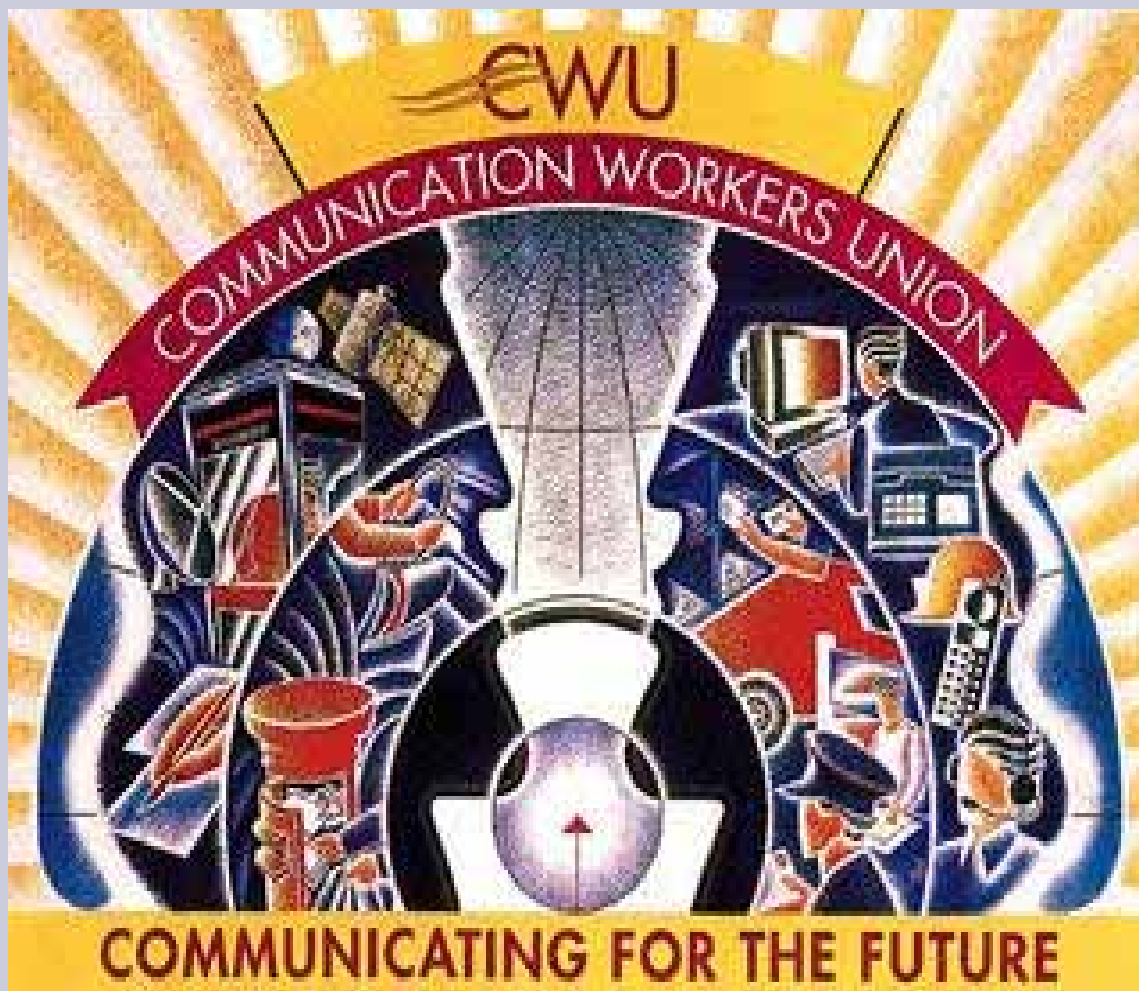


BOURNEMOUTH & DORSET AMALGAMATED BRANCH

Annual General Report 2009

FEBRUARY 2010

ANNUAL GENERAL REPORT 2009



POSTHORN 2010



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BOURNEMOUTH & DORSET BRANCH ANNUAL REPORTS

Sunday 28th February 2010

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**A large Print version of this publication is available on request, please contact the
Branch Office on 0844 484 9593 or email:- posthorn@unioncwu.org**

ANNUAL GENERAL MEETING

SUNDAY 28th FEBRUARY 2010– 10.30am to 2.30pm

The Annual General Meeting of the CWU Bournemouth & Dorset Amal Branch is being held at the Elstead Hotel, Knyveton Road Bournemouth

AGENDA

- 1) Apologies
- 2) Adoption of Standing Orders
- 3) Obituary List
- 4) Branch Chair's Address
- 5) Minutes of the Previous AGM : Bournemouth 22nd February 2009
- 6) Matters Arising from the Minutes
- 7) **Branch Officers Reports (2009)**
 - i) Branch Secretary's Report
 - ii) Branch Treasurer's Report
 - iii) Editor's Report (Deputy Branch Secretary)
 - iiii) Political Officer's Report
 - v) Equal Opportunity Officer's Report
 - vi) Lead Union Learning Representative's Report
 - vii) Youth Officer's Report
 - viii) Women's Officer's Report
- 8) **Branch Business Reports (2009)**
 - i) Counters
 - ii) Parcels
 - iii) Royal Mail Letters
- 9) **Bi-Annual Ratification of the Branch Officials/Representatives :- (2009-2010) Amended**
 - a) Branch Officers
 - b) Branch Auditors
 - c) Area Representatives (Royal Mail)
 - d) Business Representatives & Committee's
 - e) Area Health & Safety Representatives (Royal Mail)
 - f) Unit Health & Safety Representatives (Royal Mail)
 - g) Unit Health & Safety Representative (Parcelforce)
 - h) Unit Union Learning Representatives
- 10)
 - a] Nominations for National/Field Officers positions
 - b] Nominations for Local Affiliated Organisations
- 11) Amendments to Branch Rules
- 12) Any other Competent Business
- 13) Branch Motions/Amendments

Any Motions/Amendments must be submitted to the Chair no later than 7 days prior to the meeting.

Gary Bailey

Branch Chair gary.bailey@unioncwu.org

Please note if any member require any special arrangements to be able to attend this meeting. Please contact the Branch Office:



Editors report

Well, what a year. I would like to thank all the reps for their support and making my position as editor most enjoyable. I have had the task of trying to keep all our members informed and up to date with all that is going on within the union both locally and Nationally. The Area reps have supplied me with reports that I have published in the form of Posthorn newsletters and circulated to all workplaces in our Branch area. Also I had the opportunity of including some photos of our members from several offices that manned the

picket lines during the Industrial action.

Hopefully all our members have had the opportunity to read the posthorns that have been published over the past 12 months. I have tried to keep them brief and to the point and on a regular basis.

The Learning Centre in the Dorset Mail Centre and the Learning Centre at Dorchester letter Delivery Office have had many courses over the past 12 months and I have worked in conjunction with Barry Under

down Lead Union Learning Rep to advertise all courses and try and inform as many members as possible through adverts and posters as to what courses we are supplying and at what times.

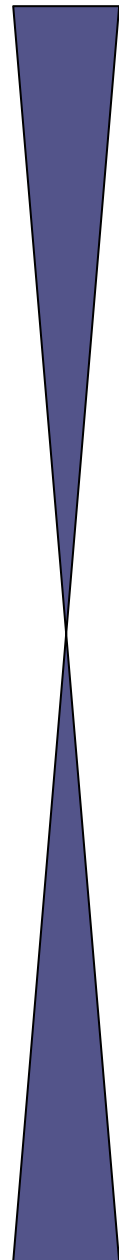
Although this report is about what has taken place over the last 12 months I would like to assure all our members that I will try to keep the amount of publications and also encourage the Area reps to supply Business based reports on a bi monthly basis.

The Area reps have supplied me reports that I have published in the form of Posthorn newsletters and circulated all around our Branch area.

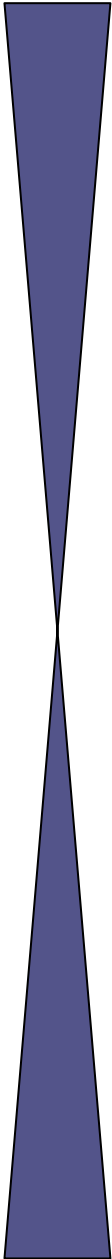
If you have any comments about what you would like to see in future publications and on the Branch Website please do not hesitate in contacting me. I will finish by saying if we all stay together I feel we will have a successful 2010.

Andy Rook

andy.rook@unioncwu.org



Branch Chairs Address

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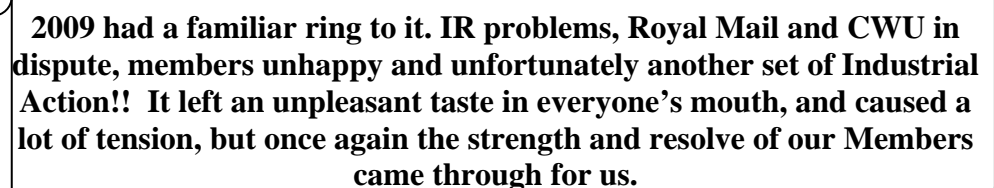
2009 had a familiar ring to it. IR problems, Royal Mail and CWU in dispute, members unhappy and unfortunately another set of Industrial Action!! It left an unpleasant taste in everyones mouth, and caused a lot of tension, but once again the strength and resolve of our Members came through for us. We can't take for granted what went on at the back end of last year, and we have to be realistic in the challenges that face us next year. The National Agreement should be due soon, and I along with you hope it can go some way to resolve the everyday problems we all face, and not a short term solution that although may look

sweet, and tempting, remember SDD! We have to look to the long term. Our pensions, recruitment of Full Time staff, pay deals things that we want to look back on at some point and be thankful for what we got and not regretting it completely like a lot of us have in the past. I decided this year not to go on and on about things that our senior Reps can tell you but I want to leave you with this. 2010 is going to be a hard year, possibly one of the hardest. There is going to be a lot of change this year, changes that may even rival the changes we made in 2004 with SDD. Therefore we all have to be ready for this, not

rest on our Laurels and understand what happened last year was the tip of the Iceberg. I don't want to end my report on a downer, but we have to be ready for this, and I hope as in previous years, the strength and resolve of our members will get us through and I would like to thank all of our members, reps and officials for the help support and for everything they have done for us in the past 12 months and hopefully here is to a happy and prosperous 2010!

Gary Bailey
Branch Chair

gary.bailey@unioncwu.org

A decorative scroll box with a black border and a drop shadow. It contains a summary of the text from the first paragraph. The box has a scroll-like design on the left and right sides.

2009 had a familiar ring to it. IR problems, Royal Mail and CWU in dispute, members unhappy and unfortunately another set of Industrial Action!! It left an unpleasant taste in everyone's mouth, and caused a lot of tension, but once again the strength and resolve of our Members came through for us.



Branch Secretary's Report

INTRODUCTION

2009 will be the year to remember, low moral industrial unrest, management introducing changes without thinking what effects their brain storming ideas has on the service we provide the public and more so on the lives of its employee's the back bone of the industry that the public respect, which led to the recent industrial action back in September and October.

The dispute was the first time for many years that the CWU had solid support from the membership and locally your support you gave to your union made sure you still had a union as it was the aim of management to destroy the collective bargaining of the CWU as a Trade Union. The powerful men running the business have disappeared Allan Leighton and now Adam Crozier goes in April, the slash and burn man who came with ideas to streamlining the service, closing Crown Offices, ceasing Sunday collections, ceasing the second delivery and reducing staffing levels by 60,000. Crozier left the FA in a mess is leaving Royal Mail in shambles with a £2 million golden good-bye present, when its workforce had to take pay cuts and froze the pay of all staff employed in Letters and Parcels. No doubt you will be glad to see the back of Crozier he gives little hope for ITV who have poached him with an undisclosed salary. You never know News at Ten will be televised at midnight and "Corrie" sold!!!!!!!!!!!!

BRANCH ORGANISATION

The Branch website is 13 years old and one major revamp in its design and presentation providing vital information on what's happening in the Branch, along with the many Posthorn publications that the Deputy Branch Secretary produces. The Branch Committee makes

sure we provide a viable service to the membership the backbone to providing effective representation is having the Representatives who give many hours of their own time also the IT equipment which needs to be kept updated so that the members are provided with a first class Branch.

The level of the membership which generates our income to running the Branch is declining and the future for our Branch maybe is to merge with another Branch, this was a thought 5 years ago when we undertook a feasibility exercise with another CWU Branch but did not come to anything, but in the future local merger could become a reality.

CAMPAIGNS

The Royal Mail Pension debate which has a £10 billion deficit, the Branch has been very active and attended various parliamentary lobby's the latest lobby was last month on the launch of the CWU publication "Time to Deliver" many backbench Labour MP's attend and supported our campaign therefore its now time for them to put pressure on the Government to Deliver and bail out the deficit.

The Part Privatisation that Lord Peter Mandelson wanted to bulldoze through was a successful campaign without the CWU and the support of the back bench Labour MP's who defeated this hell bent thought out idea that would have destroyed a Public Service. Without the members contributing to the political levy the union would not have been able to campaign on all these political issues. The future of Royal Mail has to remain in the Public Services and not in the private sector letting the share holders domineer the every day running of the Postal Services. The Union will fight tooth and nail to keeping the Post Office as a Public Service.

LEGAL SERVICES

This is a vital service for the membership; nationally the CWU obtained **£14,625,952** in compensation payments during 2009. Locally we achieved in the Branch compensation of **£111,623.98** Breakdown of claims Third Party litigations £89,923.98 : Personal Accident Benefit Scheme (PABS) £21,700.00

The Personal Accident Benefit Scheme is a solely an in-house accident on duty scheme where if you have an accident whilst performing your duty and your injury has left you with a permanent injury based on the Department of Work and Pensions assessments, the PABS will pay out a compensation.

Once again the Branch had a very successful year with compensation claims; assistance has been provided on a number of Employment Tribunal Claims on unfair dismissal and Department of Work and Pensions claims for Industrial Injuries Disablement benefit.

The age retention beyond 65, we had a number of Employment Tribunal Claims which was pending the Heyday case that went to the European Court of Justice and following the High Court Ruled in favour of the Government to leave the employment beyond 65 to the employer as long as they had procedures in place giving reasons when the age of 65 is reached reasons are given to the termination of employment and Royal Mail do comply with the legal obligation.

CONCLUSION

At the time of preparing this report our members in Royal Mail Letters are awaiting the outcome of the National Agreement resolving the problems that led to the Industrial unrest of last year and our members in POL deciding on whether to accept a new Industrial Relations Framework, which is currently out to ballot. Last year was very difficult with Industrial Relations in the business. The joint venture locally between the CWU and Royal Mail on Life Long Learning has provided our members with education skills that would not have happened without the dedication of the Branch Lead Learning Representative who has arranged many courses at the First Class Learning Centre located at the Dorset Mail Centre and has expanded out to Dorchester and Weymouth Delivery Offices. Hopefully Management will not scupper this educational insensitive by their budget restraints.

DEREK CLASH

derek.clash@unioncwu.org

Treasurers Report

I managed to keep closer to my budget forecast for 2009 and we only overspent by £354.15. Not good but a better result than in 2008. The extra expenditure in 2009 occurred during the industrial action. There was extra printing & publishing of newsletters & the posthorn. This was to keep our members informed of the ongoing situation.

I will have details of my budget forecast at the AGM should members wish to see the details

The General account is still in a good position but I face a major challenge this coming year to keep the accounts in a sustainable position as jobs cuts are planned and this puts a strain on the Branch finances and our monthly rebate.

There was no activity in the Defence fund and the Political account is still reasonable healthy but there will be some expenditure in the coming year as the union fights to save our pensions.

Branch Accounts

Income & Expenditure 01/01/2009 to 31/12/2009.

	<u>General Account</u>	<u>Defence Fund</u>	<u>Political Account</u>
Income	£ 67,580.95	£ none	£1,051.19
Expenditure	£ 64,122.31	£ none	£ 761.98
Bank Balance	£ 32,085.76	£ 10,273.92	£ 724.42

I will provide the members with the full details of the branch accounts at the AGM.

The Membership was reduced by 58 in 2009. This figure includes 28 members who left the business under early voluntary retirement packages.

The Recruitment voucher scheme is still on going and in 2009 the branch paid out **£235.00** in Argos vouchers to members for recruiting non members. This scheme was set up to help towards the decline in membership and give the members some incentive to help the Branch in the recruitment drive so if you know of any non members then recruit them and earn some Argos vouchers.

The current membership is as follows:

Confirmed members as at 31/12/2009	Pending members as at 31/12/2009
Class (A) 1037	Class (A) 6
Class (B) 304	Class (B) 10
Class (C) 129	Class (C) 2
Non Business 1	Non Business 1
Total 1471	19 = 1490

Graham Hardy

graham.hardy@unioncwu.org

Lead Union Learning Rep's Report

The 1st Class Learning Centre is now back up and running and over the past year has held a number of courses 2 x Digital Photography 1 x Spanish 1 x I.T. We have had over 230 people through on these courses. We have held a photographic exhibition after the second course Digital Photography course with over 40 photographs entered. We had prizes for 3 different categories with 1st, 2nd and 3rd in each. Royal Mail matched prize monies with that of the union (from Union Learn South West) giving over £300.00 of prizes.

The 1st Class learning Centre Courses recommence on the 3rd of February with I.T. on a Tuesday, Digital Photography on Wednesday 4th and Span-

ish on Thursday. We have just had confirmation that the Business will finally install Broadband into the 1st Class Learning centre which will enable us to offer European Computer Driving License (ECDL) On a Friday. This is an accredited course which will last 36 weeks and is recognised throughout Europe.

On top of the above we have also opened a new Learning Centre at Dorchester in the summer and have held two courses 1 being Digital Photography and the other being I.T. with over 20 people taking these two courses. We plan to hold new courses from the end of February with Digital Photography and I.T. being asked for again. I have been able to visit a number of depots within

the branch and have raised the profiles of the Learning centres we run. I am hoping to be able to visit all depots within the branch over the rest of the year. I have managed to raise the number of Union Learning Representatives to 12 who I am passing more responsibility to at each of the depots and Learning Centres to release me to be able to spread the word about the Learning opportunities that we as a union can offer on learning.

I on a personal front have completed my level 2 Union learning skills course and have completed a level 3 NVQ on Information Advice and Guidance which will enable me to give IAG to our members in areas such as Education, Bene-

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fits, Child care issues and Debt issues if I am unable to help I can point them in the direction of people who can help. I as a learning centre lead ULR are also in the process of making the Learning centres I am involved in into Matrix accredited Learning Centres, this will help the standing of each Learning Centre and with the Advice and Guidance that we give in Educationally matters and the colleges that we use as providers. To

sum up it has been a good year for the learning centres and I would like to thank Derek and Andy for the help they have given me over the last year.

BARRY UNDERDOWN

Lead Union Learning Rep

barry.underdown@unioncwu.org



COUNTER

With only one Crown Office in the Branch area Westbourne our aim is to make sure this office remains providing a valuable service to the community, Lynn Simpson CWU Regional Chair has helped the Branch to compile this report. POL are in the fourth year of the business 'five year plan' and this has meant that we have all experienced extremely difficult times with the business on a mission to make £10 million savings, £7.5 million of that from the CWU grade and £2.5 million from the management structure. The 'cost cutting' exercise has been an attempt by POL to achieve a budget sheet that will help to secure more Government funding for the '2011 to 2016 five year plan' but it has been a particularly painful year for all workers in POL. We have witnessed some of our colleagues leaving the business through the involuntary severing of their contracts and hourage in Crown Offices have been reduced to such an extreme that any sick or annual leave is extremely difficult to cover resulting in staff shortages and stressed staff.

This year technology has been given high priority with enormous changes to working practices. All crown offices have had a facelift of varying degrees and flagship offices have been fitted with the new 'Customer Management System and Post and Go machines,' both designed to provide a better quality service for the customer but as of yet the jury is still out on whether they have warranted the expenditure.

Postbank

Early Day Motion 344 is calling for a new publicly owned bank to be set up

based on the Post Office network, to provide socially useful local banking to communities and small businesses across the country and secure the future sustainability of the Post Office. The EDM is gaining momentum and at time of writing this report had the support of 124 MP's. There is still some work to do to catch up with original Postbank EDM 1082 which secured the signature of 221 MP's.

Multi-skilled Workforce

You will all be aware of the national agreement for the upskilling d transition of Retail Sales Consultants to Customer Service Consultants. This agreement eliminated any differentials between postshop and counter staff ensuring a multi-skilled workforce. It clearly stated that there is an ability for RSC's to become 'fully competent' within six month/12 month period and progress to 'advanced level' within a further six to twelve months. As the agreement was implemented at the end of 2008, many members should have either undergone their 'advanced' assessment or about to be assessed by their BM. This has proved not to be the case as many Managers have failed to carry out the necessary procedures. It is essential that we keep our eye on this as the difference in pay to these members is substantial. Lynn has made representation to the CAM with regards this issue but members may also need to highlight the agreement to their BM and alert me to any problems, as that we can pass on to the Regional Representatives.

The pay increase for the RSC is as follows: Entry level:

£15,525

Fully Competent £16,560

Advanced Level £19,150

Permanent Duty Review

Crown offices have undergone a major duty review which has aligned duties to the operational model data. The realignment of hours has been positive in some offices and painful in others with some members increasing their contracts whilst others have had their fixed term contracts ceased.

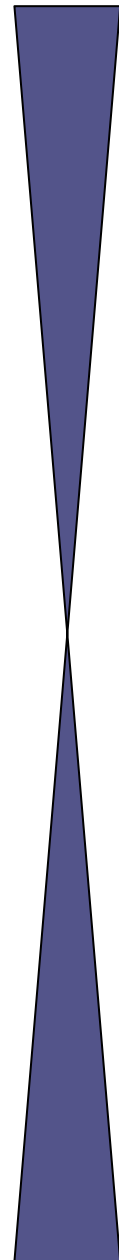
The final 'Phase Three' part of the programme has been completed and the redeployment of surplus staff is now underway. This has been extremely unsettling for members but hopefully we are close to matching 'Actual working duties' to staff ratio and the dust will settle on this issue for the time being.

POL have been reluctant to recruit against vacancies until we are in the new financial year but the CWU have been tenacious at representing offices that are struggling to cover the required duties particularly those that have been affected by the loss of their ABM.

Lean Project-Our best way forward

There has been a pilot role out of a project which aims to identify ways of improving revenue through sales growth by enhanced efficiency. The pilot took place earlier in the year at two offices in the Midlands and the plan is to extend this to 18 offices in the Manchester area. There is to be no loss of hours or jobs resulting from this programme.

Lynn Simpson - RC Officer
Derek Clash - Branch Sec





Parcels Section Report

Dear colleagues

After a very challenging year in the parcels industry with the economic climate in recession Parcelforce has survived commercially by providing a superior quality of service on first time deliveries resulting in an average of 98% which is also beneficial to our members because we have a first time delivery bonus worth £80 per month to the membership. Unlike our competitors we haven't tried to lower our prices we've just strived for better quality of service.

With the rollout of the new Mercedes Sprinter vans, which is a vastly improved vehicle for our members to drive, and much more user friendly, we give to our customers the perception that we are a modern and efficient company.

Also Parcelforce has made massive strides against our competitors with a revamp of their international network providing a far superior service within the international market.

We have just succeeded in capturing all Screwfix parcel traffic which is estimated to be worth £48 million over 3 years. Securing the contract has resulted in challenging times concerning health and safety to our membership as some of the items can weigh as much as 60kg and we've had to find safe ways of working with 2 man assisted lifts and equipment to assist in the delivery of these items. Also we've had to find safe ways for the night sorters to work.

On a downward note the lack of a pay deal in 2009 and the increasing pressure on our members efficiency has had its problems, resulting in a distressing trend of excessive disciplinary action being taken and an unwillingness of the managers to take any mitigating circumstances into consideration. I've experienced problems in DDA related cases which fortunately I've managed to resolve. There is also a worrying trend to always issue absenteeism stages of discipline and my biggest concern is that managers are not allowed to use their own discretion on individual cases.

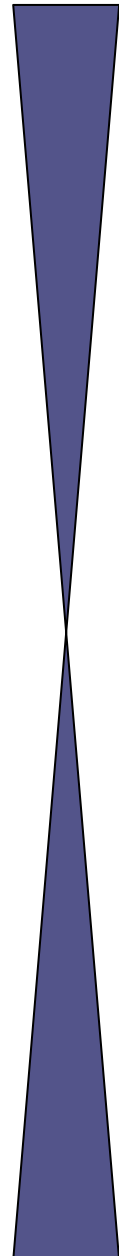
After a very challenging year in the parcels industry with the economic climate in recession Parcelforce has survived commercially by providing a superior quality of service on first time deliveries resulting in an average of 98% which is also beneficial to our members because we have a first time delivery bonus worth £80 per month to the membership.

On an upward note Terry Pullinger secured a £150 productivity bonus for our members paid on 24th December 2009 and also a dental plan for our membership which is expected to be rolled out in April of this year.

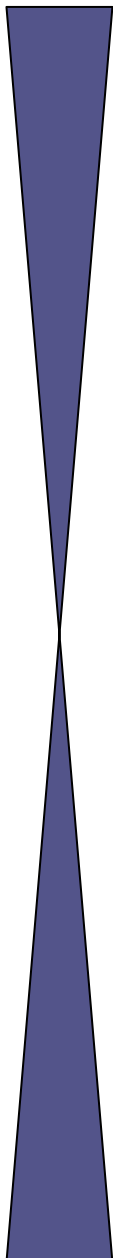
We will be getting new hand held symbols in March which will improve the working conditions of our drivers because the old units were all becoming faulty and difficult to use. This will make

the drivers daily work more efficient and less frustrating.

Phil Dean
phil.dean@unioncwu.org



Royal Mail Letters Section Report



The committee that I sit on is called the Business Letters Committee, this committee is made up of all the delivery unit reps, mail centre reps, airport rep and Area reps. Over the years this committee has grown in support from the attendance of the above mentioned reps. We meet every six weeks and discuss all that has gone on in our work locations and set policy of how to tackle issues in the future. The Area health and safety rep has had several major issues this year, Kevin Fitzgerald was made aware that Bournemouth delivery office had been visited by the Environmental Health and numerous issues had been raised. Kevin reported back to the committee that he was hopeful of all these issues being dealt with but if they were not he would take the issues up with senior management. Kevin was also instrumental in alerting our Headquarters to a policy that was to be rolled out in our area around reporting of accidents and near misses. The Area Delivery rep, Area Processing rep and Area Distribution rep have had a

major part to play in the implementation of the interim agreement and have reported back to this committee on the progress and where issues were still outstanding and how they intended on dealing with these issues.

Obviously this is just a small flavour of what went on over the past 12 months. The rest of my report will cover the major events that have overshadowed this year.

During 2009 we have seen more Industrial Action that was in response to executive action taken by Royal Mail in many of our work locations locally and nationally. I would like to take this opportunity in thanking members for their support because there can be no doubt that without this support Royal Mail would of continued with their radical changes with no thought given to the people it was effecting and no negotiating rights for the reps that represent you. Because of this action Royal Mail have been forced to listen to union reps and the reps were able to negotiate an interim agreement that meant all

I would like to take this opportunity in thanking members for their support because there can be no doubt that without the this support Royal Mail would of continued with their radical changes with no thought given to the people it was effecting and no negotiating rights for the reps that represent you.

executive changes had to be looked at and if the rep had good evidence that these changes were just budgetary driven and no thought had been given to the service our members supply then these changes were altered and in some cases reversed. On a National level the CWU national negotiators have now had the opportunity to meet with Royal Mail managers under the guidance of Roger Poole from ACAS as the independent Chair overseeing the negotiations for all the changes that hopefully will take the business forward and protect our futures. These talks were scheduled to finish some weeks ago but be-

cause of the enormous task of looking at every part of our working day in Royal Mail and the radical changes the business want to introduce, the talks have been extended on several occasions. On a final note I would like to say that we may not like everything that comes out of these talks but I believe that it will be a lot more palatable than it would have been if Royal Mail had carried on as they initially started, not listening to you and ignoring your union. The members are the strength of the union.

Andy Rook—Deputy Branch Secretary

andy.rook@unioncwu.org

OBITUARY LIST 2009

**During the year the Branch has learnt
with regret, the death of the following respected members of our
Branch**

Mr A J Walters – Retired Member

Mr D Pearce – Retired Member

Mr T Riordan – Retired Member

**Our sympathies have been passed to
their families:**