

# Letter to Branches

For instant updates: <http://www.cwu.org> email: [info@cwu.org](mailto:info@cwu.org)  
150 The Broadway, Wimbledon, London, SW19 1RX Tel: 020 8971 7200 Fax: 020 8971 7300  
General Secretary: Billy Hayes ([www.billyhayes.co.uk](http://www.billyhayes.co.uk))

No. 625/2008

Ref: SB/kc

Date: 11 August 2008

## To All Branches with Agency Members

Dear Colleague

### Agency Plans and Priorities 2008/09

Please find attached a report from the Agency Team that details the plans and priorities for 2008/9

Any queries should be addressed to Sally Bridge, Assistant Secretary, at [sabridge@cwu.org](mailto:sabridge@cwu.org).

Yours sincerely



**Sally Bridge**  
Assistant Secretary

Attach:

# **AGENCY PLANS AND PRIORITIES**

**2008/2009**

## **Introduction**

The Agency Team have agreed to identify the priorities for the year which takes into consideration the policy as determined by annual conference in order that we can focus ourselves on specific challenges and projects and track progress at any given time on those issues relating to agency workers.

## **Agency Team**

Carol Alcock (Chair), Karen Rose, Mark Taggart, Graham Colk, Tracey Fussey and Simon Trim.

## **General Way of Working**

It is agreed that in order to become more efficient and effective Agency Team members will have specific areas of responsibility: -

- |  |   |
|--|---|
| Manpower UK Ltd  | - Carol Alcock /Karen Rose                |
| Kelly Services   | - Simon Trim                              |
| Communications including<br>Agency Voice and Web pages | - Simon Trim/Tracey Fussey                |
| Recruitment/Organising                                 | - Mark Taggart/Graham Colk/Tracey Fussey  |
| Training   | - Carol Alcock/Mark Taggart/Tracey Fussey |
- the Agency Team will meet on a quarterly basis where reports will be submitted on the following priorities

## **Communications**

It is agreed that we need to improve the communications between Head Office, Branches and our agency members it is agreed that: -

- To keep the agency web pages updated.
- To produce articles for the Voice.
- To produce regular newsletters aimed specifically at the members. This will include issues of the Agency Voice as appropriate.

## **Recruitment/Organising**

- To continue to ensure that branches are recruiting agency workers and to regularly track the progress.

- To ensure that the agency team maximise the potential for recruitment in any campaigns throughout the year.
- Maintain individual business/agency recruitment material.

### **Training**

- It is our intention to arrange a further bespoke basic agency course in 2008/09 where necessary.
- Training to be reviewed on a regular basis.

### **Manpower UK Ltd**

#### *Pay*

- To progress the objectives of the Power-Up campaign in order to achieve a mechanism for annual pay increases.

Following receipt of the reports it will be the intention of the Agency Team to represent to Manpower the terms of the proposition.

#### *Personnel Procedures*

We continue to engage Manpower into meaningful negotiations to review and improve contractual terms and conditions of employment priorities include:

- To review notice periods within Manpower Disciplinary Procedure.
- Attendance/sick absence procedure - to improve attendance procedures closer to those arrangements in BT.
- Recording of disciplinary hearings - to agree a process.
- To ensure that the principles of Leading the Way are fully implemented by Manpower.
- To represent a Special Leave Policy to Manpower consistent with BT's current Family Friendly arrangements.

### **Kelly Services**

- To progress the objectives of the Power-Up campaign in order to achieve a mechanism for annual pay increases.

Following receipt of the reports it will be the intention of the Agency Team to represent to Kelly the terms of the proposition.

### **Other Agencies**

The CWU continues to work with other agencies from time to time in order to progress and improve the working conditions of agency members.

### **Agency Forum**

To hold agency forums as appropriate. The purposes of which are to update key agency activists and to encourage participation of new agency reps.