

# Livewire

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## 25% of Manweb Call Centre Workers bullied?

***An HSE Stress survey of UNISON workers in the Manweb area of ScottishPower has shocked union branch officers by revealing that nearly a quarter of Call Centre members report that they have been or continue to be bullied at work. This was just one of many disturbing issues which members reported in the recent survey which show there are some fundamental health and safety issues which need tackling in the calls centres.***

Some distinct patterns have emerged which show staff feel they have little control over their day-to-day working life, that they are forced to work under great pressure to unrealistic timescales and that this affects both the quality of their work and their health. The results, printed here in Livewire, show that compared to national averages workers in ScottishPower calls centres in the Manweb area are in the bottom 20% of the country's workforce in every category – demands, control, support, relationships, role and change at work.

The fact that this survey has confirmed what UNISON representatives have said for several years does not come as a great surprise, however it is the depth of the problems by comparison with workplaces across the country which is most worrying. The HSE survey was originally drawn up in 2004 as part of a plan to monitor trends and attitudes at work on issues relating to stress. Extensive tests were done and analysis was carried out to create a benchmark which could be used as a reliable indicator to measure stress at work. The results of this are detailed on the HSE website on the following link:

<http://www.hse.gov.uk/stress/standards/pdfs/analysistoolmanual.pdf>

For many years UNISON representatives have tried to engage the company in discussions about a number of issues in the call centres, which in the view of the union were leading to high turnover and increased levels of sickness absence. The problems highlighted in the survey show how close to the



## AGM

UNISON Manweb  
Annual General Meeting

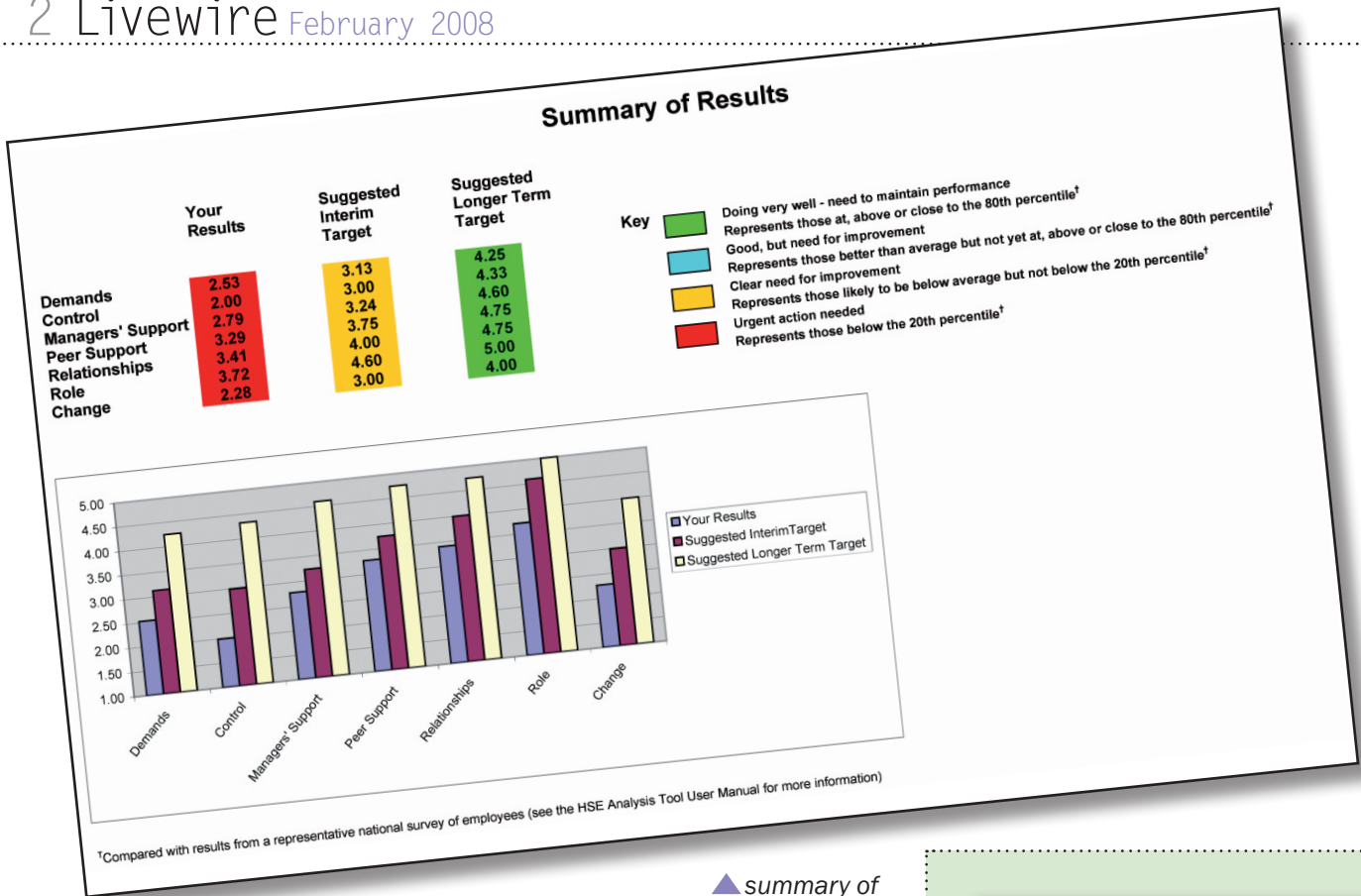
**Wednesday 27th  
February 2008**

Quality Hotel,  
A550  
(Berwick Road,  
Little Sutton)

AGM starts  
6:30 pm  
followed by  
prize quiz

**Buffet and  
FREE  
BAR from  
5:30pm**

Welcome to Livewire



▲ summary of survey results

## Bullying survey continued from page 1

mark UNISON representatives have been in the points they have been making.

Since completing the survey and analysing the results the union has already made an initial approach to Dr. Deacon (Group Medical Director) to outline our overall concerns and request that joint discussions between the union and the company are initiated to discuss how the Heath and Safety implications of these results can be jointly addressed. UNISON takes the issue of members' health and safety at work very seriously and will want to see that actions are taken to address these problems at the earliest opportunity.

We have arranged to hold a full discussion on the

problems uncovered in the survey at the forthcoming AGM on Wednesday 27th February and would encourage as many members as possible to attend the main AGM or if this is not possible one of the mini AGM's at their nearest location. There will be a speaker from Thompsons solicitor on the legal issues surrounding the obligations on the company to provide safe systems of work as well as a review of the options open to UNISON and members to ensure these problems are properly dealt with by management and not paid lip-service to as has happened before.

PLEASE ATTEND THE AGM AND SEE WHAT CAN BE DONE TO PUT YOUR HEALTH AND SAFETY AT WORK FIRST.

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For more information, please contact Rachel Dennis on Tel: 07736 929346\* or 0808 156 2831\* rachel.dennis@britannia.co.uk or call into one of our branches, SEE OVER FOR DETAILS

[www.britannia.co.uk/unipr](http://www.britannia.co.uk/unipr)

\*Calls made from landline phones are free, however mobile providers may charge. Telephone calls may be recorded and/or monitored. Lines are open 8am-8pm weekdays, 9am-1pm Saturdays. \*\*Call charges to mobile phones will vary, depending on your telecom providers call rates. Britannia Building Society Britannia House Leek Staffordshire Moorlands ST13 5RG 30/Jan/04

# Britannia

## BUILDING SOCIETY