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HEALTH & SAFETY

601

HSE – Controlling the Risks of Vibration at Work

The Health and Safety Executive has designed web pages specifically aimed at offering advice on how you can reduce and control the risks for Hand-Arm and Whole-Body Vibration. These web pages also include advice on the Control of Vibration at Work Regulations 2005. Hand-Arm Vibration (HAV) comes from the use of hand-held power tools and is the cause of significant ill health (painful and disabling disorders of the blood vessels, nerves, joints and muscles of the hands and arms). Whole-Body Vibration (WBV) may occur where any commercial/ industrial/ construction vehicles are driven regularly for most of the day. Regular long-term exposure to WBV is associated with back pain alongside other factors such as poor posture and heavy lifting. However most people who drive road-going vehicles at work are not likely to experience high levels of whole-body vibration and so their employers are unlikely to have to take any action under the Control of Vibration at Work Regulations 2005.

Further information on controlling the risks of vibration is available from the HSE web site: www.hse.gov.uk/vibration/index.htm

Guidance on HAV and the Control of Vibration at Work Regulations 2005 is available from the following web link:

www.hse.gov.uk/vibration/hav/publications.htm

Guidance on WBV and the Control of Vibration at Work Regulations 2005 is available from the following web link:

www.hse.gov.uk/vibration/wbv/publications.htm

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

602

Health & Safety Executive Guide on Managing Shift Work

The Health and Safety Executive (HSE) has published new guidance called '*Managing Shift Work - Health & Safety Guidance*' that aims to improve the understanding of shift-work and its impact on Health and Safety. The Health and Safety Executive (HSE) state that poorly designed shift-working arrangements and/or long working hours may put them at risk of fatigue, accidents, injuries and ill health.

This new guidance book from HSE is aimed at anyone with an interest in reducing the health and safety risks associated with shift work and is particularly useful for employers, senior management, human resources, health and safety officers, Union Safety Representatives, trade union officials, employees, regulators and others. It aims to help tackle issues such as risk assessments, shift-work schedules, and advice on controlling, managing and monitoring the risks of shift work.

The book explains why we should be concerned about shift work, drawing on the evidence available in the scientific literature. It goes on to set out an approach to managing the risks from shift work and provides useful advice and good practice guidelines to help inform the design or redesign of shift work rotas.

By drawing together advice and best practice from a range of sources, the guide explains employers' legal duties and the risks associated with shift-work and describes the impact shift-work can have on health and safety.

In addition a number of annexes are included and cover legal requirements, views from international experts on how to manage irregular sleep patterns (not HSE advice, but sensible helpful tips), and details of assessment tools and sources of information.

Following research, the HSE reports that working shifts can affect a worker's health and safety and there can be undesirable consequences for those working shifts, particularly night and early morning shifts which introduces irregular patterns of eating, sleeping, working and socialising that may also lead to disruption of the internal body clock, sleeping difficulties and fatigue, which in turn can affect performance and attentiveness, which may increase the likelihood of errors and the risk of accidents and injuries at work and may affect the health and well-being in the long term.

The HSE advise that there is no specific health and safety legislation on shift working or definition of shift work but it is usually taken to mean a work activity scheduled outside standard daytime hours, where there may be a handover of duty from one individual or work group to another; a pattern of work where one employee replaces another on the same job within a 24-hour period. However, in the UK but employers have general health and safety responsibilities (e.g. a duty of care in law) for their employees (and others). This duty includes removing or controlling

the risks of fatigue by properly organising and planning shift-working arrangements. Employers' broader responsibility for the health and safety of others (e.g. the public) that might be affected by their work activities provides another reason why it is important to control fatigue.

All the key risk factors involved with assessing and managing shift work are covered in detail in the HSE guidance '*Managing Shift Work*'.

Copies of *Managing Shift Work: Health and Safety Guidance*, (HSG 256) ISBN 0 7176 61970, priced £9.95 are available from HSE books and other good booksellers.

The HSE has also developed the Fatigue and Risk Index, a free assessment tool, which can be used to compare alternative patterns and help identify whether any particular aspects of an existing or proposed working time pattern are likely to increase the risk of fatigue.

More information is available via the HSE Website: www.hse.gov.uk/humanfactors/shiftwork/index.htm

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

603

HSE Safety in Electrical Testing at Work – General Guidance INDG354

The Health and Safety Executive (HSE) published Safety in electrical testing at work: General guidance (INDG354) in 2002. The booklet on how to reduce injuries during electrical testing is available as a free download from the HSE Web Site or can be obtained from HSE Books in hard copy. The booklet provides basic guidance on safe electrical testing and is intended for anyone who runs or manages a workplace where electrical testing is carried out, and for those people doing the actual testing. It is complemented by information sheets which give more detailed information about specific types of testing.

Electrical testing may be carried out for a number of reasons, for example:

- (a) quality assurance tests on electrical components;
- (b) diagnostic testing;
- (c) fault-finding on electrical plant;
- (d) routine safety checks.

The guidance contains recommendations to help you prevent or reduce electrical danger.

Some of the main ways in which this can be done include:

- (a) following safe systems of work, for example:
- (i) taking precautions to prevent people who are not doing the testing coming into contact with exposed live parts;
 - (ii) taking precautions to prevent the testers coming into accidental contact with exposed live parts;
 - (iii) protecting and insulating both the equipment being worked on and the testing equipment.
- (b) using test equipment that is suitable for the job;
- (c) making sure that people doing the work are suitably trained and experienced so that they understand safe working practices and the equipment on which they will be working.

The guidance covers electrical testing in situations (mostly low voltage, ie not exceeding 1000 V ac or 1500 V dc) where equipment like domestic appliances is being tested. Most of this equipment will be used on mains supply voltages of 230 V AC single phase and 400 V AC three phase. However, there could be internally derived voltages which are much higher and in some cases above the low voltage limits.

Some of the test voltages applied to equipment during testing may be above the low voltage limits. These voltages are not considered dangerous if the maximum output current available from the test instrument is reliably limited to no more 5 mA (traditionally 5 mA ac has been used, but since May 2001 5 new equipment should be limited to 3 mA AC).

The guidance is complemented by four documents – Engineering Information Sheets (EIS) 35 to 38 – which give more detailed information about specific types of testing: Servicing and repair of domestic appliances (EIS35); Servicing and repair of audio, TV and computer equipment (EIS36); Switchgear and control gear (EIS37); and Products on production lines (EIS38).

Copies of the following free publications are available from:

HSE Books, PO Box 1999, Sudbury, Suffolk, CO10 2WA,
Tel: **01787 881165**
fax: **01787 313995**,
or can be ordered online at:
www.hsebooks.com

INDG354: Safety in electrical testing at work: General guidance

EIS35: Safety in electrical testing: Servicing and repair of domestic appliances

EIS36: Safety in electrical testing: Servicing and repair of audio, TV and computer equipment

EIS37: Safety in electrical testing: Switchgear and control gear

EIS38: Safety in electrical testing: Products on production lines

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

605

HSE Internet Tool for Control of Workplace Chemicals 'Electronic COSHH Essentials' (COSHH – CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH)

This is to remind branches and Safety Reps of the availability of the HSE's 'Electronic COSHH Essentials'.

"*Electronic COSHH Essentials*" – is a free Internet package that anyone can use. Employers, Union Safety Representatives or workers can log on to: www.coshh-essentials.org.uk and work out what needs to be done to control chemicals to help prevent the harmful effects of working with chemicals by providing advice to limit exposure.

Originally launched on 30th April 2002, it is available from the HSE web site, HSEdirect and is regularly reviewed and improved.

Electronic COSHH Essentials carries out an online risk assessment to give businesses practical solutions for their workplace. It simply asks users to input readily available information about the chemicals they use and the way in which they use them. The system then automatically identifies the correct control solutions and produces easy-to-follow instructions on how to put the guidance into practice and carry out other duties required by COSHH. As well as being quicker and easier to use than the paper version, the web-based system has hypertext links throughout so that the user can get access to other guidance. This guidance can also be printed out.

Research has also shown that small firms see the distinctions government make between health, safety and environment as irrelevant to them. They want to know how to control chemicals so as to meet all regulatory requirements. To address this need, work has started on developing 'Chemical Essentials'. This aims to develop the COSHH Essentials approach to produce integrated guidance for small firms on controlling health, safety and environmental risks from chemicals.

Thousands of people every year are made ill from working with chemicals. Illnesses can include asthma, dermatitis or in some cases even cancer. These illnesses can be avoided, provided that people working with the chemicals take appropriate measures to limit exposures, which sometimes can be as simple a matter as providing sufficient ventilation.

The Control of Substances Hazardous to Health Regulations 2002 (COSHH) requires employers to:

- a) Assess the risks to health from exposure to hazardous substances;
- b) Prevent or adequately control exposure;

- c) Ensure that control measures are used, maintained, examined and tested;
- d) In some instances, monitor exposure and carry out appropriate health surveillance; and
- e) Inform, instruct and train employees

'COSHH Essentials' has been around in a paper-based format since 1999, and has been highly praised by both industry and trades unions. The Internet version was introduced to broaden the access to the guidance package allowing anybody to use the tool free of charge.

Primarily aimed at small and medium sized businesses it's a simple step by step guide leading to identifying the correct control approach for each chemical used. It works by allocating the Risk phrase(s) for each chemical, taken from a Safety Data sheet, to one of four hazard bands. Then by defining how much of the substance is being used and for what purpose. The new electronic system allows more sophisticated calculations to go on behind the scenes while keeping the front end simple and easy for the user.

COSHH Essentials – A Summary

COSHH Essentials was developed to help firms control health risks from the use of chemicals in the workplace. COSHH Essentials, 'Easy steps to control health risks from chemicals' provides:

- a simple checklist-based risk assessment that leads users to a control approach suitable for their chemicals and tasks. There are four control approaches: 1 – general ventilation; 2 – engineering control; 3 – containment; and 4 – users are directed to seek specialist advice for the most hazardous chemicals and tasks;
- practical advice on using the control approaches and advice on getting specialist help;
- 60 illustrated control guidance sheets giving good practice control advice for common tasks such as mixing, weighing, sieving, and additional sheets on avoiding skin and eye contact with chemicals and protective equipment;
- a reminder about other duties under COSHH, and pointers to helpful publications.

To get advice on their chemicals and tasks, users enter on a checklist:

- the hazard group – one of groups A to E, with E the most hazardous and group S representing substances which can cause harm as a result
- of skin contact – these are based on the risk phrases for the chemical, which are given in Section 15 of the SDS;
- how much they are using: small (grams or milliliters), medium (kilograms or litres) or large (tonnes or cubic metres);
- for solids – how dusty: low, medium or high, based on simple descriptors;
- for liquids – how volatile: low, medium or high, based on boiling point and the temperature at which the chemical is used.

A table then directs users to the right control approach. An index gives a list, for each control approach, of control guidance sheets for common tasks.

With Electronic COSHH Essentials www.coshh-essentials.org.uk the user enters the information and the system, using the same risk assessment approach, selects the right control approach and control guidance sheets, which can be printed out. The user can also print out an assessment form showing the information entered and a reminder of the need to implement the controls, consider other COSHH duties and other legislative requirements.

COSHH Essentials covers chemicals and chemical preparations supplied for use at work. It does not cover process-generated dusts and fumes, gases, lead and asbestos. Work is in hand to expand the range of control guidance sheets.

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

606

Fireworks

The Following Information has been published by the HSE in conjunction with the DTI and is circulated for Branches information.

Fireworks can be enjoyable provided they are stored and used safely and responsibly. HSE and local authorities (usually Trading Standards Officers) enforce firework legislation to protect consumers and the general public.

Firework safety

Please follow these links for general guidance on firework safety:

- DTI Fireworks safety campaign site www.dti.gov.uk/fireworks
- British Pyrotechnists Association and CBI Explosives Industry Group website www.fireworksafety.co.uk/bpaeig.htm
- UK firework safety website www.fireworksafety.co.uk

Legal requirements

The Manufacture and Storage of Explosives Regulations 2005 www.opsi.gov.uk/si/si2005/20051082.htm permit you to keep up to 50 kg (net) of Hazard type 4 fireworks for no longer than 21 days provided that these are not for sale or for use at work. This is intended to assist private individuals and voluntary organisations that wish to organise a larger firework display. (Hazard type 4 fireworks are the types of less powerful fireworks generally sold at retailers – these provisions do not apply to Category 4 fireworks and may not apply to certain more powerful Category 3 fireworks). If you are in doubt please check with your supplier or with your local licensing authority. Please note that the requirements of the

regulations to store the fireworks safely will continue to apply.

If you wish to use the fireworks for a commercial display or for some other work purpose, or you wish to store a larger quantity of fireworks, or more powerful fireworks then you will normally need to register with your local licensing authority. Please note that if you wish to buy more than 50 kg of fireworks you will need to produce your registration certificate.

The Health & Safety at Work Act 1974 and subsidiary legislation covers firework displays which involves a work activity (i.e. where at least one person will be involved on a professional basis). This legislation places duties in respect of the health and safety of everyone involved in arranging and giving the display, the spectators and other people near the display site.

Organising a firework display?

If you are organising a firework display please go to Organising a firework display www.hse.gov.uk/explosives/fireworks/using.htm

Two award-winning HSE guides are also available from HSE Books:

• **Working together on firework displays**
www.hsebooks.com/Books/product/product.asp?catalog%5Fname=HSEBooks&category%5Fname=&product%5Fid=2804
(HSE Guide HS(G) 123)

• **Giving your own firework display**
www.hsebooks.com/Books/product/product.asp?catalog%5Fname=HSEBooks&category%5Fname=&product%5Fid=4718
(HSE Guide HS(G) 124)

Investigating an incident at a firework display?

HSE has produced a note Investigating incidents at firework displays www.hse.gov.uk/explosives/fireworks/invincidents.pdf which is intended as quick reference guidance to the police, local authority and HSE enforcement officials on issues that may arise.

All enquiries concerning the above should be addressed to Dave Joyce National Health, Safety & Environment Officer quoting ref: E5.

607

CCA Conf 3 Nov 1026

This is to remind Branches that the CCA Major Conference on “Corporate Manslaughter, Safety Law Enforcement and Penalties” will take place on 3rd November 2006 at Hamilton House, Mabledon Place, London WC1.

The HS&E Department secured an attendance fee discount from £40 to £25 for CWU Branch delegates wishing to attend. For late booking call the CCA on 0207 490 4494 and ask for Ana-Maria.

Speakers Include

Gerry Sutcliffe MP	Home Office Minister
Geoffrey Podger	Health and Safety Commission, Chair
Helen Farr	Bereaved relative
Tony Dubbins	Amicus, Deputy General Secretary
Richard Macrory	Better Regulation Executive
Hugh Robertson	TUC, Senior Health and Safety Policy Officer
Linzi Herbertson	Families Against Corporate Killers
Mick Antoniw Partner	Thompsons Solicitor.
Deborah Coles	INQUEST, Co-Director

All enquiries concerning the above should be addressed to Dave Joyce National Health, Safety & Environment Officer quoting ref: EX13

608

Corp Mans ad Homicide Bill 1026

This is an update for Branches:

- a) The bill which is now a UK Bill as decided by the government, received its second reading on 10 October and has progressed to the Commons Committee stage. Prior to the second reading the Government decided to change the territorial extent of the bill to the United Kingdom as a whole so preventing Scotland from introducing separate and more far reaching legislation. The campaign continued to get the bill amended in order that it is extended to include Directors duties and individual liability to those individuals whose negligence contributed to the death. CWU supported MPs have been briefed. The TUC and CCA have also written to MPs.
- b) Karen Gillon Labour MSP for Clydeside has withdrawn her private members bill, the “Culpable Homicide (Scotland)” Bill following a meeting with the Lord Advocate regarding constitutional issues regarding the UK Bill progressing through the commons. Karen has stated that when the UK Bill receives Royal Assent she will give consideration as to whether to re- introduce her “Culpable Homicide (Scotland) Bill”
- c) Corporate Manslaughter and Corporate Homicide Bill – Stated Key Features & Benefits:
 - To create a new offence of corporate manslaughter, providing a more effective sanction for holding companies and other organisations to account when gross negligence in their senior management has had fatal consequences.
 - To make it easier to prosecute organisations when their gross negligence leads to death.
 - The new offence aims to rectify a key defect in the present law that means that organisations can only be convicted of manslaughter if a single individual at the very top of the company is also personally liable. This fails to reflect the reality of

decision-making in large organisation.

- This will improve the effectiveness of the law by enabling a wider range of senior management conduct to be taken into account when prosecuting an organisation for manslaughter.
- This would not introduce new standards: The offence will be clearly linked to existing health and safety requirements and those organisations who already take their obligations under health and safety law seriously have nothing to fear.
- The new offence introduced by the Bill is intended to target corporate liability and does not apply to individual directors or others. But individual prosecutions against individuals will continue to be possible for existing offences – including manslaughter/ culpable homicide and health and safety offences – where they themselves are personally at fault.
- The offence will apply to corporate organisations, and Crown bodies – such as Government departments – will be on the same footing as their private sector counterparts when carrying out similar activities.
- Tut it would not apply to certain core public functions or decisions relating to matters of public policy, that are subject to existing lines of public accountability.

All enquiries concerning the above should be addressed to Dave Joyce National Health, Safety & Environment Officer quoting ref EX13

609

European H&S Week 2006 1026

The 2006 EU Safety and Health at Work week focus on young workers promoting a preventative health and safety culture among young people, young workers and their employers. The HSE campaign theme was 'Safe Start'.

The HS&E Department distributed a quantity of various Information to Branches, Regional H&S Forums and BT Safety Co-Ords as follows:

- HSE/EU H&S Agency "Safety and Health at Work 2006 Campaign Packs"
- A CWU European Week For Safety and Health at Work Poster has been produced and distributed nationally to Branches, Regional H&S Forums and BT Safety Co-Ords etc.
- TUC "Young Workers Guide to Safety Representatives"
- A number of *LTBs* and *BOB* Paragraphs have been published or are due to be published including
- *LTBs* 529/06, 575/06 and 676/06 entitled European Week for Safety and Health at Work 23 - 27 October 2006, "Young Workers – Start Safe" Campaign Material
www.cwu.org/members/action
- *LTB* 687/06 on The TUC National Health & Safety Inspection Day 2006 – Wednesday 25th October. (European Health and Safety Week

23rd–27th October 2006)

www.cwu.org/members/action

- *LTB* 689/06 on the Health And Safety Inspections Guide For Safety Representatives: (European Health and Safety Week 23rd-27th October 2006 – National Inspection Day Wednesday 25 October 2006)
www.cwu.org/members/action
- *LTB* 688/06 on *Health And Safety Representatives – Your Legal Rights – Guide For Safety Representatives*: (European Health and Safety Week 23-27 October 2006), Introduction "The Brown Book" www.cwu.org/members/action
- *LTB* 703/06 - HSE 'Better Backs campaign' (HSE National Manual Handling Campaign)
www.cwu.org/members/action
- *LTB* 702/06 – HSE 'Watch Your Step Campaign' (HSE Slips and Trips Campaign www.cwu.org/members/action)
- *LTB* 699/06 – *Health and Safety Myths – The Truth Behind The Headlines* www.cwu.org/members/action
- *LTB* 692/06 – STUC/HSE – Reaching Young Workers Conference 25 October 2006, European Health and Safety Week Event for Scotland www.cwu.org/members/action

Additionally letters were sent to the DGS (P) and DGS (T) in relation to this European Health & Safety at Work Week and discussions did take place with Royal Mail Group and BT Group in respect of joint initiatives or supporting the Union's initiatives nationally and locally during the week.

Finally, Branches and Forums were requested to get involved and plan activities and to keep the Health Safety and Environment Department updated on any events or initiatives they are organising or involved in.

All enquiries concerning the above should be addressed to Dave Joyce National Health Safety & Environment Officer quoting ref:M3

TELECOM

610

Accenture HR Services Performance Management Process Change

In keeping with the trend to standardise Accenture's policies and processes in order to reduce costs, there are further changes proposed in the Accenture HR Services Performance Management Process.

Accenture HR Services have been using the behavioural descriptors in AHRs for a while now and as such were able to demonstrate the value of them to Accenture's global performance management team. This resulted in the concept of behaviours being implemented into the global performance management framework for the Services Workforce.

Given the global framework now includes

behaviours, there is a requirement to make some minor changes to the Accenture HR Services programme to ensure consistency with the Global process.

Essentially, the concept and use of the behavioural descriptors (which are now called "performance factors") are not changing, just the factors themselves.

Although they are quite different, management believe they are an improvement to the previous descriptors.

Performance Factors will be reviewed and then used to assess the members' performance based on workforce and career level. This will serve as a tool for assessors to provide performance feedback. One of the following ratings should be assigned to each Performance Factor based on the employee's performance.

- Exceeded Expectations: Effectively demonstrated the Factor consistently above and beyond expectations (i.e., all of the time and in all situations).
- Met Expectations: Effectively demonstrated the Factor in line with expectations (i.e., most of the time and in many situations).
- Typically Met Expectations: Effectively demonstrated the Factor in some, but not all situations; some improvement is required.
- Did Not Meet Expectations: Had difficulty demonstrating the Factor; significant improvement required.
- No Basis: Reviewer has no basis for evaluating the Factor, or assessee had little opportunity to demonstrate the Factor.

The Performance Factors to be used for assessing employees in Performance Period 2007 are attached

The current performance management year runs from 1 September to 31 August. This is out of line with the rest of the Services Workforce and so from 1 September this year will be moving to a new timeline.

The Services Workforce performance management year runs from 1 June to 31 May. The intent is to manage the transition and AHRs will be operating a shortened performance year for FY07 – which will start on 1 September 06 and end on 31 May 07.

Brian Healy, Assistant Secretary

611

BT Wholesale – Broadband Assurance Scorecard Measure

It has come to the attention of the Union that Broadband Assurance had been using a scorecard process which tracked individual performance. The scorecard has been tested for a couple of months now and has proved successful according to management, and they intend to extend the trial across other sites in the UK.

In the discussion with management they state that over the last few years they have monitored team performance by focussing on two key areas, quality and productivity, the latter being measured through the number of

cases a Broadband Customer Service advisor 'touches' per hour as an average through the day. This has been reported through their hierarchy from General Manager down to Team Member via a Scorecard available through one of the main systems - IVOR. While this has served a purpose to date they want to look at how they can improve this measure to make it more real and meaningful to teams and individuals.

Over the past few months they have been looking at ways to improve the way they measure performance.

The new scorecard has been in development for the last few months and has had input at all levels from Senior Manager to Team Member with the assistance of their Change Management organisation. Previously they have focussed on the amount of cases a Team Member has "touched": the new process will have the ability to focus on the individual work streams or queues that are dealt with on a daily basis. This it has been suggested provides a far more robust meaningful measure than simple 'touches'.

The scorecard presents much more detail in relation to performance and effectiveness and includes both core i.e. direct Customer activity and non-core i.e. activities that are just as important to the role of broadband advisor like one to one's, Team meeting's, training and coaching activities, all available on a single page. These activities and how they have been apportioned have been queried by the Union and the Executive awaits presentation of a revised list.

Core activities are split by queue with immediate visibility of the average time spent per activity expressed as a percentage against the target time. The percentages are weighted taking account of volumes worked on each queue. There is also an overall Team achievement and Team Best result. The Team Manager would have an overall view of every Team Member while individuals will have a breakdown of the Team average and their own performance together with a summary labelled Personal Achievement. In the next stage of development it is management's intention to include individual and Team quality performance which they see as a critical component in their attempts to improve customer service. One of the key features of the new scorecard is that the information is "live" so performance can be measured through the day as opposed to viewing retrospectively. This has the potential to assist with any coaching and training and management believes this allows them to help teams and individuals to focus on quality of service improvement. At present management have given assurances that whilst testing this measure, it would not feature in any formal poor performance process.

Management have created target setting and will set the targets for each work stream. They have collated data based on average activity

time for each queue for Broadband Assurance over a period of 3 months. Management believe they have a realistic picture of the capabilities and performance within that target by looking at all of Team Members who are able to perform above and below these target times. It is their intention to set these at achievable and sustainable levels.

Scorecard trial

Over a period of 8 weeks, management have been testing the new scorecard with some of the Assurance Teams at Swansea and Birmingham to measure its effectiveness. This has been operating in tandem with their existing set of performance measures with the individual and the Team Manager having access to and utilising the new scorecard along with performance improvement tools. What has happened is that to performance has moved forward on a week on week basis through the pilot.

The trial has produced, in the words of management, some very encouraging results; it is now their intention to extend this to encompass the existing pilot teams and an additional two teams nominated by every Operational Manager across Broadband Assurance. While the further testing takes place management will continue to operate the existing systems and processes alongside. Through this trial period management will look to implement system enhancements to have an accurate and robust management tool. Eventually, this will seek to include information on Team and individual availability along with the information on quality performance.

Attached for the information of Branches is a copy of an internal management slide presentation.

Brian Healy, Assistant Secretary.

612

21CN Pathfinder/FOA Networks - Physical Infrastructure Delivery

Further details have been given on the performance of Interserve against the contract that it was awarded on the Physical Infrastructure Delivery programme.

Essentially, this contract had arisen from the urgent need to ensure delivery of the 21CN Pathfinder sites by the end of July so the work on the 89 sites affected has been 'bundled' together and allocated to a single contractor, which was and who are one of the existing group of contractors used by BT. The work undertaken by Interserve will be the same as that currently undertaken by contractors in respect of power and building works across the BT estate.

Interserve, it has been reported, have performed well in delivering the Pathfinder/FoA sites to enable electronics deployment, with almost all of the sites handed to BT. Overall the programme was delayed by approx 1 month; this was caused by a combination of BT injected changes to the requirements and

early delays by Interserve's sub-contractors.

BT has subsequently placed or will be placing further contracts to prepare the remainder of the 103 Metro nodes to various contractors on a Design and Build basis whilst progressing the build of the 5500 MSan Nodes through a BAU basis using BT's internal P&I resource.

Brian Healy, Assistant Secretary

613

BT Wholesale – Network Solutions Single Point Of Entry (SPOE)

The Union has been informed that the current team for Single Point of Entry (SPOE) within Network Solutions will be undergoing a change programme. The team's function for Local Loop Unbundling will cease, as the functionality will be moving over to OpenReach, and will become an automated process. BT Wholesale has been picking up this area of work manually for OpenReach and OpenReach have now agreed to enter their orders directly onto SNAP going forward.

The rationale behind this is to put OpenReach in line with all other customers to BT and will create clear lines of responsibility and stop duplication of data entry.

The SPOE team currently consists of 9 CWU grades and 1 Manager. BT Wholesale will be establishing an Order Entry function to pick up BT Wholesale orders only. This team will consist of 3 CWU grades and 1 Manager.

The role the 3 CWU grades will be carrying out going forward will not be changing significantly from the role they are currently doing. As there will be a reduction from 9 to 3, the individuals concerned will go through positive selection process.

A lift and shift will be completed for the current Manager of the team.

The remaining members will become redeployees and supported in seeking a permanent role via the redeployment process.

Brian Healy, Assistant Secretary

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Network Management System Transformation (SMARTS)

The Union's Wholesale Executive team has discussed the proposal to implement SMARTS into BT Wholesale Network Management as reported in Branch Officials' Bulletin No. 32/06, paragraph 506.

Following discussions with management the Union is able to report in further detail as follows:

To recap briefly, SMARTS is a system which uses the alarms in the network together with cross domain correlation to pin-point the location of faults. BT will also link this system to the new customer service fault management system being developed for 21CN. This will provide the capability to resolve customer faults proactively and keep them informed

better throughout the process. Many other communication providers use this system such as Colt, AT&T, Vodafone, T-mobile - as do other parts of BT's Global operations and it is seen as the future of network management. BT Wholesale state this is crucial to the future of BT Wholesale and will be an important tool to win new managed services contracts so important to BT's growth in future revenue.

Management in response to assurances sought by the Executive have committed that between system delivery and benefits realisation they will give approximately three months for the operation to understand how SMARTS works, in order to provide feedback to the technical team and to learn from the new processes and make the changes necessary before they secure any benefits of the new system.

Amongst the activities during this period are:

- Technical pilot – work operational and technical teams working together to ensure system is delivered as envisioned;
- Parallel running – opportunity for operational teams to compare SMARTS to their current tools;
- Process change – changing to the process to realise the benefit (no efficiencies will be claimed until the benefit can be measured);
- SMARTS training – train operational teams to use new system;
- Multi-platform training – train operational teams to work across Phase 1 platforms.

Much of the training will be done over the web using a course delivered by the vendor. Management are currently assessing how useful this is and whether any supplementary training is required. At the request of the Executive, training will be completed during protected time and further details are awaited.

The Union has raised issues around future grading and in response management have replied that there may be an impact. This is due to the fact that a lot of complex work which is currently undertaken manually will be done automatically by SMARTS. However, it is worth noting that the scale of the impact depends on the level of information obtained from the system and management will only know this once SMARTS is implemented.

There are 3 possible outcomes:

- 1) No grading change required
- 2) Lower grades due to automation
- 3) Less people but with some higher grades with skills to deal with problems SMARTS cannot solve.

Management have agreed to conduct a review approximately 6 months after implementation in order that both parties can understand the impact.

There are anticipated resource savings over what is a three-phase implementation running

from quarter 4 of 2006 through to the start of quarter 4 in 2007.

Areas of impact under Phase 1 are:

- Surveillance teams for IP, VoIP, and BB15 (50 CWU Grades plus 3 Managers)
- Locations: Walsall, Adhara Building Adastral Proactive operations for IP, VoIP and BBIP (10 FTE)
- Locations: Walsall, Adhara Building Adastral, Reading (Possible 3 FTE in Customer Services not confirmed)

Smarts potentially could be applied in many different areas and the Company are assessing this. In the event that further changes and applications are required the Company will engage with the Union as appropriate.

Brian Healy Assistant Secretary

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BT Wholesale –ZBB Redeployees – Communication

Attached for the information of Branches is a copy of a communication announcing the introduction of the programme manager for Career Changers Programme. Existing ZBB redeployees will affectively be known as career changers and the programme's objectives are to secure a positive outcome to the current redeployment situation.

Brian Healy Assistant Secretary

POSTAL

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Royal Mail Area Representatives and Substitutes – Elections

Branches will be aware that in line with the arrangements published in 2004 the National Organising Secretary is required to publish a standard timetable for all Area Rep elections (The timetable applies to positions that cover more than one branch area, i.e. those Area Rep elections, which are currently organised by the Regional Secretary). Accordingly the timetable for the 2007 Area Rep elections is as follows:

**Nominations Open Friday 3rd November 2006
Nominations Close 14.00 Tuesday 21st
November 2006**

In line with the above I have asked Regional Secretaries to co-ordinate these elections and to contact branches and advise them of the arrangements for the elections within their respective areas.

Branches are reminded that Candidates must have received the nomination of their own branch and if ballots are required we will advise the respective branches of the timetable for despatch and receipt of ballot papers.

Branches are also reminded that any ballots will be conducted on an individual member basis of those members eligible to vote and that the costs incurred for the ballots would have to be met from Branch funds. The Regional Secretary will discuss the detail of this

with the Branches.

Please note that elections for Area Representatives that fall wholly within one Branch boundary are the responsibility of the Branch, however if required, assistance can be sought from the Regional Secretary.

Any enquiries regarding this paragraph should be directed to Steve Baguley, National Organising Secretary.

EVENTS BULLETIN

October 2006 – June 2007: London Socialist Film Co-op film season.

Screenings held on second Sunday of the month from October to June 10.30 or 11 am. Screenings showing at **Renoir Cinema**, Brunswick Square, London WC1. Nearest tube Russell Square. Tickets cost £7.00, concessions £5.00, £1.00 tickets on sale from 10.30 am on day of screening. To book in advance tel **020 7837 1177** (12 noon to 8.00 pm) or go to www.curzoncinemas.com or visit the Box Office (12 noon to 8 pm) Starts Sunday 8th October with Anti-war: Come and see.

Tuesday 7 November 2006: 2020 VISION: LABOUR'S FUTURE CHALLENGES –Progress Westminster Fringe Series.

1800-1930 – House of Commons: Committee Room 15. After our largest-ever annual conference in September, Progress launches a new series of seminars which seek to continue the debate on the challenges of the next decade. The first two events are: 'Labour's foreign policy: Is liberal interventionism dead?' Professor Brian Brivati, Kingston University; Gary Kent, Labour Friends of Iraq; Denis MacShane MP; Gisela Stuart MP; Oona King (chair). For more information contact **Tom Brooks Pollock** on **0203 008 8180** or tom@progressives.org.uk

Thursday 9 November 2006:

Age Discrimination at work: reviewing the new regulations. Organised by the Institute of Employment Rights.

To be held at **UCU Centre**, Britannia Street London WC1. Cost IER subscribers and members £45.00, Trade unions £60.00 and Commercial £120.00. The Employment Equality (Age) regulations come into force on 1st October 2006. The Regulations are the last major stage in the UK's implementation of the European Employment Directive. The Regulations will outlaw age discrimination and harassment on the grounds of age in employment and vocational training – affecting both young and older workers. For more information contact IER, **The People's Centre**, 50-54 Mount Pleasant, Liverpool L3 5SD. Or call **Phelim Mac Cafferty** on **01273 330819** to reserve a place. Download a flyer containing further details from www.tuc.org.uk/extras/age06.pdf

Saturday 11 November 2006: Keep the NHS Together: March and Rally. Meet at Wasteland old access road next to the Leeds Playhouse Car park. Unison will be leading the March and Rally, to highlight the plight of NHS workers. The Government is imposing unacceptable financial targets on the NHS, its workers and consequently the UK public. For more information contact UNISON, **Sharon Hamilton** email sharon.hamilton@leedsth.nhs.uk or visit www.tuc.org.uk/extras/leedsth.nhs.pdf

Saturday 11th November 2006: We are holding the 2006 CWU Disability Conference in Swansea on 11th November 2006. The venue is Swansea at the Dragon Hotel. It is an all day Conference beginning at 10am. For more information contact **Alan Crisp** in the CWU Equality Department on: **020 8971 7205** or by email: acrisp@cwu.org

Tuesday 14th November 2006: An important lecture – to be delivered by **John Monks** – has been organised to take place on in the Attlee Room, Portcullis House at 8.00 p.m. The title of the lecture is “The Challenge of New Capitalism”. For more information contact **Norman Howard**, Secretary of the Bevan Society at **Norman.Howard1@Virgin.Net** or **01932 849433**

Saturday 18 November 2006: Managing Sickness Absence With Care. 7th Annual Conference. 10.00am to 4.00pm. To be held at Hillscourt Conference Centre, Rednal Birmingham. The conference will discuss the examination of employers’ practices and procedures for managing sickness absence and providing phased supported therapeutic return to work programmes. Speakers include HSE, Occupational Health Psychologist, Hope Daley National Health & Safety Officer, Unison, Dave Parr Disability Champions Project and Brian Robinson UK National Workstress Network. Cost: Delegates £50.00 (£16 unwaged). For more information email lesvroberts@hotmail.com or visit www.workstress.net

Tuesday 21 November 2006 – Wednesday 22nd Nov inclusive. CWU Annual ULR seminar. This will be the third national event for union learning representatives in the CWU. To be held at **Britannia Adelphi Hotel**, Ranelagh Place, Liverpool. For more information contact **Laura Wright** on **0208 971 7416** or **Michelle Simpson** on **0208 971 7340** or email learn@cwu.org or visit www.cwu.org

Thursday 23 November 2006: Women in Public Life Seminar (rescheduled). The CWU are please to confirm the rescheduled arrangements for the forthcoming Women In Public Life Seminar. The Seminar will take

place in the the CWFS Boardroom, which is at CWU Headquarters on the first floor starting from 11.30am–4.00pm. The day has been specifically designed to inspire female CWU activists to give serious consideration to becoming more involved in decisions affecting public life. Special guests on the day will include: Linda Woodings (Political Secretary and Chair of the East Midlands Labour Party Board), Edith Macauley (CWU Legal Services, Magistrate and former Mayor) and Julia Upton (NEC Member and School Governor). For more information contact the **Equal Opportunities Department** on **020 8971 7356** or dgittens@cwu.org

Wednesday 6 December 2006: The Problem of Intimacy: Trade Union and Labour Governments. 19.00 Portcullis House, Westminster. This seminar will look at the changing relationships between the trade union movement and post-war Labour governments. *What can be learnt about union-government relations today? What are the prospects for tomorrow?* **Speakers:** **Nina Fishman** (University of Westminster), Geoffrey Goodman (tbc), Chair: **Hywel Francis MP**. The event is free to attend. For more information and to book a place email events@unions21.org.uk

Saturday 3 February 2007: CWU Black Workers Conference. The conference will take place at the Novotel Bristol Hotel, Bristol BS1 6HY. There will be a social event at the Novotel Bristol Hotel on Friday 2 February 2007 details will be circulated nearer the time. For more information contact the **Equal Opportunities Department quoting reference 1.50.2**, email dgittens@cwu.org

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

Marcia Murray
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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.