

No: 271/2020

22nd May 2020

For the Immediate Attention of All:

**Postal Branches
Divisional Representatives
Area Safety Representatives
Area Delivery Representatives
Area Processing Representatives
Area Distribution Representatives**

RM/CWU Joint Statement – Phase 2 & 3 National Operational Requirements for the Covid-19 Doorstep Self-Test Kit Home Collection Service

Dear Colleagues,

Branches will be aware via previous LTB's and communications in regards to the above service and that the initiative was originally set up using eCourier to exclusively perform this task. However, as volumes have increased, the Government have been responding to pressure from the media, and have been increasing the numbers of NHS & Key workers who can access this service, as well as others options such as test centres and pillar box posting services.

Accordingly, as the Home Collection service has expanded and the numbers of those individuals who have requested tests via this avenue has grown, there is the need to bring this fully 'in-house' and provide a Royal Mail Home Collection and return to the laboratory service. Following a short pilot in the TR area and subsequent Phase 1 rollout to c162 units, there is now the need to expand this to a further c248 units commencing on the 27th May, whilst also considering and reviewing a further Phase 3 rollout to extend to the remaining c130 units across the UK.

Therefore, we have updated the attached Joint Statement to take account of the further Phase 2 roll-out, the resolution of any further issues resulting from this increased service, whilst also detailing the continuation of National discussions for further Phase 3 rollout as above. This is providing that this service is expanded by Government and the numbers of those being tested grows and the quality of service for Home Collection service meets the required standards as this is a vital priority commitment.

Any enquiries in relation to this LTB should be addressed to:

Delivery & Collections: Mark Baulch, Assistant Secretary, email: outdoorsecretary@cwu.org quoting reference: 600.

Or

Processing, Area & Distribution: Davie Robertson, Assistant Secretary, email: dwyatt@cwu.org quoting reference: 014.14.

Yours sincerely,

Mark Baulch
Assistant Secretary

Davie Robertson
Assistant Secretary



RM/CWU Joint Statement – Phase 2 & 3 National Operational requirements for the Covid-19 Doorstep Self-Test Kit Collection Service

Introduction

Royal Mail Group and the CWU are proud to be playing a key role in the delivery and return of Covid-19 test kits for NHS, Social Care frontline staff, key workers and their families. This is a vital part of the national effort to combat the coronavirus.

The Government has chosen Royal Mail and its unparalleled nationwide network to lead as the Prime Supplier on a number of products, however in relation to A 'Home Collection Service' will be provided by Royal Mail to collect test samples from home address and return to the testing laboratories, via Mail Centres or Collection Hub utilising the High Volume Tracked 24 Return.

The provision of a testing facility will enable NHS, workers along with other Key Workers who are self-isolating at home as a precautionary measure, to return to work and relieve pressure on their frontline colleagues where a negative test for the virus is received.

Royal Mail & CWU have been in discussions to migrate the collection element to an in-house solution within existing Royal Mail operations. Both parties have been in discussions to develop and agree appropriate operational arrangements and SSOW to enable the migration of workload as a priority.

As such both parties agreed to conduct an urgent pilot within the TR Mail Centre area to examine how the overarching design/workplan, distribution/network connectivity and all operational processes could be resolved and to ensure compliance to all of the SSOW and Operating Process. Having successfully concluded the pilot activity, the Standard Operating Procedures and SSOW were updated and introduced across a further 162 units as part of increasing the in-house solution for Phase 1.

Both parties have further agreed to progress to phase 2 of expanding the collection of test kits from home address to an addition circa 249 units which are contained at Annex B and will commence from Wednesday 27th May. In addition, both parties have also agreed to continue discussions to introduce phase 3 and complete the full expansion to the remaining circa 130 units, to ensure all Service Delivery Leaders areas are being fully integrated into the RM operation.

To allow for phase 3 expansion to be considered both parties will review the data and resourcing requirements which is attached at Annex C and will be completed jointly between Service Delivery Leaders and CWU Divisional Reps and a National review/decision will be made after this has been completed and learning from Phase 2 deployment completed also taking account of discussions between Royal Mail and Government.

Involvement / Structures

In order to ensure compliance to all of the SSOW and Operating Processes required to meet the service requirements and resourcing of the product a Local Joint Working Groups (LJWG) based on each Mail Centre catchment will be established. This will be to ensure that the cross functional working is adopted and all functions are aware of the roles and responsibilities. The LJWG will be overseen by the relevant Service Delivery Leader and nominated CWU Divisional Representative with the core attendees being:

CWU

Area Delivery Representative
Area Processing Representative
Area Distribution Representative
Area Safety Rep

Royal Mail

Operations Manager
Mail Centre Manager
Area Distribution Manager
Area Safety Manager

The LJWG can also be extended to include the relevant RM Managers and CWU Representatives across those units selected as Hubs within the areas covered by the Mail Centre catchment area as required.

Planning and Next Steps

Given the tight timescales and requirement to ensure that the necessary measures and plans are in place across the Mail Centre catchment area, Royal Mail have identified a further circa 249 Hubs as part of the phase 2 rollout in which the Home Collection testing will be undertaken.

Therefore, the LJWG will immediately plan and consider the following:

- Review and confirm the units listed and the postcode areas which they are due to cover
- Duty Numbers Per Unit will be volume dependent
- Assets are available i.e. PDA, Van, PPE (hand sanitiser, gloves, waste bag, sealable poly bag), including masks where requested
- Duration of Duty – c4.5 hours (Annex A for draft duty plan/structure)
- Units that have created dedicated duties for collection of postbox test kits, can utilise and combine together with home collection test if volumes allow
- Unused hours – to be spent on supporting DO premium product delivery / USO
- Can each Hub Print manifest 7 days a week and ensure Postcode Data to be entered into RON app RON fit for purpose in each Hub
- Ensure routes can be resourced reliably and consistently across the week and the 7 Day operation.
- Ensure routes are back to hub time are achievable at 12pm
- Connection to MC achieves main despatch Mon – Fri and Sat / Sun to connect with final services
- Compliance to SSOW and Standard Operating Procedures including scanning – 100%
- Consideration to how the Sunday operation is completed and consider whether Mail Centres is an option to base collections from for start and finish
- Ensure Hubs have the plans in place to open and provide all PPE and manifest across the 7-day operation
- Mail Centre operation and safe systems of handling the items operation is in place
- All required exception details correctly captured

Resourcing Menu of Options

All resourcing options will be in line with previous arrangements relating to previous ways of working and units will ensure that confidence and assurances can be provided to Royal Mail customers that all Home Collection Test Kits will be collected on the day received. Both parties have confirmed that these options listed will be utilised voluntarily taking into account any employee concerns through these options but not limited to those below.

- Use of hybrid duties performing core delivery and LAT parcel deliveries
- Use of hybrid duties performing collections & LAT parcel deliveries
- Opportunity for P/T employees to increase their contractual hours
- Use of new duties and /or new recruits
- Realign existing non CDV van duties to accommodate collection of test kits
- Use of contracted Scheduled Attendances in line with current agreement
- Review of existing collection Scheduled Attendance
- Should resource shortfall be experienced, and where there has been a duty created to perform the collection of test kits, including the reserve duties
- If resource shortfalls for the collection of test kits still exist, depending on the hub locations utilisation within the wider resourcing units will be used as an interim solution until a permanent resourcing solution is agreed as a last resort.

In line with the above resourcing options and the need to ensure robust resourcing measures are in place consideration will need to be given and taken into account for each of the units which are providing collections of test kits when there are no items to collect, particularly on the Sunday and any Bank Holidays. As such when this occurs a menu of options for meaningful work will be jointly developed and provided. On Bank Holidays, when offices aren't open and there is no other work to be performed, remuneration will be in line with existing pay policy and National Agreements. Both parties have agreed to review the learning outputs from Phase 1 operations for the Sunday 24th and Monday 25th May and to ensure further guidance is issued for future Sunday operations, recognising the joint commitment that individuals will not be disadvantaged.

Summary / Next Steps

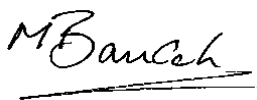
Both parties have agreed that when volumes and the subsequent workload in depots is less than what is planned, there should be a pragmatic and common sense approach to utilising any available additional time through delivering other premium products only in the Delivery Hub/Office catchment area.

For all of the above processes all packaging complies with World Health Organisation guidelines. Royal Mail have worked with the Chief Medical Officer to ensure that the operational processes put in place are effective and safe for all colleagues and are supported by the necessary Health & Safety documentation and Safe Systems of Work (SSOW).

Royal Mail and the CWU commit to work together to ensure that we jointly play our part in the national effort to support our NHS and Key Workers.

Any issues arising from the phase 1 and phase 2 deployments will be jointly resolved and taken account of in the future discussions on phase 3 and the full integration of this service. This will also include any aspects that arise due to discussions taking place involving Royal Mail and the Government.

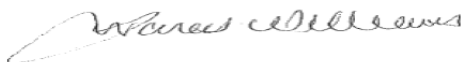
Any issues in relation to the interpretation or application and deployment of the Joint Statement will be raised with the signatories for resolution.



Mark Baulch
CWU Assistant Secretary



Davie Robertson
CWU Assistant Secretary



Francis Williams
RM Head of Commercial, Property & Central Functions Programmes

Date: May 22nd 2020

Annex A – Draft Duty Template/Structure Guide

Timing	Task	Comments
07:00hrs	Printing off the daily manifests and attempted collection slips Assessing driver capacity i.e. how many drivers will be needed to cover the collections	Access to a computer and printer required Ensure sufficient supply of paper Assessment of routes using local knowledge
08:00hrs	Collection route(s) commence, planned to achieve first collection point	
12:00hrs	Collection route(s) complete and items returned to the office	
After 12:00hrs	All collected items receive CSP acceptance scan and consolidated into a bag (not tied) with a label	
After 12:00hrs	Any items not collected are input into SharePoint and given a reason code	
After 12:00hrs	Collected items are dispatched to onward plant	

Annex B – Phase 1 Units

RM Phase 1 units
ABERYSTWYTH DO
Alexandria DO
ALFRETON DO
ALNWICK DO
Altens DO
ANNAN DO
ARBROATH DO
Ashbourne DO
AYR DO
BANCHORY DO
BANGOR DO
BARNSTAPLE DO
BARROW IN FURNESS DO
Bathgate DO
Beeston DO
BIRKENHEAD DO
BLANDFORD FORUM DO
BODMIN DO
Bridport DO
BURNHAM ON SEA DO
BURTON ON TRENT DO
BUXTON DO
CAERNARFON DO

CARDIGAN DO
CARLISLE DO
CARMARTHEN DO
CASTLE DOUGLAS DO
CHARD DO
Chester DO
Clarkston DO
COATBRIDGE DO
CUMNOCK DO
CUPAR DO
Dalkeith DO
Derby DO
DEREHAM DO
DERWENTSIDE DO
DINGWALL DO
Dolgellau DO
DORCHESTER DO
DUMFRIES DO
Dunbar DO
DUNBLANE DO
DUNFERMLINE DO
DUNOON DO
ELGIN DO
ELLESMERE PORT DO
Ellon DO
EXETER RURALS SUDO
EXMOUTH DO
FAKENHAM DO
FALKIRK DO
FALMOUTH DO
Flint DO
FORT WILLIAM DO
GALASHIELS DO
Glaisdale Parkway DO
GLASTONBURY DO
GLENROTHES DO
Gosforth DO
GRANTHAM DO
GREAT YARMOUTH DO
GRIMSBY DO
HARTLEPOOL DO
HAVERFORDWEST DO
HAWICK DO

HEATON DO
HESWALL DO
HEXHAM DO
HOLSWORTHY DO
HOYLAKE DO
INVERCLYDE DO
Invergordon DO
Inverness DO
INVERURIE DO
IRVINE DO
KEIGHLEY DO
KEITH DO
KENDAL DO
KILMARNOCK DO
KINGS LYNN DO
KINGSBRIDGE DO
KIRKCALDY DO
KIRKWALL DO
KYLE DO
LAIRG DO
LANARK DO
LARGS DO
LAUNCESTON DO
LERWICK DO
LEVEN DO
Livingston DO
LLANDRINDOD WELLS DO
LLANELLI DO
LLANGEFNI DO
LOCHGILPHEAD DO
MACCLESFIELD DO
MANSFIELD DO
MARKET RASEN DO
MATLOCK DO
Middlesbrough DO
MINEHEAD DO
MORPETH DO
MOTHERWELL DO
MUSSELBURGH DO
Narberth DO
NEATH DO
NEW FERRY DO
NEWARK DO

NEWQUAY DO
NEWTON ABBOT DO
NEWTOWN DO
NORTHALLERTON DO
NORWICH DO
OBAN DO
OKEHAMPTON DO
OSWESTRY DO
PAIGNTON DO
PAISLEY DO
Peebles DO
PENRITH DO
PENZANCE DO
PITLOCHRY DO
PLYMOUTH DO
PONTELAND DO
PORT ELLEN DO
PORT TALBOT DO
PORTREE DO
PRENTON DO
REDRUTH DO
RHYL DO
Rothestay DO
Saltash DO
SCUNTHORPE DO
Shrewsbury DO
SKIPTON DO
Skye SDOs
ST AUSTELL DO
STIRLING DO
STORNOWAY DO
SUNDERLAND DO
Swadlincote DO
SWANSEA DO
Tain DO
TAUNTON DO
TAVISTOCK DO
Thurso DO
TIVERTON DO
TORQUAY DO
Truro DO
WALLASEY DO
WEAR VALLEY DO
WEYMOUTH DO

WHITEHAVEN DO
WICK DO
WINCANTON DO
WINDERMERE DO
WISHAW DO
WORKINGTON DO
WREXHAM DO
WYMONDHAM DO
YEOVIL DO

Annex C – Phase 3 Unit Readiness Check



Copy of Joint
Readiness Review Te

RM Phase 2 units
ABERGAVENNY DO
ABINGDON DO
AIREBOROUGH DO
ALCESTER DO
ALTRINCHAM DO
ANDOVER DO
ASHBY DE LA ZOUCH DO
ASHFORD TN DO
Banbury DO
BARNSLEY DO
BARRY DO
BASINGSTOKE DO
BATH DO
BEDFORD MK40 DO
BICESTER DO
BIRMINGHAM CENTRAL DO
BITTERNE MANOR DO
BLACKBURN DO
BLACKPOOL DO
BLETCHLEY DO
BOGNOR REGIS DO
BOLTON NORTH DO
BOOTLE AND SEAFORTH DO
BOURNEMOUTH DO
BRACKLEY DO
BRACKNELL DO

BRADFORD South DO
BRIDGEND CF DO
BRIDGNORTH DO
BRIGHTON DO
BRINKLOW DO
Bristol City DO
Bristol North DO
Bristol South DO
BUCKINGHAM DO
BURGESS HILL DO
BURY DO
CALDERWAY DO
CAMBRIDGE DO
CANNOCK DO
CANTERBURY DO
Cardiff DO
CARDIFF NORTH DO
CARNFORTH DO
CASTLE BROMWICH DO
CHATHAM DO
Cheltenham DO
CHEPSTOW DO
CHESTERFIELD DO
CHICHESTER DO
CHIPPENHAM DO
CHORLEY DO
CHRISTCHURCH DO
CLYDEBANK DO
Coalville DO
CONGLETON DO
COOMBS WOOD DO
CORBY DO
Coventry North DO
Coventry South DO
CRAWLEY DO
CREWE DO
CROSBY DO
Cumbernauld DO
DARLINGTON DO
DARTFORD DO
DAVENTRY DO
DEVIZES DO
DONCASTER DO
DOVER DO

DUDLEY DO
DUNDEE CENTRAL DO
DUNDEE WEST DO
DURHAM DO
DURSLEY DO
EARL SHILTON DO
EASTBOURNE DO
EASTLEIGH DO
Edinburgh East DO
EDINBURGH WEST DO
ELY DO
EVESHAM DO
FAREHAM DO
FOLKESTONE DO
FORDINGBRIDGE DO
FORMBY DO
Glasgow G11 and G12 DO
Glasgow G13 and G14 DO
Glasgow G1-5 DO
Glasgow G20 and G23 DO
Glasgow G21 and G22 DO
Glasgow G31 DO
Glasgow G32 DO
Glasgow G33 and G34 DO
Glasgow G43 and G46 DO
Glasgow G52 DO
GLOUCESTER NORTH DO
GLOUCESTER SOUTH DO
GOSPORT DO
GRAVESEND DO
GREAT BARR DO
HALIFAX DO
HARROGATE DO
HAVANT DO
HAYWARDS HEATH DO
HEDGE END DO
HENGOED DO
HENLEY ON THAMES DO
HEREFORD DO
HORSHAM DO
Hove DO
HUDDERSFIELD DO
HULL CENTRAL DO
HULL MALMO ROAD DO

HUNTINGDON DO
HYDE DO
KETTERING DO
Kidderminster DO
KIDSGROVE DO
KINGS NORTON DO
KIRKBY DO
LEAMINGTON SPA DO
LEEDS CITY DO
LEEK DO
Leicester East DO
LEICESTER NORTH DO
LEOMINSTER DO
LEYLAND DO
LICHFIELD DO
LINCOLN DO
LITTLEHAMPTON DO
Liverpool North DO
Liverpool South DO
Liverpool South East DO
LOUGHBOROUGH DO
LYDNEY DO
MAIDSTONE DO
MALTON DO
MALVERN DO
Manchester Central DO
MANCHESTER NORTH WEST DO
Manchester South DO
MANVERS DO
Margate DO
MARKET DRAYTON DO
MARKET HARBOROUGH DO
MARLBOROUGH DO
MEDWAY VALLEY DO
MELTON MOWBRAY DO
MILTON KEYNES KILN FARM DO
Nailsea DO
NEWBURY DO
NEWCASTLE UPON TYNE CITY DO
NEWCASTLE WEST DO
NEWPORT IOW DO

NEWPORT PAGNELL DO
NEWPORT WEST DO
NORTH TYNESIDE DO
NORTHAMPTON CROW LANE DO
Northwich DO
NUNEATON DO
Oldham DO
ORMSKIRK DO
OXFORD DO
OXFORD EAST DO
PENDLE DO
PERTH DO
PETERBOROUGH DO
PONTYPRIDD DO
PORTSMOUTH DO
PRESCOT DO
PRESTON CENTRAL DO
QUINTON DO
READING DO
REDDITCH DO
REDFERN PARK DO
REDHILL DO
REDNAL DO
RINGWOOD DO
ROCHDALE DO
ROCHESTER DO
ROSS ON WYE DO
ROSSENDALE DO
RUGBY DO
RUNCORN DO
RYDE DO
SAFFRON WALDEN DO
SALE DO
SALFORD DO
SALISBURY DO
SANDOWN DO
Scarborough DO
SEACROFT DO
SEVENOAKS DO
SHEFFIELD CITY DO
SHEFFIELD NORTH DO
SHIRLEY B DO
SIDCUP DO

SITTINGBOURNE DO
SKELMERSDALE DO
SMETHWICK DO
SOUTHAM DO
SOUTHPORT DO
SPALDING DO
ST HELENS DO
ST LEONARDS ON SEA DO
STAFFORD DO
STOCKPORT CENTRAL DO
STOKE ON TRENT DO
STOURBRIDGE DO
Stratford Upon Avon DO
STROUD DO
SUTTON COLDFIELD DO
SWANAGE DO
Swindon DO
TAMWORTH DO
TONBRIDGE DO
TOTTON DO
Trowbridge DO
VALE OF GLAMORGAN DO
Valley DO
WAKEFIELD DO
WALLINGFORD DO
WALSALL DO
Walton DO
WARRINGTON DO
WARWICK DO
WATERLOOVILLE DO
WELLINGBOROUGH DO
WELLINGTON TF DO
WEST BROMWICH DO
West Derby DO
WESTBURY ON TRYM DO
WESTON SUPER MARE DO
WIGAN DO
WIGSTON DO
WIMBORNE DO
WINCHESTER DO
WINSFORD DO
WINTON DO
WITNEY DO
WOKINGHAM DO

WOLVERHAMPTON DO
WOOTTON BASSETT DO
WORCESTER DO
WORKSOP DO
WORTHING DO
Yate DO
YORK Central DO