

No: 518/20

29th October 2020

For the Immediate Attention of All:

Postal Branches
PFW Regional Organisers
PFW Representatives

Dear Colleagues

JOINT STATEMENT – PARCELFORCE WORLDWIDE – AUTUMN PRESSURE PLAN FOR RESOURCING CUSTOMER EXPERIENCE 2020 – RESOURCING PLAN

Branches and representatives will be aware that over a number of years the department has agreed Autumn Pressure arrangements for the coverage of Parcelforce Customer Service provision. In recent years these have included the outsourcing of workload to a third party to take pressure off of our depot based operations. Discussions have taken place again this year.

While the expectation this year is that peak will increase demand the business believe that a number of factors mean that this workload can be handled in-house this year. Despite the effects of Covid, Parcelforce Quality of Service has been broadly maintained which has meant that the trend towards a reduction in call numbers has continued. In addition, the Covid crisis has led to a significant rise in first time deliveries, which when married to a far higher percentage of Customer Service activity happening on line through the self-service system, Parcelforce believe that the expected call volumes can be absorbed without the need to outsource work.

The revised plan utilises the current call centre sites, which have capacity for additional agency resource while maintaining social distancing as many of our members are currently home working. In addition, the calls will be routed through 4 individual depots (Basingstoke, Bristol, Manchester and Solent) which again have capacity for additional staff.

While the plan is designed to take pressure off of the depots Branches will note that within the depots the plan will not adversely affect earnings opportunities with access to Overtime/Scheduled Attendance and the opportunity for part time staff to increase their hours in line with the normal peak arrangements.

Local discussions at all sites will agree the required resourcing arrangements using all resourcing options and we have ensured that there is a fast track referral to the Regional Operation Manager and Regional Organiser to assist in reaching agreement should that be required.

Given that this is a new process for this year the arrangements will continue to be reviewed Nationally during the peak period to ensure that workload is manageable and service is maintained.

The agreed Joint Statement is attached for your information and appropriate engagement should now take place between local Parcelforce Representatives and Managers in order to ensure adequate cover is put in place to cover the Autumn Pressure/Christmas period.

Branches are requested to ensure that the Joint Statement is brought to the attention of our Parcelforce Representatives and members.

Any enquiries in relation to this LTB should be addressed to: Davie Robertson, Assistant Secretary, email: dwyatt@cwu.org quoting reference 134.02.

Yours sincerely

Davie Robertson
Assistant Secretary