

Sept 2023

CWU South East News

Customer Deliver Rate

It has been brought to the attention of the CWU, in the South East, that Service Delivery and FTTP are taking the issue of CDR (Customer Delivery Rate) and trying to make it a new IPop or Calculated Prod Performance Bullying Tool. Where jobs per day is still the mantra and league tables common place.

Several issues have been highlighted by team members, one of these issues is that members who are below the "Team" average are being INSTRUCTED that they HAVE TO achieve a team average score. Why? That was not what CDR was designed to achieve.

Some patch managers are wrongfully stating that tours, as part of a coaching plan, are obligatory. **They are not as Tours are voluntary.** Some managers or control people have been pinning multiple jobs to individuals who have requested no tours! If you found this yourself, please share to your local CWU branch.

The CWU recognise that if everyone on a team below the team average improves, then the average will rise and thus you will still be stuck on a plan to achieve the team average. This is a no-win scenario!

Some OUC's are seeing more than 50% of the team being put on a plan of some sort and we as the CWU are waiting for these team members to be invited to an "Initial Formal Warning" for Performance meeting with the manager. It's just a matter of time.

We saw the same scenarios pan out under IPop and Calc Prod, so all the good words around "Customer Delivery Rate", are or were just that, WORDS!

All the time managers are in a league table, their team members will be bullied/cajoled/pressured for performance. Have you seen your manager sending out a copy of the team manager league table?

ILM

The ILM or commonly known as the Tracker is fitted in nearly all BT and Openreach livered vehicles. The CWU want to remind you that you, as a team member, should be able to have sight of your own DAY-1 data, this is a log of all the start and stops your van did the day before. IF YOU DON'T KNOW WHERE TO FIND THIS ASK YOUR MANAGER.

Just remember your manager can request a spread sheet of the last 13 weeks of your Tracker DATA, if they suspect you are not adhering to company process, start of day, end of day etc.

Just make sure that you're where your meant to be! Although you can travel to a local exchange to have lunch and use facilities, washing your hands before eating.

Hire Vans

Don't be bullied into using a hire van like you would use your Openreach Van, Loop articles have come out on this issue, so read them.

A hire van usually doesn't have racking, doesn't have amber rotating beacons, and doesn't have chevrons on the back doors.

If your manager is instructing you to work normally out of an Enterprise style hire van, let your CWU branch know, as they could be instructing you to break the law?