CWU London & South East News

Changes and Challenges Ahead

Are we ready for another roller coaster ride within Openreach? By now, you should have been briefed about the changes in Service Delivery (SD) as they reorganise after notifying the Voluntary Paid Leaver (VPL) staff of their status. Some odd decisions have been made, and it's unclear if local managers had much input into the process. This coming period will test our adaptability, resilience, and commitment to maintaining high service standards.

Managerial Changes and Performance Targets

With the reorganisation, we see managers shifting roles like sands on a beach, leading to discussions about your performance and targets. The CWU does not agree with individual target setting, as it allows managers to create their own lists of team members. Remember, no targets—it's a company system that issues the work. A job takes as long as it takes. Pushing for quicker completions undermines teamwork.

Issues with Fleet Services

Could the transition from BT Fleet to Holman be any worse? Engineers left stranded at garages with no hire vans and no support? The bumpy transition and lack of organisation and proper planning resulted in delays, frustration, and a significant impact on productivity for the company. Any blue-chip company should be ashamed of such a system. Things can only get better.

Fibre Networks and Performance Management

Fibre Networks (FnD) used to be the sensible head of Openreach, but changes are on the horizon. Brace yourself for performance management and a potential culture of bullying, as it often accompanies such measures. The "My Potential" program is set to launch in FnD. Although the CWU is in talks with Openreach, the assurances we hoped for are not forthcoming. As seen in SD and FTTP, some managers may resort to threats and bullying. If you oppose this, speak up now. Fill the workplace with comments against performance management, just as you did with the threat of inward-facing dash cams.

Stand Together Against Bullying

Your voice is our voice. Support the CWU and join us in campaigning against the rollout of any new performance management systems. Stand with SD and FTTP to stop the bullying culture from developing against our teammates. We must ensure a safe and respectful work environment for everyone. By standing united, we can make a significant impact and foster a culture of support and fairness within our workplace.

Remember: No Targets

Join the CWU and stand united against bullying and performance management.