

July 2026

CWU London & South East News

Have They Got to You Yet?

It appears that some Patch Managers have once again started issuing Performance Coaching Plans and Performance Notes.

The timing is concerning. Many engineers are about to take well-earned annual leave after working through extreme heat. During that time, both the Loop and management advised engineers to take regular breaks to avoid heat exhaustion and protect their wellbeing.

If the performance data being used for these conversations was gathered during that period, it cannot accurately reflect normal performance. It reflects engineers following health and safety guidance and taking a sensible approach to staying safe.

Last month we highlighted concerns about managers questioning personal risk assessments. Those assessments existed for one reason, to ensure members returned home safely to their families.

We appreciate this does not apply to every manager, but management must demonstrate through its actions that it genuinely values employees' health, safety and welfare.

If you have been called into a performance meeting or received a Performance Coaching Plan or Performance Note, please contact your CWU representative.



TEC Closures

We are now seeing TEC closures taking place across the business, and it is disappointing that the CWU has not been properly engaged by either BT Group or Openreach management responsible for managing these changes.

It was only after concerns started being raised by members, followed by feedback from local managers, that we began to get a clearer picture of what was happening.

It is completely unacceptable that some managers involved in these closures have failed to respond to emails or engage with the CWU to ensure the process is handled as smoothly as possible for both members and the business.

Effective communication and consultation are essential during any period of change. We are sure that if a team member failed to communicate or respond in this way, it would quickly become a performance issue.

The CWU will continue to press management for proper engagement and ensure members affected by these changes receive the support and representation they deserve.



And also...

If you believe a building requires an asbestos audit before starting work, use the correct process. Do not allow yourself to be pressured into carrying out work without the necessary checks being completed.

Always use your safety equipment. If you are leaving your van keys with your manager during annual leave, remove your personal tools, GDU, Tetra and personal safety equipment. With TEC closures and ESI test movements, replacing items may not be as straightforward as it once was.