who are the direct employer and employers such as BT and Royal Mail using agency staff. Both employers often try to play one off against the other.

The CWU aims to put a stop to this and has issued new guidance for all CWU branches and safety reps regarding the legal responsibilities

both direct and indirect employers have for the health and safety of agency staff.

Temporary, casual and agency workers' health and safety is protected by law and the employment agency has a duty to make sure that the company where the agency worker is placed, follows the law.

The agency has a responsibility not to place a worker in a job for which the person is not capable or appropriately qualified or trained for. The company where the agency worker is placed is responsible for making sure that the workplace is a safe working environment and must provide appropriate health and safety training, information, instruction, supervision, personal protective equipment and first aid provisions etc.

The company employing temporary, casual or agency staff has a legal duty to ensure those workers receive the necessary health and safety rights.

The full and further details are contained in **LTB 874/07** – entitled "Health and Safety Law – A Guide on Temporary, Casual and Agency Workers"

Any enquiries should be addressed to **Dave Joyce**, National Health, Safety & Environment Officer quoting **reference No. EX5**.

517 **HSE Managing Slips and Trips Event: Glasgow – 6 December 2007**

Slips and trips are the commonest cause of injuries in UK workplaces and last year alone 10,000 people ended up with broken bones as a result of a slip or a trip at work. Unfortunately many see slips and trips as one of those things, something that can't be stopped. This is a myth say the HSE and It is possible to prevent slips and trips.

A free one-day event, for Scottish local authorities, is being run by HSE on how to manage slips and trips. Its aim, to equip people with the skills needed to assess the risks of slipping and tripping and to take action to control them.

Health and safety managers, in charge of cleaning or catering, responsible for overseeing health and safety, or a union health and safety representative with an interest in these areas are invited to attend the event.

Programme

- 9.00 Arrival, registration and coffee
- 9.25 Introduction and overview, inc statistics and legal requirements
- 9.50 Exercise – subjective assessment of floor coverings
- 10.05 Slip potential: Health & Safety Laboratory work on slips and trips
- 10.45 Coffee
- 11.00 Syndicate demonstrations: co-efficient of friction, roughness, Slips Assessment Tool (SAT), cleaning, trips
- 13.15 Lunch
- 14.00 Recap on test methods

- 14.10 Reassessment of floor coverings: Key issues about flooring
- 14.45 Slip resistant footwear
- 15.15 Coffee
- 15.30 Design of buildings
- 16.15 Question & answers and action planning
- 16.30 Depart

This event is being held on **6 December 2007** at **Glasgow City Council**, House 1, Charing Cross Complex, India Street, Glasgow.

To book a place please contact **colin.mackintosh@hse.gsi.gov.uk**

**518
HSE Information Management Unit**
HSE have an information centre in Bootle (open from 9.00am to 5.00pm Monday to Friday) for personal callers who want to speak to an expert or consult the information held there.

General enquiries and information – Contact HSE Infoline **0845 345 0055**.

HSE run a national telephone public enquiry service from HSE Infoline. Infoline is HSE's public enquiry contact centre. Infoline provides access to workplace health and safety information, guidance and expert advice and staff there draw on extensive resources of HSE information to:

- answer general enquiries;
- tell you about our publications;
- help you find your way round HSE.

The HSE have introduced a new call back service. Simply text the keyword 'HSE' to 64446† and HSE will call you back within 1 hour. If you can't come to the phone when they call back, the operators will try three times to call you. This service is available Monday to Friday between 9am to 5pm.

Contact HSE in the way that suits you:

Telephone: **0845 345 0055**

Fax: **0845 408 9566**

Minicom: **0845 408 9577**

E-mail: hse.infoline@natbrit.com

Opening hours: **8 am – 6 pm**

(Monday to Friday)

Post: **HSE Infoline, Caerphilly Business Park**

519 CWU and BT Launch Cancer Awareness Campaign 2007

The CWU and BT are working together on a major Cancer awareness initiative which commenced on 16 October.

"Cancer and You" is the 2007 Work Fit "5" Campaign initiative, the fifth joint health initiative run by the union and BT, this time with the support of Cancer charity 'Cancerbackup' the UK's leading cancer information and advice charity involved.

The "Cancer and You" campaign is about:

- Providing information and guidance over a

six week period

- Providing a Work Fit – Cancer and You website
- Running a series of roadshows across the UK with CWU health and safety reps involved
- A major event at the BT Centre in central London
- And a range of local initiatives delivered by BT people, supported by union safety reps and others who care about the cancer issue.

250 BT people are diagnosed with cancer every year – 2,000 have overcome cancer and are back working for BT. Some cancers are more common than others and affect different ages. Risk increases as with age generally speaking. One in three of people will develop cancer and that's rising. That means we'll either get cancer ourselves or it'll strike a family member, friend or work colleague.

Previous BT/CWU 'Work Fit' Campaigns – Work Fit 1 was a lifestyle initiative with 16,000 CWU members signed up to the 16-week programme aimed at reducing the risk of a heart related illness. Work Fit 2 was held to coincide with National No Smoking day and the new smoke free legislation aimed at helping people to quit smoking. Work Fit 3 focused on improving health and fitness levels and Work Fit 4 was held to coincide with World Mental Health Day last October and was assisted by mental health charity 'MIND'.

The programme objectives were to create awareness of what is meant by mental health, create understanding of the need for individuals to take steps that will help to prevent mental health conditions developing, provide details of the support available to individuals to help them manage their well being, recognise that people in BT who are currently experiencing mental ill-health issues will be supported and make them to feel included in the campaign and that the advice and guidance being provided will be relevant and supportive to them also.

All enquiries concerning the above should be addressed to **Dave Joyce**, National Health, Safety & Environment Officer.

TELECOMS

520

BT Wholesale: Customer Service Assurance Call Handling Times

The BT Wholesale Executive team took up with the company the contents of the attached briefing issued in Customer Services Broadband Assurance. Furthermore it was also raised in the context of no prior consultation and explanation, or empirical evidence as to the changing times.

This has been accepted by management as a failing in the consultation process. Management have stated that the part of the brief that relates to the customer needs is simply that through additional coaching

and providing a more flexible resource model BT, Customer Service can reduce wait time therefore, to answer a customer's call speedily thus improving PCA and stopping as much wait time for customers as possible. The other side of the equation is that through the coaching the intention is to enhance advisors' soft skills enabling them to provide excellent customer service which is what customers are looking for.

Whilst the scorecard metrics are quantitative if looking at call handling time, it is recognised that the quality of the experience through all Customer Service Broadband Assurance measures and performance process are important to the customer experience. The change to eleven minutes was instigated after a benchmarking exercise, and members are currently working to 11 minutes on that particular measure.

Management have reported that in actual performance our members have actually been delivering an average of 10 minutes on the scorecard for the past four months which is one minute less that management are expecting and had built their resourcing plans upon. Customer Service have also recently had system changes to enable customer facing advisors to access engineer notes which are also reducing call handling time due to the fact that the necessity to call into Openreach is considerably reduced.

Brian Healy
Assistant Secretary

521

BT Operate: Raising Our Game

Reports have been given at the last two Network Briefing Forums on the issues meeting the twin challenges of BT Operate programme requirements and balancing the needs of our members. The BT Operate team has stated and challenged management that it is time to think outside the box and broker a different approach to that which has gone before.

Part of the problems faced by business/resource planners and members alike is the uncertainty and lack of predictability/certainty going forward, particularly to the reduction requirements for resource created by the switchover to 21CN and diametrically, the increased resourcing requirements created by preparing for 21CN whilst meeting other operational requirements.

Consequently the BT Operate Executive team has tabled two separate solutions to these challenges. In order for this to work effectively and for members to make informed decisions, management should prepare a better detailed presentation on the geographical breakdown of future resource requirements with particular emphasis on the impact of 21CN and the rundown of the legacy platforms, following which management would launch a forward sign-up commitment for Newstart. This would produce a degree of certain predictability both for management and members.

In addition there is a sub set to this and

which is the unfinished piece of work in the 21C Code of Practice. This is how BT Operate and the CWU manage the glide path support for 20CN and other legacy platforms and whilst they can be dealt with independently, they are not mutually exclusive in terms of impact.

The second solution which we reported to the forum and which we have proposed to management, and in fact have already carried out work informally is the creation of a mobile task force comprising of volunteers who are prepared to be more flexible in terms of attendance arrangements and their geographic work location.

As a concept this was agreed and the union would wish to formalise these arrangements whereby if a satisfactory conclusion could be reached the union could also encourage involvement. This would have the added benefit of fully utilising skilled resource as opposed to languishing in the Career Transition Centre and save costs on third party suppliers.

Attached for the information of branches is the formal letter to management which we have been advised is being seriously considered and a formal response will follow in due course.

Brian Healy
Assistant Secretary

522

BT Operate: Service Planning and Performance Management

For some time, management in the Planning community have been trying to design or come into line with the overall BT Group policy of Performance Management.

Over a period of time management have developed performance measures derived from various systems, their objective to produce systems that are accurate and fair for the purposes of performance management.

These have been discussed with management to address any concerns or potential for mis-use. The existing normal job standards will be the starting point of the process and these have been put in place and committed to all teams.

Management has agreed that the individual performance measures have no straight follow through to an APR marking. Line managers of CWU represented grades will interpret the results as they provide an aspect of an individual's performance which will be discussed alongside other aspects at one-to-ones.

These results will only be shown at First Line Manager level – in other words no public display or revealing an individual's performance to others. Individual performance measures will only be discussed with the person concerned.

There is no 'forced distribution' of performance ratings based on the individual performance measures.

Brian Healy
Assistant Secretary

523

BT Wholesale: Customer Service Broadband Fulfilment and Scorecard

The principle of Scorecard which is a performance management system was first introduced by Customer Service in Assurance activities.

It is a target based performance management system as most systems are, with targets built bottom up, either from standards derived from management observations on the work carried out, or by the performance of the top quartile of performers who deliver across the quality and quantity spectrum.

This left the Fulfilment function without a performance management system which Customer Service management wanted to see introduced.

In order to plug what management called a gap in their performance management approach, Management rolled out in pilot format a scorecard measurement set to generate "indicative" targets which were to be reviewed at the end of summer. One of the consequences was picking up and adding to the "scorecard" more non-core activities to cover project work undertaken.

How the scorecard changes with regards to performance time targets will be reported upon separately following discussions on a communication changing or stating a change on Broadband Assurance average call handling times.

Attached for the information of branches is a copy of the user guide issued by Customer Services as well as a copy of an internal briefing.

Brian Healy
Assistant Secretary

524

BT Operate: The Use of Webcam in 21CN Migration

It has come to the attention of the union nationally of the installation of a webcam in Adastral Park for the purposes of 21CN migration. As there had been no prior consultation this was taken up with HR management. The following is management's response.

The Migration Control Centre (MCC) recently installed webcams in Walsall, the Bedlinog Exchange and the Adhara building in Adastral Park. The intent is two-fold:

First and foremost, the addition of the webcam is to enhance the critical command and control capabilities – essential for successful delivery of the 21CN Programme.

Management state they have learned through experience that audio bridges alone are not as powerful as combined audio and visual facilities. By setting up webcams in the Migration Centres in Adhara and Walsall, as well as the Bedlinog exchange facility (temporary), there is improved collaboration and cross-functional learning.

Secondly, in support of BT focus on the

customer experience and cross enterprise business alignment, the MCC is making the operation transparent to internal partners/stakeholders, organisational leadership and, most importantly, our customers. By demonstrating the operation in the live and via archived recordings, it encourages process learning and builds confidence in BT and specifically 21CN. These capabilities have been leveraged in recent weeks to drive alignments across the 21CN Programme and actually show customers first hand why they can trust BT.

Since installing the cameras, management have applied rigid control over who can access them and when. The cameras will only be used during planned periods, by application to the MCC reporting team. Usage will be expressly limited to business purposes as described above; all parties within the recording area will be clearly advised that they are being monitored for the set period of time and unique usernames/passwords will be issued per session to ensure control. When not in use, the cameras will be positioned in such a fashion that anyone within sight can obviously deduce they are not being monitored; i.e. pointed at a wall or ceiling.

What is not clear is whether this is to build confidence in the pilot migration phase or will be a facility for each and every migration. It is this issue which is being clarified with BT.

Brian Healy
Assistant Secretary

EVENTS BULLETIN

October 2007 – June 2008: The London Socialist Film Co-op. There will be a number of films showing the second Sunday of every month. Film(s) includes La Última Cena/The Last Supper all showing Sunday 14 October 2007. Tomás Gutiérrez Alea is best known for his Memories of Underdevelopment. The Last Supper is unfairly neglected, made during the height of 'the cold war', showing a Cuba that was unknown and a history that was of little interest to audiences of that time. Discussion led by Michael Chanan, Professor of Film and Video at Roehampton University, London, Jacqui McKenzie, Caribbean Labour Solidarity, Dionne Walker and many more. For all enquiries and the full programme contact **020 7278 5764**.

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.

Friday 26 Oct 2007: TUC Work In Freedom Conference. Time 09:30 to 17:00. Location Congress House, Great Russell Street, London WC1B 3LS. Cost £20 (includes lunch and documentation). A TUC conference to commemorate bicentenary of the abolition of the slave trade 25 March 2007 marked 200 years – to the day – that a Parliamentary Bill was passed to abolish the slave trade in the then British Empire. This Act outlawed the slave trade throughout the former British Empire and made it illegal for British ships to

be involved in the trade. Contributions at the conference will be made by speakers from Africa, American and the Caribbean and the UK. A number of workshops will be organised on: Capitalism, Slavery & Abolition; Slavery, legacy and Education; Forced Labour and the Olympics; Black Women & Slavery; Forced labour & Domestic Workers and Trafficking. The conference will highlight the role that slavery had as a system of forced labour and the legacy that is left today with racism and exclusion in the labour market. The conference will also discuss modern day slavery, forced labour and exploitation of workers in the UK and internationally. Register interest or request more information with Wilf Sullivan – wsullivan@tuc.org.uk or Carol Ferguson – cferguson@tuc.org.uk

Monday 1 November 2007: World Vegan Day. Eating meat, dairy and eggs threatens our planet. You use much less land and water if you eat crops directly. Animals use most of the protein they eat to live, not 'grow' meat. So eating meat adds to water shortages, forest clearing, soil damage, use of oil-based pesticides – and climate change. Check out www.worldveganday.org.uk for more information, and go vegan at least for one day. The whole of November is Vegan Month.

Friday 5 November 2007: Stand up for Journalism. Lobby of the Society of Editors Conference. Meet at 12.30pm outside the offices of the Manchester Evening News on Hardman Street, off Deansgate. Lobby at 1pm – Radisson Hotel, on the site of the old Free Trade Hall. Rally at 1.30pm in the Friends Meeting House on Mount Street. Speakers include NUJ General Secretary, Jeremy Dear; NUJ President

Michelle Stanistreet, Karen Reissman and others. For more information contact www.standupforjournalism.org.uk

Friday 16th November 2007: CWU Disability & Special Needs Conference Social Event. All those attending the conference are invited to a social event, which will be held at the The Prince of Wales Hotel, Lord Street, Southport PR8 1JS. Further information can be obtained from the **Equal Opportunities Department** or dgittens@cwu.org

Saturday 17th November 2007: CWU Disability & Special Needs Conference. The conference will be held in the The Prince of Wales Hotel, Lord Street, Southport PR8 1JS. Further information can be obtained from the **Equal Opportunities Department** or dgittens@cwu.org

Tuesday 20 November 2007 – Wednesday 21 November inclusive: CWU Union Learning Representatives National Workshop. This will be the fourth national event for union learning representatives in the Communication Workers Union. There will be opportunities: To meet with other CWU union learning representatives, to attend specialist workshops, to hear from guest speakers, to learn about the latest CWU learning developments and to celebrate your achievements. To book your place please contact **Laura Wright** on **020 8971 7416** or **Michelle Simpson** on **020 8971 7340** or email learn@cwu.org with your contact details.

Sunday 28 November 2007: End Israeli Occupation: Peace for All. Lobby of

Parliament. 2-6 pm, Westminster, London.

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

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If you have anything for the events bulletin page please send your contribution to:

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CWU Communication Department
150 The Broadway
Wimbledon SW19 1RX
Tel: **020 8971 7497**
Email: 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.