

RMT *news*

Essential reading for today's transport worker

TUBE STAFF TAKE ACTION



www.rmt.org.uk

NATIONAL UNION OF RAIL, MARITIME & TRANSPORT WORKERS

Unity House, 39 Chalton Street, London NW1 1JD



APPLICATION FOR MEMBERSHIP – please complete your application along with either the attached Direct Debit or a separate paybill mandate form.

Please use **BLOCK CAPITALS** and **black ink**. * Information that must be provided.

BRANCH NUMBER

1 PERSONAL DETAILS.

Surname*		Address*	
Forename(s)*			
Home phone			
Mobile phone		Postcode	
Email address			
Date of Birth*		National Insurance Number*	

2 Your Employment.

Employer*		Location	
Job Description*		Part Time	YES ☐ NO ☐

3 Sex.

Male ☐ Female ☐

4 Ethnic Origin.

White ☐ Black African ☐ Black Caribbean ☐ Black Other ☐
Pakistani ☐ Indian ☐ Chinese ☐ Bangladeshi ☐ Irish ☐ Other (please state)

5 How do you wish to pay.

Direct Debit (you must complete form below) ☐ Paybill Deduction (complete separate form) ☐ Your Pay Number
I confirm my paybill mandate has been sent to my pay office. ☐
Phone Freephone 0800 376 3706 to confirm your company offers paybill facility.

6 I undertake to abide by the rules now in force or those that are adopted.

Your signature Date



Instruction to your Bank or Building Society to pay by Direct Debit



Please fill in the whole form including official use box using a ball point pen and Send to: RMT, 39 Chalton Street, London NW1 1JD

Name and full postal address of your Bank or Building Society

To: The Manager	Bank/Building Society
Address	
Postcode	

Name(s) of Account Holder(s)

Bank/Building Society account number

Branch Sort Code

Normally your payments are made once a month to RMT.
If you prefer to pay 4 weekly instead please tick ☐

Originator's Identification Number

9 7 1 7 4 5

Reference Number

Your National Insurance Number

FOR RMT OFFICIAL USE ONLY

This is not part of the instruction to your Bank or Building Society.

Instructions to your Bank or Building Society.

Please pay RMT Direct Debits for the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with RMT, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)

Date

Banks and Building Societies may not accept Direct Debit Instructions from some types of account

This guarantee should be detached and retained by the Payer.

The Direct Debit Guarantee



- This guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the scheme is monitored and protected by your own Bank or Building Society.
- If the amounts to be paid or the payment date changes, RMT will notify you 10 working days in advance of your account being debited or as otherwise agreed
- If an error is made by RMT Credit Union Ltd or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid
- You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please also send a copy of your letter to us.

contents

Page 4

TUBE STRIKE SOLID

Page 5

REINSTATEMENT OF HEATHROW EXPRESS DRIVER AVERTS STRIKE

Page 6

MAKING A STAND FOR WORKERS

Page 8

THE RAIL INDUSTRY DURING THE RECESSION

Page 9

IT'S OUR RAILWAY

Page 10

END THE STATION CUTS

Page 12

RMT OPPOSES REMOVAL OF DETONATOR PROTECTION

Page 15

BUS DRIVERS CALL FOR KEY WORKER STATUS

Page 16

WORKING WITH MENTAL ILLNESS

Page 19

ADULT LEARNERS' WEEK GOES FROM STRENGTH TO STRENGTH

Page 20

ISRAEL RAILWAYS BACK DOWN FROM SACKING ARAB WORKERS

Page 22

PRESIDENT'S COLUMN

Page 25

CYCLE CUBA

Page 26

NORTHERN TUC BACKS TYNE AND WEAR METRO ANTI-PRIVATISATION FIGHTBACK

Page 27

RMT BLACK CAB DRIVERS' PICKET HAILED A SUCCESS

Page 28

PUB SERIES - GEORGE STEVENSON

Page 29

CLASSIFIED ADS/ELECTION ADS

Page 30

CREDIT UNION

EDITORIAL

TUBE BATTLE ON



Congratulations to RMT members on London Underground for defying a barrage of management dirty tricks and media pressure and taking strike action in defence of jobs, pay and justice.

I can honestly say that I have never experienced such dishonesty from any management that I have dealt with. At the 11th hour we had a deal on the table - that I had signed - only to have it pulled at the last minute with no explanation.

Some 17 hours of discussions over three days all came to nothing because someone outside of the negotiating room - presumably at City Hall - decided to pull the plug.

Not surprisingly, the Tory press spewed out a stream of lies for the reason for the strike, with the London Evening Standard leading the way. Some of the media are particularly ignorant about how industrial action comes about and seems to believe that strikes get called at my whim and not as a result of a vote by angry members.

Meanwhile, we have good news at Heathrow Express where a driver member has been reinstated in his job. All driver members on Heathrow Express were due to be balloted for strike action following this unfair dismissal.

RMT began a referendum ballot on June 5 of over 11,000 engineering and administrative maintenance staff at Network Rail calling for a rejection of the management's terms and conditions of harmonisation proposals.

Harmonisation talks have been ongoing between RMT and Network Rail for three years but we believe that Network Rail has hijacked the process in order to try and force through attacks on working conditions.

The union is also balloting bus workers on the south coast in a battle to defend their pension scheme.

The announcement that the government intends to keep Eurostar

in public ownership can only be welcomed. At least this time the government has realised that privatisation doesn't work before they have actually carried it out.

This month also witnessed the euro elections in which the No2EU:Yes to Democracy electoral coalition correctly predicted the collapse of the Labour vote. It is a shocking fact that some traditional Labour voters even backed the British National Party, allowing to two racists to enter the European parliament as MEPs.

No2EU sought to give working people a chance to protest at the antics of the European Union by voting for a progressive and democratic EU-critical agenda. Even so UKIP pushed Labour into third place.

I am proud to have been one of the 66 No2EU candidates that campaigned up and down the country against the discredited Lisbon Treaty, the EU's privatisation agenda and the racism of the BNP.

I have received congratulations and thanks from Irish organisations preparing to fight a second referendum on the Lisbon Treaty in October. The People's Movement in Ireland said that the growing trade union and left opposition to this privateer's charter puts clear water between Irish democrats and the right wing headbangers that have unfairly dominated the debate, with the help of the media, in Britain.

This kind of co-operation is true internationalism, not the creation of a European superstate that allows bosses to abolish democracy in the endless pursuit for profit.

We should all do what we can to help the Irish people once more reject this hated treaty which no-one in Europe asked for.

Best wishes

Bob Crow

When you have finished with this magazine give it to a workmate who is not in your union. Even better, ask them to join RMT by filling in the application form opposite

TUBE STRIKE

SOLID

LUL management pull deal at last minute

RMT members on London Underground held a solid 48 hour strike this month after management failed to ratify a last-minute deal which would have halted industrial action.

For eight days after the strike action was declared, London Underground management sat back and did nothing. Then on Friday June 5 – with the strike due to begin the following Tuesday – they finally came to the negotiating table.

As talks continued on Monday and Tuesday the following week it appeared that enough headway had been made to avoid the strike action that members had voted for in a ballot.

At 6pm on the Tuesday, after 17 hours of talks and with just one hour to go before the strike was due to begin, RMT negotiators agreed to go back to the General Grades Committee immediately to suspend the industrial action on the basis that:

- There had been a revised offer on a two-year or four-year pay deal which could be

taken back to the members.

- Headway was also made on the abuse of disciplinary procedures by management with agreement that ACAS would look at seven outstanding cases.
- On sickness procedures the agreed 26 weeks maximum warning would be adhered to and a trade union representative would be present at interviews.
- There would be no compulsory redundancies of Metronet workers that are brought back into LUL, and all other LUL members.

With an initial agreement signed by general secretary Bob Crow it appeared that at the 11th hour the strike would be called off. Then, at 6.35pm, while awaiting the final typed document management announced that they had made a phone call and the deal was now off. Who the phone call was made to, they never said.

Andrew Dunsmore MP pointed the finger of suspicion at the mayor of London, Boris

Johnson, “...there’s a real suspicion that the Mayor of London’s fingers are all over the provocation of this dispute,” he said in the House of Commons.

Former mayor of London Ken Livingstone wrote in *The Times* on the issue of compulsory redundancies for Metronet workers.

He said that when he was mayor he had given a written guarantee that after the return of Metronet staff to the public sector there would be no redundancies.

“My guarantee of no redundancies merely carried on the commitments given by the Labour government when it transferred these workers to Metronet. The Mayor cannot be surprised if the union feels betrayed,” Mr Livingstone said.

With no agreement reached RMT remains in dispute with LUL. Bob Crow said: “what we want is a negotiated settlement without the interference of politicians. Agreement can be reached if management sit down and negotiate honestly”. ■



Young members lead the picket at Leyton signals depot



REINSTATEMENT OF HEATHROW EXPRESS DRIVER AVERTS STRIKE

RMT driver Omono Edokpayi has been reinstated in his job, averting a ballot for strike action.

All driver members on Heathrow Express were due to be balloted for strike action this month in support of a call for Omono to get his driver's job back, following what the union believed was his unfair dismissal.

Heathrow Express initially refused to reinstate Omono back into his driver's job following an incident at work. Omono had given formal notice that he was leaving to take a driver's job with another company. However, following the incident the other company withdrew their offer of employment and Omono sought

to withdraw his letter of resignation from Heathrow Express.

Heathrow Express had refused to accept him back into the driver's position he held for 5 years, a decision that RMT found unacceptable bearing in mind that Omono has not been subject to any disciplinary sanctions.

RMT general secretary Bob Crow said: "We are pleased to see that our demand for the full reinstatement of Omono Edokpayi has been met. I have written to Heathrow Express informing them that our two organisations are no longer in dispute and that I will not be balloting my members for strike action. ■

REFERENDUM BALLOT ON NETWORK RAIL MAINTENANCE HARMONISATION NEGOTIATIONS

RMT began a referendum ballot on June 5 of over 11,000 engineering and administrative maintenance staff at Network Rail calling for a rejection of the management's terms and conditions of harmonisation proposals.

Harmonisation talks have been ongoing between RMT and Network Rail for three years but the union has now decided that enough is enough, accusing Network Rail of hijacking the process in order to try and force through attacks on working conditions.

A "no" vote in the referendum ballot will halt the harmonisation discussions and

staff will retain their current terms and conditions of service.

RMT general secretary Bob Crow said: "RMT entered discussions on harmonisation three years ago with the intention of securing a positive package acceptable to our members. The failure to achieve this lies with management, who at every stage of the process have either backtracked, obstructed real progress or vetoed positive agreements made by the negotiators.

"Enough is enough. We are calling for a 'no' vote in this referendum which will bring the process to an end," Bob Crow said. ■

RMT WELCOMES PLEDGE TO KEEP EUROSTAR IN PUBLIC OWNERSHIP

RMT today broadly welcomed a commitment from the government to keep Eurostar in public ownership, calling an announcement by Minister of State Sadiq Khan "good news for rail workers and passengers alike."

RMT is also calling for further commitments from the government which would ensure that:

- High Speed 1, the UK end of the Eurostar track, should be owned and maintained by Network Rail.
- The UK government should continue to work in

partnership with the French and Belgian railways.

- New routes should be planned on a co-operative basis with these other state-owned railways for the benefit of passengers and railways and not on the basis of competition.
- The proceeds from the sale of the Eurostar property portfolio, currently held by London and Continental Railways, should be used for the benefit of the whole community with the emphasis on regeneration and social housing. ■

FIRST GROUP DIVIDEND INCREASE AN 'OBSCENITY'

First Group is still raking in enormous profits at the expense of passengers and rail workers, as the transport giant revealed interim rail profits of £94 million.

Against the background of a gathering crisis in the rail industry RMT said that a ten per cent increase in First shareholders' dividend was an 'obscurity' that would be seen as sticking two fingers up at

passengers and staff.

"When rail franchising is in meltdown, some 7,000 rail workers' jobs are under threat and services are being cut it is nothing short of an obscenity to see the fat-cats increasing their rake-off.

Franchising has failed, and the sooner all rail services are returned to the public sector the better," RMT general secretary Bob Crow said. ■

RMT SLAMS TFL AND LUL FOR HYPOCRISY AS MANAGERS SCOOP OVER £100,000

RMT slammed senior tube bosses for "rank hypocrisy" on pay as figures from Transport For London's annual report showed that 123 managers are now earning more than £100,000 a year.

Those same managers have been leading the assault on RMT members who have voted to strike over a five year pay deal which would almost certainly amount to a pay cut well into the next decade and over plans to impose compulsory redundancies.

The pay figures show that five TfL/LUL chiefs earn more than a quarter of a million pounds a year plus bonuses. Fifteen TfL bosses earn more than the prime minister.

"Those same managers who have been attacking our members over pay and job security, and who turned a blind eye to the bullying culture now rife on the Underground, have scooped the jackpot when it comes to their own pay and bonuses," RMT general secretary Bob Crow said. ■

No2EU: Yes to Democracy MAKE A STAND FOR WORKERS

Left wing EU-critical coalition of trade unionists and other campaigners wins over 153,000 votes

RMT EC members Nick Quirk and Garry Hassell were No2EU candidates



Despite a national media news blackout, No2EU: Yes to Democracy won 153,236 votes in the euro elections on a platform of defending public services and workers' rights and against the Lisbon Treaty and the EU gravy train.

66 candidates including trade unionists, community activists, environmentalists, students and peace campaigners took part in over 100 public meetings across Britain putting the democratic alternative to a Europe dominated by big business.

The election was held against the background of the deepest economic crisis in living memory, an expenses scandal and the collapse in the Labour vote.

Over 60 per cent of voters in the election backed fringe parties opposed to the European Union in some form. In doing so they rejected Labour and the Lib Dems which forced the Lisbon Treaty through parliament, ratting on a promise to hold a referendum on the issue.

This rejection of the main political parties also directly led to the racist British National Party winning two seats in the European parliament.

The national media also gave the BNP massive news coverage despite the fact that the far right party had no MEPs before the election, the excuse given for not giving media exposure to No2EU.

No2EU: Yes to Democracy put forward a positive EU-critical message which exposed the neo-liberal agenda at the heart of the EU which has produced directives privatising our railways, post offices and now our National Health Service.

HEALTHCARE UNDER THREAT

In March the European Parliament rubberstamped the Health Services Directive, extending EU "internal market" rules to cover healthcare services and paving the way for private companies to take over the NHS.

No2EU warned that this latest EU diktat is the biggest single threat to the founding principles of the NHS as a service "free at the point of need regardless of the ability to pay".

Following the vote Labour MP Gisella Stuart said: "I bet you my wages that in 10-15 years, if this Directive goes through, we cannot have a generally tax-funded NHS system".

No2EU convenor Bob Crow said that political elite conspire with EU institutions to hand over our public services to the privateers that simply want to extract profits.

Bob also visited the picket line at the Visteon factory in Basildon which was being blockaded by staff that had been given six minutes notice and sacked.

Visteon conveners at Basildon and Enfield Frank Jepson and Kevin Nolan stood as a No2EU candidates to protest against the company shutting down the factory in order to ship the plant to the Czech Republic to exploit lower paid labour.

No2EU candidate in Wales Rob Williams – convenor at Linamar, the former Visteon car parts factory – was summarily sacked by bosses during the election campaign.

In a great victory, Rob was

reinstated after overwhelming support from work colleagues in a ballot for strike action.

No2EU candidates also included Lyndsey oil workers Keith Gibson and John McEwan and construction worker Owen Morris who joined a protest outside the gates of the Olympic site over attacks on pay and working conditions.

The protest has been called by rank and file construction workers in opposition to a "race to the bottom" on pay and conditions and the exploitation of overseas workers to drive down wages.

WORKERS' RIGHTS

An important part of the No2EU campaign is the defence of workers' rights and against recent decisions by the European Court of Justice which fundamentally undermine trade union rights.

Successive EU directives and ECJ rulings have been used to attack trade union collective bargaining, the right to strike and workers' pay and conditions and encouraged the exploitation of vulnerable foreign workers.

The Single European Market, created by the Tory government with the Single European Act in 1987, creates a pool of working people to be exploited and treated no better than a commodity like a tin of beans.

Such EU rules allow employers to escape from national collective bargaining and employment legislation and impose lower wages and worse working conditions, creating a "race to the bottom".

These EU rules, which no-one asked for, have been behind some of the most bitter industrial disputes in recent

years, like the Irish Ferries dispute, the strike of Gate Gourmet workers at Heathrow, and the Lindsey oil refinery workers' strike.

The EU court has even decreed in the Laval and Viking cases that collective agreements that protect workers' conditions contravene the 'free movement' of labour in the single market.

The so-called 'free movement' of labour is part of the development of a deeply racist Fortress Europe which would increasingly exclude people from outside the EU and undermine wages and working conditions inside the bloc.

SUPPORT

No2EU gained widespread support within the labour and trade union movement including from former Labour MP for Halifax Alice Mahon who spoke at a number of meetings.

Former Labour MP Dave Nellist and former East Sussex Labour group leader Dave Hill were also candidates that led high profile local campaigns.

Trades councils, RMT branches and branches from other unions stepped forward with offers of help with meetings, leafleting and donations.

No2EU:Yes to Democracy alerted the public to the dangers of EU diktats that privatise our public services, of EU court rulings that curtail workers' rights, of the corruption in EU institutions and the racist policies of the BNP.

"This campaign will continue and must reach out to other organisations and unions to decide the best way forward," Bob said. ■



THE RAIL INDUSTRY DURING THE RECESSION

RMT parliamentary group leads debate

Members of RMT's parliamentary group led the way in an adjournment debate in the House of Commons on June 3. John McDonnell MP introduced the motion: "The rail industry during the recession."

Opening the discussion John McDonnell said that he sought the debate because the economic recession is hitting the rail industry hard.

"The falling demand in the economy is resulting in a falling demand for rail services, both passenger and freight. The drying up of revenue resources or income is leading to cuts in jobs and services and the curtailment of some potential investment.

"There is a concern among many in the industry that unless the crisis is addressed, we could be going into a spiral of decline for the long term," John told the assembled MPs.

"There is no better example than London Underground of the recession combined with the privatisation proposals of past years producing a toxic cocktail of policy failures.

"The government's public-private partnership on the underground will go down as a memorial to the prime minister's bloody-minded refusal to listen to expert warnings about the privatisation mechanism that has been used. It is a monument to dogmatic incompetence," he added.

Other RMT group members argued that the private sector can never deliver a railway in the interests of the public and a green economy. They pointed out that:

- * Cutting 7,000 jobs will impact on the quality of service and safety.
- * Cutting maintenance work will lead to more train delays
- * Cutting jobs means losing a skills base making achieving future large infrastructure projects much more difficult
- * Sky-high fares price people off trains

John Barrett MP urged the government to take on board that a time of recession rail investment should be the green stimulus for the economy, which the government has proclaimed it is looking for. Rail is the low-carbon alternative to cars and lorries which should be promoted to meet climate change commitments, he said.

"We have an opportunity to move forward to high-speed rail, as other countries have. We need to make sure not only that high-speed rail is good for the environment, but that it stimulates the economy throughout the land and provides the shovel-ready jobs that have been mentioned. We could get the construction, civil engineering and railway industries working together to produce jobs immediately and to stimulate the economy," John Barrett added.

Kelvin Hopkins MP argued that the railways are important to Britain because they are the future mode of transport, especially in an era of energy difficulties and diminishing oil.

He said that privatisation was a disaster that has only benefited profiteers.

"We are now seeing the beginning of the end of the mad, Dr. Strangelove experiment called railway privatisation. It has cost vast sums of money, does not work for passengers or taxpayers and was always utterly misguided. It has simply put vast sums of money into private pockets to very little benefit. The first stage in that decline was the collapse of Railtrack, which I understand had a neon sign in the foyer of its building showing its share price: that is how much it cared about railway safety and comfort and the future of passengers. Network Rail took over from Railtrack and effectively brought the network into public ownership, but its behaviour and methods continued many of the bad private sector practices." Kelvin Hopkins said.

RMT general secretary Bob Crow

welcomed the fact that the union's parliamentary group had raised the issues.

"While the train operators are jacking up fares by as much as 11 per cent, thousands of rail workers' jobs are on the line and up to a third of this year's essential renewals programme is being deferred. The companies are protecting their profits while those who run the services and who keep the tracks safe face the prospect of being dumped on the dole queue," Bob Crow said. ■



"There is no better example than London Underground of the recession combined with the privatisation proposals of past years producing a toxic cocktail of policy failures"
John McDonnell MP

IT'S OUR RAILWAY



John Major's "big idea" for the 1992 election was one last piece of privatisation: a sort of virility symbol of Thatcherism, when he pledged to privatise the railways.

Never a great student of history, Major had failed to appreciate that the railways were fully nationalised in 1947 and were broke in every sense of the word and needed massive investment to survive. They never really got what they needed from successive governments and even after the Beeching cuts of the 1960s, and the partial electrification, they were always expected to achieve miracles without the support required to deliver the service.

Thatcher initially shied away from privatisation and wanted more "self sufficiency", often ignoring the environmental and community benefit of the railways over roads. She was stopped in some of her closure plans, most famously on the Settle to Carlisle line, which is now a crucial part of the network.

After Labour won the 1997 election there were many pledges about the need for investment in the railways but never any commitment to return them to public ownership. I remember discussing this with John Prescott shortly after the election. We discussed why taxpayers' money should be spent on compensation when it was needed for investment.

Sadly, twelve years later we have poured more money into unaccountable private sector companies than we ever would have in renationalising the whole system in 1997.

Stephen Byers recognised the failings of the regulatory system and the train operating companies and created Network Rail: not really nationalisation but a wholly owned private sector company that is vulnerable to sale in the future.

Huge subsidies to train operating companies mean that more public money is being invested in railways than ever were when they were publicly owned but the elusive control is simply not there.

As the recession bites we now have the bizarre sight of the train operating companies all knocking on the door of the Department pleading that they are having trouble.

National Express, for example – who run the East Coast franchise – were committed to repaying the government £1.4 billion over an eight year period up to 2015. The company claims falling revenue will mean this cannot be done and they are demanding change.

The danger is that the government will allow them to become contracted operators in which they are paid to run the railway but not required to make the franchise repayments they entered into in 2007.

They are not the only ones: other train operating companies are eyeing the situation up and looking for a way out of the bind they have put themselves in.

This ought to be the golden opportunity to return the railways to public ownership. The whole ideological debate that franchised the railways was conducted on the basis that it brought private sector investment and risk into the service. We now see that it has become a Frankenstein's monster in which the public subsidise the symbols of privatisation.

New labour was always obsessed with being the closest to market business systems and methods and they now expect us to pay the price. It is past time that the railways should be fully publicly owned and run.

If anyone needs just one lesson in the waste of public money by pursuing these hybrid and private sector solutions just look at the disaster of the PPP (Public Private Partnership) of London Underground. Tubelines is now showing a £1.4 billion funding gap. And they have a dispute that is still to be resolved and could have been avoided. Also there are the massive contract costs if in 2000 the Treasury had not forced London Underground to enter the partnership.

The railways are an intrinsic part of our lives; the most sustainable and environmentally conscious form of mass transport. Public ownership and control is the best way of developing and sustaining them.

Jeremy Corbyn MP

(Jeremy is MP for Islington North and a member of the RMT Parliamentary group. He often takes up railway development issues.)

END THE STATION CUTS

Station and associated grades conference calls for all stations to be staffed



Train-operating companies are using the credit crunch as a cover to cut costs through massive job losses and ticket office closures, RMT station staff have warned.

The union's national conference of station and associated grades, which met in Glasgow in April, called for a national campaign for restaffing of stations as a response to management's "disgraceful" actions.

Delegates warned that the rail operators were "squeezing as much money as possible out of their franchises with less and less staff," while still paying out the full dividend to investors. They backed a motion from calling for a national RMT campaign to re-staff all stations.

Conference chair Linda Wiles said that the cuts provided an opportunity for staff and passengers to unite in opposition. "From our point of view it's a win-win situation as we can get the public on our side against the train-operating companies," she added.

Michelle Rogers, South Manchester, urged a nationwide union propaganda offensive, with stations leafleted to explain the dangers of unmanned and understaffed stations to the general public.

Assistant General Secretary Pat Sikorski told conference that a total of 6,000 jobs were under threat at South West Trains, First Capital Connect, National Express East Anglia, London Underground and Transport for London.

"Grades have been well and truly hammered because of the capitalist crisis. Bosses are using the opportunity provided by the crisis to take out the big stick and impose more redundancies on rail than any time in decades," he said.

Government continues to pay the TOCs millions of pounds in subsidies – effectively subsidising the

redundancies. RMT's response is to oppose all compulsory redundancies, demand the withdrawal of all cuts packages and urge agency staff to be brought in-house, said Pat. To be fully effective, the union's response must be co-ordinated and on an all-grades basis, he added.

Delegates also backed a specific call for RMT to campaign nationally against ticket office cuts and closures in association with other rail unions, local councils and passenger groups.

Conference also condemned the closure of police control centres across the country – a move that has put members "at greater risk."

Dennis Connor, Glasgow No5, explained that the centres had been cut from nine to just two – and as a result the panic alarm system in rail stations is now virtually useless, he said.

Henry Duggan, Glasgow No5, said: "Everything is being cut to the bone." A British Transport Police superintendent had told him that the BTP needed at least double its budget, he said.

Delegates backed a call for an RMT campaign against the employment of agency staff. Tony Jakeman, Bristol Rail, said that agency staff were being used to drive down wages and conditions and undermine union organisation.

"Any agency staff employed for longer than three months should be deemed to be in a permanent position and transferred in-house," he said.

Michelle Rogers, outlined the difficulties in recruiting agency staff to the union. "As quick as we've recruited one, another three have moved on – left, sacked or found something better because of the way they get treated. As a union we're letting them down."

Conference condemned "crazy" proposals by Transec to

test security by placing unattended items around stations and waiting to see how staff respond.

Jane Gwyn, Jubilee South and East London Line, warned that the Transec packages could divert attention away from real suspect devices left elsewhere on the station. "Even management find it a bit crazy. We don't want to spend our time playing stupid games and being distracted from what we're supposed to do," she added.

London Underground and other train-operating companies were completely unprepared for the severe weather on February 2 this year, conference heard. Jason Humphries, Jubilee South and East London Line, warned that many staff had a day's pay stopped for failing to get to work through the snow, despite the withdrawal of public transport. "There was no consistency in penalisation. It's a disgrace. There were no managers to seek advice from. Even the London Underground website had advised people not to travel to work on the day," he said.

Delegates backed Jason's call for bosses to have contingency plans drawn up and urged that staff should not be financially penalised "due to the incompetence of such management."

Conference also condemned London Underground plans to impose a £5 minimum top-up on Oyster cards as an attack on the poor.

"Many people only wish to put £1 on because that is all they have and is enough for one journey," said Linda Aitken, Jubilee South and East London Line. "They also wish to do so at a window that is staffed and not a ticket machine. This is a further attack on ticket office jobs," she said. ■



RMT OPPOSES REMOVAL OF DETONATOR PROTECTION



Union calls for complete revision of the safety rules for track workers

At 04:53 on the morning of November 29, 2007, a track worker was struck and killed by a train as he walked in the “four foot” in dark, wet and windy conditions, making his way on the line east of Reading station. The track worker had been on site to remove detonator protection from the up and down relief lines following a T3 possession designed to protect engineering work from movement of trains.

Network Rail has been using the consequences of this tragic accident to propose getting rid of detonators in the protection arrangements for engineering possessions. RMT believes these proposals are more about Network Rail being forced by the Office of Rail Regulation to make cost savings year on year. Since the union first became aware of this we have been questioning the safety of the proposed changes to the T3/T11 (the period of time during which one or more tracks are blocked to service trains to permit work to be safely carried out on or near the line).

Currently, T3 possessions are normally protected by a controlling signal held at danger. A ‘possession limit board’ (PLB) and three detonators are then placed 400 metres beyond this signal.

The same applies in reverse at the end of the possession. The area between each of the signals and PLB remains under the control of the signaller. This area then forms a protective buffer around the work taking place within the possession.

Within the possession itself, each worksite often needs to be protected by ‘worksite marker boards’ (WSMB) placed at each end at least 100 metres from the actual place where the work is taking place. The ‘Person in Charge of the Possession’ (PICOP) controls the area between the PLB’s, with the exception of the actual worksites each of which are controlled by an Engineering Supervisor (ES).

What Network Rail is

proposing is that detonators and PLB’s should be eliminated, leaving the possession to be protected entirely by the signalling system. Worksites will have to be protected at all times by ‘worksite marker boards’, the first of which can be placed as close as 200 metres from the protecting signal or conversely some miles away.

RMT acknowledges that the engineering possession rules were originally devised to safeguard trains and not the staff working within that possession, but the fact remains that many workers see the current arrangements, and especially detonators, as vital personal protection.

Therefore, RMT cannot accept Network Rail’s contention that the reason for their proposed rule changes are about improving safety. The sort of serious accidents that occurred at Reading could still happen with the amended rules. In fact, the new proposals would introduce additional risks unforeseen by its authors.

NEW PROCEDURES

Under the new proposals T3-A, D, T or P would be introduced as a further check against the signalling protection. The signaller would then control the section from the controlling signal and the first worksite marker board, and again from the last worksite marker board to the exit signal. The only area that would remain under the direct control of the PICOP would be the sections of track between worksites if there is more than one.

Issues arising from the new proposals

- There seems no justification for the PICOP or their agent to go into the signal box in order to physically check that the possession has been correctly protected by the signaller, as required by the new T3-P procedure.
- New T3-D (signal disconnection) and T3-A (use of T-COD), appears to not provide any additional protection, as the rules relating to engineering possessions do not require the signaller to operate the protecting signal in order to authorise a movement past it.
- Currently, details of the protecting signals and points in possessions are published within the relevant Weekly Operating Notice available to every signaller. The rules also require the signaller to agree with the PICOP which signals must be placed at danger. Now signallers must also ask another signaller, where present to check this has all been done correctly.
- Given the extent of these checks, it seems clear the proposed alteration to rule is needlessly seeking to exchange one set of precautions (detonators/PLB) which are greatly valued by the staff working on the track, for further safeguards against signaller error which are neither wanted nor warranted. Indeed, some signallers may find them to be an additional burden or distraction they could well do without.
- Furthermore, it is felt the application of the added procedures T3-D and T3-P in particular, will in some cases, place staff at additional risk by the need for them to be on or near the line outside of the possession.

CROSS INDUSTRY WORKING GROUP

RMT subjected the proposed changes to a detailed analysis once final details became available and the associated risk assessment undertaken by Network Rail was received. The union has taken on board comments made by many different branches.

As a result of this work, we then advised the Railway Safety and Standards Board (RSSB) and ORR/HMRI that we did not believe that the risk assessment was ‘suitable and sufficient’ because it did not cover all the hazards, and that the proposed

new rules introduced unacceptable risks into the workplace.

Following on from this submission, it became apparent that other parties within the rail industry shared some of our concerns, and it was agreed that a cross industry working group should be formed to submit the proposed rules to further scrutiny. RMT has actively participated in this group with representatives from the General Grades Committee, who have also been closely involved in the monitoring and scrutiny of developments.

Continued overleaf...

...RMT OPPOSES REMOVAL OF DETONATOR PROTECTION *continued*

The industry group tasked with examining the risks associated with the new rules have agreed with our concerns about the limited nature of the trials that have taken place so far, and have told Network Rail that there must be further trials that generally cover the different types of possession, signalling systems and protection arrangements.

We expect these new trials to take place at various locations around the country including West Scotland, Stoke, Crewe, Birmingham, Derby and Ashford. The union will seek to ensure that where possible RMT activists will oversee these trials and report back to the GGC. Network Rail have also agreed that there is a need to review a number of matters including the PICOP agent's competence, changes to DC Lines instructions, future planning arrangements and the 200m zone between the protecting signal and the first WSMB.

RMT has consistently argued that the rules as they stand relative to engineering possessions do not provide adequate protection for track workers in today's railway, and Network Rail's current proposals represent, at best, a mere tinkering with those inadequacies. We believe that to achieve the best level of protection for track workers, what is needed is a complete revision of the various rules that take complete account of the risks created by modern methods of working.

What we don't want is a situation where, on a future dark, wet and windy winter morning, another worker finds their life in danger because their employer has introduced a new method of working that puts them at even higher risk of death and serious injury.

RMT intends to do everything it can to prevent that from happening. ■

Other concerns that the union has

- Concern at the growing practice of joining worksites together. It is feared the proposed elimination of PICOP controlled areas at the beginning and end of the possession may encourage such practices in order to completely avoid the need for PICOP controlled areas altogether.
- This could also pave the way for the appointment of the ES as PICOP, and exacerbate the danger of the ES being unable to maintain sufficient control over the enlarged areas of responsibility.
- The lack of or reduced number of PICOP controlled areas could also further create the need for larger worksites in order to simply accommodate the stacking or berthing of on-track plant or machines which are currently placed in PICOP controlled areas until required.
- Network Rail have also sought the opportunity to amend the rules relative to giving up of possessions for the passage of trains. They say this is in order to achieve consistency with other rules, but they have removed vital guidance that it should only be permitted if essential and the number of occasions should be kept to a minimum because of the effect on overall safety within the possession. Without this guidance, inappropriate interruptions to work may be permitted in the future.
- Network Rail have obtained permission from the RSSB Standards Committee (TOM) to conduct a series of trials, which have taken place in Suffolk and at London Bridge, but the Union is concerned that these trials have taken place in optimum conditions and fail to test all reasonable scenarios.

New risks that could occur

- As drivers of trains entering the possession will only be given the mileage of the first worksite marker board, they may be unable to relate this to the landmarks they normally use, thereby creating a risk to those working within the worksite. Poor weather conditions can further reduce their ability to locate the worksite. If a possession continues over a period of time, and the position of the first worksite moves, there is also a risk of drivers merely assuming they know where it is.
- Management argue that this risk is no different to that which currently exists in respect of locating a worksite. However, current rules require a competent person to lift the detonators and PLB to allow the train to enter the possession. It is they who would ensure the driver knows where he is required to proceed to when passing on the PICOP's authority for the movement to take place. Indeed, if it is the only train booked to enter the possession, such person frequently then rides with the driver to act as guide after replacing the protection.
- A major concern is that if workers feel unsafe without the presence of detonators, there is every possibility they may provide their own form of protection outside of the rules, such as placing a sleeper across the track. If this is then forgotten and not cleared before a vehicle movement takes place or the possession is given up, it could cause a serious accident.
- RMT also has concerns about the lengthened communication chain between the signaller and driver when leaving the possession. The proposed new rules require the PICOP to pass on the signaller's instructions to the driver, which is the least preferred method of communication. To make matters worse, the PICOP is not always located at the possession, which means that in some cases, messages will have to be passed through a fourth party. No matter how competent those involved may be, the longer the communication chain, the more there is chance of error.
- Network Rail believe that the incorrect placing of detonator/PLB protection constitutes a key hazard under the current arrangements, as the workers concerned are outside of the protecting signal and thus at some risk from train movements. While this has to be acknowledged as a problem, unfortunately the same risks can still apply when placing the first or last worksite marker boards under the proposed new arrangements.
- The union believes that the most common reasons why protection may be incorrectly placed is either a lack of local knowledge or inadequate planning/information.

BUS DRIVERS CALL FOR KEY WORKER STATUS

Report from National Bus Workers' Conference 2009

Bus drivers should be recognised for the service that they provide to the community, Dave Gilby, South Devon bus branch, told delegates to the recent National Bus Workers Conference in Croyde Bay, Devon.

"Most of our members find it difficult to get a mortgage," Dave said, referring to the low levels of pay that many bus drivers receive.

"Yet we move millions of people every morning and take them home every night," Dave added, moving a motion calling for RMT to press government to give bus drivers the same key worker status that workers in the police, fire and health services receive, allowing them to be considered for subsidised housing.

RMT general secretary Bob Crow gave a roundup of the union's current activities. He explained how newly launched RMTV is harnessing the internet

to get its message across. "We have launched RMTV with weekly news bulletins to start with. It's our intention to eventually move on to daily broadcasts," Bob said.

After issuing a blistering attack on the bankers responsible for the recession Bob said that the economic situation presented the union with several options. "We could have cut back on staff, we could do nothing and wait and see, or we could turn the situation on its head and to our advantage. People are terrified, they need a union and we are going to recruit them," Bob said.

The poor pay and working conditions on the buses was a strong theme of the conference. Phil Bialyk, south west regional organiser, said that members were sometime sceptical about taking action to achieve a pay rise. "But by doing nothing you are guaranteed no pay rise," he said.

Phil went on to argue that individual negotiations were helping to keep pay low, referring to the situation of members at First Group. "We should submit a national pay claim to First Group," he said.

Pete Gale, Wessex organiser, described how companies are using the recession as an excuse to stop any wage increase even though companies are still making profits.

"Stagecoach shareholders received a 33 per cent increase in their dividends. We all want to see the renationalisation of the industry, but short of that we need to put an end to the profiteering," Pete said.

RMT president John Leach said that in many ways the 80,000 strong union has never been in a better position. But he argued that the union needed to be in a strong position to fight for members' rights in the face of bosses using the recession to make cutbacks in jobs, wages

and conditions.

"For the first time in more than living memory we are facing the prospect of compulsory redundancies across the industry. It will be difficult, but we must resist this. We have no option but to fight," John said.



Bob Crow addresses the conference

A webcast of this conference is available to view on-line at www.rmt.org.uk/members



WORKING WITH MENTAL ILLNESS

Richard Shrubb
outlines the rights
of workers coping
with mental
health problems



© Justin Tallis

The Disability Discrimination Act (DDA) came into being in 1995. It legislates to stop discrimination against disabled people in the workplace. It also makes sure that people with wheelchairs can access most public and workplaces, those with visual impairments can get around, and so on. The Act allows for everyone with a disability – whether you're in a wheelchair or have mental health problems.

People with mental health problems have more incipient and difficult disabilities than most though – it affects their behaviour and the way they view the world. Put simply the wheelchair user sees a conspiracy of staircases against him, the mentally ill can think the whole world's after them.

FAIRNESS AT WORK

The TUC published a poll last September, called *What do workers want?* It found that “the biggest complaint is of an increased workload (46 per cent), with 39 per cent complaining of increased stress levels and 23 per cent of longer working hours”.

You spend a third of your week at work, and stress can bring about personal difficulties.

The TUC published guidelines in May last year for union representatives to help ensure that people with psychiatric issues get fair treatment in the workplace. Called *Representing and supporting members with mental health problems at work*, it's a concise, useful guide to all manner of workplace situations for the recruitment and retention of service users in the workplace.

There is a section on reasonable adjustments commonly given in the workplace. The first is, “allowing the employee to adjust their working hours”. Pam Smith, Community Involvement Team Manager at 2Gether mental health NHS Foundation Trust, says that she allows flexible working hours for her whole team.

“In a small team like ours, we can allow shorter hours over a period if someone needs them, because the rest of the team takes up the slack,” she said.

Another suggestion in the TUC document is, “giving someone a workplace buddy”. Brigid Morris, project manager for mental health antidiscrimination charity Open Up Toolkit, says that the team has a lexicon of emotions created by their experiences in the mental health system.

“Surprising because it is a predominantly male workforce here, people are able to speak about their feelings quite openly.

“This really prevents people from bottling it up and enables people to speak out long before minor issues become problems,” she said.

Open Up and many other mental health charities have an anonymous telephone counselling line for staff to use if they are feeling too stressed about something. They don't record who uses it and when, but they do know it is used.

The TUC document also suggests changing someone's work duties.

Tom Bromwich of the work placement organisation Pluss, said that he took someone on with Post Traumatic Stress Disorder (PTSD). The guy was confident that he could work full time, even though Tom suggested in interview he take up the part time post. “It became apparent that his PTSD was making life hard for him.

“We were happy therefore to reduce his hours to the part time post,” he said.

But it isn't all a bed of roses. The TUC document shows a case where a train driver became unwell after someone jumped in front of his train. He was removed from driving trains and put on the ticket barrier. He was a train driver not a customer service representative.

Eventually the mantra “the customer is always right” got to him and he had an altercation with a member of the public. Occupational Health stepped in and had him moved to a position where he had limited contact with the public.

Soon after there was a corporate restructuring and he had to reapply for his job – but didn't get any new post.

SICKNESS

There is an issue of sickness among the mentally ill. They can get too overloaded by their problems. There are occasions when people with mental health problems feel right as rain but everyone else knows they're sick.

Ms Morris has seen this among volunteers and people who attend her events.

“In one instance we had a case where a volunteer was very unwell.

“In this case we got onto his community mental health team who got him into treatment,” she said.

Another question is, whether to discipline or get someone talking before a disciplinary situation is necessary? Mr Bromwich puts it best – “Communication is key in averting problems before they occur”.

Often a complaint can be averted by taking a staff member aside and getting it out in the open before it festers and the difficult and stressful procedures of taking disciplinary action is pursued.

In the case of the railway worker, the Employment Tribunal initially stated that his dismissal was justified, but on appeal, the Employment Appeals Tribunal stated that he should be retrained as a customer services representative – the failure was in not training him rather than his inability to do the job without training.

If the employer had communicated with the worker, then a better situation would have arisen, where he was trained for, and could do his job properly.

Basically, in all of this is the need to be open about our difficulties – the DDA should ensure nobody discriminates against the mentally ill when considering someone for employment.

Once in, management and the employee must be open wherever possible as communication not only averts problems, but keeps the working environment good for all.

The employer is bound by the law to make sure everyone in their workplace is comfortable and is not in a situation where they are overburdened by their role.

For employees with mental health disabilities, communication, in most respects, is key.

* If you have mental health problems and difficulty at work, the first port of call should be the union. Contact the RMT Disability Officer through the RMT office on 0207 387 4771.

The TUC document *Representing and supporting members with mental health problems at work* can be found at www.tuc.org.uk/extras/mentalhealth.pdf

The TUC's poll *What do workers want?* Can be found at www.tuc.org.uk/extras/pollreport.pdf

Shift's Line Managers' Resource is a practical guide for managing and supporting people with experience of mental health problems in the workplace. This website also gives extra information and links to other organisations and websites: www.shift.org.uk/employers/

Time to Change is a national campaign that aims to tackle the stigma of mental illness in the UK: www.time-to-change.org.uk

RMT LEARNING REP RECEIVES AWARD



James Liness, with Karen Brooks, receiving his award

Union Learning Rep (ULR) James Liness received a London region Union Learn award last month – as part of Adult Learners' Week – for his work as lead ULR at Eurostar.

James, who has been a member of the union since he started working at Eurostar 15 years ago, says he was surprised to receive the award. He told RMT News that he first became a ULR because he felt that he had got so much out of the union over the years that he wanted to put something back in, but couldn't immediately see a role that he would feel comfortable with.

"Mick Lynch from the RMT Executive Committee first suggested that I could do the job as ULR. I didn't know what the job would entail, but Mick described it as a non-combative role so I thought I would give it a try. I was nominated by my branch for the post in 2007 and then went on a course with the Workers Educational Association (WEA). I have been busy with the work since then."

James, who is based at the Temple Mills depot, coordinates a small team of reps. He has notched up a number of successes and his work has had a big influence on the training provided by Eurostar as a company. The recent dyslexia awareness training he arranged was so successful that Eurostar are now considering incorporating it into their core training program.

James has organised many courses from computing to languages. He is always keen to arrange the courses people want, and as part of this year's Adult Learners' Week he is organising advanced motorcycle training provided by the Metropolitan Police service.

RMT Learning Development Worker Karen Brooks nominated James for the award on behalf of the RMT Learning team. She says that Jamie has worked tirelessly to encourage staff at Eurostar to take up new challenges in the name of lifelong learning.

"Jamie's ability to develop mutually helpful relationships

has ensured that he has gained the respect of the staff, the providers he works with and the Eurostar management team in equal measure.

"Jamie gives much of his own time to his role, which is no mean feat with a young family at home. He is totally committed to providing his learners with the quality courses he believes they deserve. He ensures that everything he organises is useful, informative and fun. His professional approach, coupled with his desire to provide the best possible learning experiences for all staff puts him in a league of his own," Karen says.

James is keen to encourage other union members to become ULR's. "Until I got this award I didn't realise what a big effect we have on people's lives. Whether I help someone to take a course to learn English as a second language or they start that masters' degree that they always wanted to do, through learning you can change someone's life." ■

HOW DO YOU BECOME A ULR?

Your branch should be able to find out if there are any vacancies and will be asking for candidates to come forward. Check with your branch (if you are not sure which branch you are in ring head office). If there is a vacancy you will need to be appointed by your branch.

Once appointed RMT will write to your company informing them of your appointment. Once appointed you will need to undertake training. For further information contact Andrew Brattle on 020 7529 8820 or a.brattle@rmt.org.uk

ADULT LEARNERS' WEEK GOES FROM STRENGTH TO STRENGTH

Adult Learners' Week (ALW) was a big success across the country last month with RMT Union Learning Reps (ULRs) pulling out all the stops.

ULRs have proven that they can be inventive and resourceful, giving potential learners something a bit different alongside meeting the needs of those wanting English, maths and computer refresher courses.

ULRs at Stagecoach Devon held their event in the busy canteen in Exeter bus depot – with taster sessions in British Sign Language, and staff from local colleges came along to give advice about the learning opportunities available. Similar events were held in Paignton and Torquay.

ULRs at the P2L project (a joint trade union and Southern Trains initiative) opened their 4th learning centre, based in Victoria Station. The centre will run courses in maths, English, French, Spanish, and will hold the ever popular art lessons. This centre shows what can be done when ULRs from different unions work together for a common goal.

ULRs at Northern Rail and National Express East Coast (Nxec) organised learning events across both rail networks. Members were given the opportunity to find out about local courses and to meet with their ULRs for learning interviews.

At Nxec, events took place at Kings Cross, Bounds Green and Leeds. Sessions were delivered on e-learning, understanding financial jargon and health and well-being. At some stations there was a chance to try a driver simulator. The Nxec Learning Resource Centre (LRC) at Kings Cross was re-launched after its relocation across the station.

Northern ULRs held events at Newcastle, Sheffield and Leeds. A

literacy and numeracy quiz gave employees a chance to win a Nintendo DS Lite and Brain Teaser game. Health and well-being was promoted at Leeds and employees were treated to a relaxing massage. The Northern Rail ULRs have also been busy carrying out learning interviews with their colleagues as part of a companywide survey.

Network Rail ALW events started in Barnetby where Grimsby College provided tasters in jewellery making as well as advice on courses such as maths, English and IT. Learners were able to find out more about the ITQ qualification and express their interest. The Grimsby Horticultural Society showed how to make button holes for that special occasion and how to put together an arrangement for a hanging basket. The Open University were also there to discuss HE level courses. ULR Tony Hutton held one-to-one chats with learners and explained the RMT Bursary scheme. Similar events will take place at depots in Hitchin and Bournemouth in June.

Eurostar employees were giving on the concourse at Ashford International and others had the opportunity to learn how to play golf. Learners took advantage of a massage and getting their nails done before signing up to NVQ level 2s ranging from customer service to business administration. ULR Wendy Dale demonstrated how to make the most of your plants by taking cuttings. At Temple Mills, ULR James Liness organised a motorcycle safety event run by the Metropolitan Police service.

The week also saw the launch of the newly located Kings Cross Learning Resource Centre, which was opened by RMT general secretary Bob Crow and National Express human resources director Andy Meadows. ■



Which course? Learners see what's on offer in Leeds



Ramsgate Adult Learners' Week



Adult Learners' Week at the Red Star Learning Centre

ISRAEL RAILWAYS BACK DOWN FROM SACKING ARAB WORKERS



Bob Crow with a letter for the Israeli Ambassador outside the Israeli embassy

A campaign by Arab workers on Israel Railways – backed by solidarity action from RMT – saw some success recently.

Israel Railways planned to introduce a new rule that level crossing guards must hold firearms licences. This effectively restricted those jobs to veterans of the Israeli Defence Forces.

It was discriminatory against Israeli Arabs because they are exempt from military service and therefore would have been excluded from the jobs.

Israel Railways issued 40 Israeli Arab citizens with redundancy notices at the end of March, which were meant to be effective from the beginning of April. However, in what became a protracted legal battle, the Tel Aviv labour court twice suspended the implementation of the workers' dismissal.

Arab member of the Knesset (Israeli parliament), Ahmad Tibi,

raised the issue, forcing Israel's transportation minister, Shaul Mofaz, to promise to look into it.

Tibi described the Israeli decision as "discriminatory and racist", and added sarcastically that the company should change its name to "Yisrael Beiteinu Railways", referring to the party extreme right-wing party which openly calls for expelling Arabs and Palestinians.

RMT general secretary Bob Crow wrote to Israel Railways in April condemning the decision. He also wrote to the Israeli Ambassador, Ron Prosor, calling on the Israeli government to intervene to end the injustice, pointing out that Israel Railways' actions contradicted the country's Employment (Equal Opportunities) Act.

"The position of Israel Railways as a government company puts an onus on the Israeli government to avoid

national/racial discrimination, given Israel's status as a binational state and its professed commitment to racial equality," He wrote.

"While my trade union would hope that the judiciary will take a principled decision and not back prejudice and racial exclusion, I believe that the best outcome would be for Israel Railways to decide for itself to drop the proposal to dismiss these Arab workers or, failing that, for your government to instruct Israel Railways to do so." Bob Crow added.

The letter was followed up with an RMT demonstration on May 11 outside the Israeli Embassy in London. A leaflet distributed by the union stated: "We believe that solidarity from around the world can persuade Israel Railways not to go ahead with this attack on jobs and on equal rights."

Just over a week after the demonstration RMT received a letter from the Israeli Embassy. The letter quoted from a recent statement by Israel Railways.

"In light of the sensitivity of this decision, and following a meeting between Israel Railways representatives and the commissioner of equal opportunity at work, Israel Railways has agreed alternative, equivalent eligibility criteria for those who did not do service in the IDF, thereby opening application to all.

"In addition, it has been decided that anyone who has worked in the position of look-out for more than 12 months will be exempt from the eligibility requirements," the statement from Israel Railways said.

RMT will be watching developments on this and taking further solidarity action if necessary. ■

SHARP



Up to 40% Off Sharp's Award Winning Products



Sharp Electronics is one of the world's leading electronics manufacturers and is widely recognised for their innovations and technical excellence in HD LCD TV.

For all TVs and other products please go to www.sharp.co.uk/rmt where you can receive up to 40% off you order when you register using your *Affinity Access Code RMT*. You will only be asked to enter this code once.

BIG IN JAPAN SHARP



TRADE UNIONS AND OUR PLACE IN HISTORY AND THE FUTURE

Trade unions have been around for nearly two hundred years. Our union as we know it today was formed in 1990 – as a merger of the National Union of Seamen and the National Union of Railwaymen – bringing together long and vibrant histories of struggle. And more recently OILC, a union born in the most difficult of conditions, came into the RMT ranks as the offshore energy branch of our union.

There have been three authorised accounts of our union's history written already: Philip Bagwell's two volume *The Railwaymen - The History of the NUR*; Mike Berlin's *Never on Our Knees* and Arthur Marsh's and Victoria Ryan's *The Seamen*. It's important that these accounts are there both for the record and also as a resource to enable us to learn from the past.

The importance of this was brought home to me very recently when my 10 year old son showed me his homework from school, which included history. There was no trade union history and I wanted to know why. Asking his teacher why this was the case I was told that it had been an oversight.

This year it is 175 years since the Tolpuddle Martyrs were arrested, convicted and deported to Australia for forming a union. I thought this was a good opportunity to correct the school's previous oversight. So, I popped into the school and strongly suggested that they

put something on for the kids, to celebrate this historic moment in the history of trade unions. The head teacher agreed, and has asked me to come in and put it on.

Trade unions going into schools is not new, in fact it goes on in some places, but in nothing like the numbers that they once did. It is crucial that we explain to the next generation the relevance of trade unions in society. After all we are living through a period of big political change that people find difficulty in making sense of.

People get turned off by the word "politics" which has been given a bad name by MPs. But politics is about more than parliament. It isn't something that happens to us, it's part of our daily lives. It's about the way in which decisions are made about people, and by people.

It is without doubt that literally millions of working class people feel completely ignored by the political system. This is especially the case with younger people who wonder what politics has to do with them. I bet if a breakdown of the voter turnout in the recent European elections was compiled then we would hardly see a whisper of people under the age of 27.

And we can see where disillusionment with the political process leads. Looking at the results of the recent European elections, we have seen the collapse of the Labour vote and the

election of two British National Party MEPs.

I have written before about the total incompatibility of the racist BNP's message with the whole being and nature of trade unions and specifically RMT. It needs to be restated now.

Our history is one based on a class understanding of history and economics. We totally reject any form of division on the grounds of ethnicity, race, or gender. We will not scapegoat one working class person against another. We want the best for all working class people.

The enemy of working people is poverty and its causes. And as trade unionists we are about helping to build a better world where all people live out of poverty.

The trade union and labour movement has historically played a magnificent role in fighting racial hatred. From the defeat of Nazism in Europe, segregation in the United States and apartheid in South Africa trade unionists have always been in forefront of resistance. We have never stopped fighting racism, and in these recent elections many of our members campaigned against the BNP.

The BNP is the enemy not only of black members of RMT, but all our members. That is why RMT won't cease from campaigning against the BNP and organisations like it until they cease to exist and racism is confined to the dustbin of history. ■

From stunning landscapes to city escapes, Superbreak has it all. With a huge range of short breaks and experiences, let us tailor our hotel packages to suit your needs. Whether you are a culture vulture, adrenalin junky or theatre lover, we have what you're looking for!



Let Superbreak pack more into your next short break and you can receive a 10% discount of all of our range of products.



- 2 night's accommodation with dinner on your first night from as little as £65pp.
- Top West End shows and 1 nights' accommodation from £69pp.
- A fantastic array of world class music acts and sporting events.
- Overseas breaks including Mini Cruise packages including hotel stay from £104pp for 4 nights.



To book online, visit: **www.superbreak.com/rmt** or call **0871 221 3700** and quote **"HB117"** and automatically receive your 10% discount.

Lines are open 8am to 11pm. Calls are charged at standard rates.

There is no credit card or booking fee.

We pack more in...

RMT STANDS UP FOR ITS MEMBERS

If you have suffered an avoidable injury or illness, our team of expert lawyers can help you

The law says you're entitled to compensation for illnesses or injuries caused by the negligence of others. And because the RMT only uses expert personal injury lawyers, you can be sure of a service that is second to none.

Contact us now for fast and efficient advice – even for your family members.

FOR THE BEST LEGAL ASSISTANCE FOR RMT MEMBERS CALL FREE ON 0800 587 7516 (0800 328 1014 in Scotland). Lines open 8.00am-8.00pm Mon-Fri (except public holidays) and 9.00am-5.00pm Sat and Sun. For the 24 hour criminal law line call 0800 587 7530 (0800 328 1014 in Scotland)



PROTECTING AND PROMOTING OUR MEMBERS' INTERESTS



CYCLE CUBA

"We have a country in which everyone has learned to read and write, in which almost a million adults are studying. A country that is the master of its resources, the master of its lands."
Fidel Castro

Julia Mansbridge from RMT's Industrial Relation's department reports on her recent fund raising cycle trip across Cuba.



*Viva la Revolución!
May Day in Havana*

Earlier this year I returned to Cuba with 38 fellow trade unionists and together we continued our fund raising activities for disabled children.

We cycled 350 km over five days through rural Cuba raising funds towards educational equipment and delivering aid to the Abel Santamaria School for visually impaired children. Our journey took us from Sancti Spiritus to Trinidad, Cienfuegos to Santa Clara and finished in Remedios.

Part of our trip included a hike to Caburni Falls in the Escambray Mountains: Cuba's second highest mountain range, rich in the production of coffee beans.

We also toured one of the many health care centres which proved Cuba has one of the best health systems in the world. Health care, including eye care, dental care and prescriptions, are free and universal. Cuba also shares 30,000 doctors with undeveloped countries for free.

We met with the Committee for the Defense of the Revolution (CDR) which is a network of local committees across Cuba and an organisation designed to put educational, medical and other campaigns into national effect.

A highlight was the visit to the Memorial and Museum of Ernesto Che Guevara to pay homage to 'El Guerrillero Heroico' (The Heroic Guerrilla) who fought alongside Fidel Castro.

May Day in Cuba is an incredible experience. The international workers' day was celebrated by over one million people in Revolutionary Square and clearly demonstrates resistance to the illegal trade embargo which has been in place for 50 years.

It isn't difficult to see why Cubans support their government. They live in a socialist country which places the

collective good before individual gain.

They do not have mortgages, they do not live on credit and they do not suffer the stresses of a life filled with fear.

In schools the teacher to student classroom ratio at primary level is 1-20 and at middle level is 1-15 sometimes much lower. Is it any wonder high school graduation is 97.5%? The ratio for those with severe physical and mental disabilities is 1-1 and remote villages which may have one or two children are provided with a qualified teacher.

Cuba is a fascinating country and deserves recognition for all it has achieved. I sincerely thank RMT members for your contributions towards our sponsorship for the Cycle Cuba Challenge. Our help has made a huge difference and is wholeheartedly appreciated. Sign up for next year's Cycle Challenge and see for yourself how an alternative way of life is possible. ■

**DO YOU WANT TO
CYCLE ACROSS
CUBA IN 2010?**

**Music Fund for Cuba
Cycle Challenge**

21 April – 03 May 2010.

Raise money for the Miramar Community Theatre restoration project and the Abel Santamaria School for visually impaired children in Havana.

Cycle to the salsa beat. Dramatic landscapes. Vibrant Cuban culture.

Meet the Cuban people at workplace and cultural visits. VIP invitation to attend May Day Rally in Plaza de la Revolución.

Full details from Cuba Solidarity Campaign. Email: tours@cuba-solidarity.org.uk. Tel: 020 8800 0155.



Julia Mansbridge cycling Cuba's streets

NORTHERN TUC BACKS TYNE AND WEAR METRO ANTI-PRIVATISATION FIGHTBACK

Last month's Northern TUC conference unanimously backed a motion from RMT calling for continuing support for the campaign against the fragmentation and privatisation of Tyne and Wear Metro and for the renationalisation of the railways already in private hands.

Moving the motion, RMT northern regional organiser Stan Herschel thanked delegates for their support over the past twelve months which had set the scene for a magnificent campaign against the Metro privatisation plans which he said was far from over.

Stan went on to pay a special

tribute to the Keep Metro Public campaign group, who he described as a great bunch of volunteers covering all trades unions and political groups who have worked hard throughout the year to keep the anti-privatisation message in the headlines.

The key points of the RMT

motion, which was seconded by Unite, are that the Tyne and Wear Metro privatisation plans will result in:

- Poorer value for money – vital funds will in part be used to subsidise private sector profits. Fragmentation and new bureaucratic contractual arrangements will increase costs and inefficiencies.
- Threats to quality of service and safety – the Metro will be fragmented into different sectors meaning there is less effective control.
- Attacks on pensions, jobs and conditions as the private sector seeks to maximise profits at Metro workers expense.

RMT general secretary Bob Crow said "RMT is delighted at the continuing trade union support for the fight to keep the Tyne and Wear Metro out of the hands of the speculators and rip off merchants from the private sector. This fight will continue until the plans to privatise the Metro are dropped." ■



RMT general secretary Bob Crow speaking at a recent press conference in Newcastle-upon-Tyne alongside council of executives member Bob Potts

RMT TV STATION NOW LIVE!

at
www.rmtv.org.uk

RMT BLACK CAB DRIVERS' PICKET HAILED A SUCCESS

Action over short-term parking brings offer of resolution

An RMT London taxi drivers' picket of Westminster City Council last month over parking charges that force them to spend up to £3 had a big impact last month. Westminster Council have now promised to introduce free parking for use of toilets in the borough.

Westminster recently introduced a new mobile phone/credit card based parking system, ripping out the old pay as you go meters. At the same time a number of public conveniences close to black cab ranks have been closed down by Westminster City Council.

RMT called on Westminster City Council to waive parking fees for ten minutes for black cabs on bays close to public toilets to enable the cabbies to enable them to use the facilities.

Taxi drivers are being forced to pay the minimum parking charge of £3 an hour just to dash in and use the public toilet or risk a fine of £80.

Westminster have introduced a limited number of taxi-only bays at £1 an hour but these are inadequate and drivers pointed out that they are a great earner for the council.

In the wake of the picket Martin Low, director of transportation at the City of Westminster, offered talks with RMT Taxis and said that "they are working on a package for the trade that would give free parking and toilets in the borough". RMT Taxis have accepted this offer and look forward to informing the trade of the details. ■



RMT Taxis picket City Hall

RMT ISSUES CALL TO OPT OUT OF SALARY SACRIFICE SCHEME

Introduction of PaySave (Salary Sacrifice) – South West Trains, Island Line Trains and East Midlands Trains

Despite opposition from RMT, three Stagecoach train companies are introducing a Salary Sacrifice scheme, called PaySave, with effect from July 1. South West Trains, Island Line Trains and East Midlands Trains managements have written to their employees advising that all contributors to the Railways Pension Scheme who earn more than £6,750 will be automatically entered into the scheme.

PaySave allows employees and employers to save National Insurance contributions on their pension contributions. It works by reducing each individual's salary by the amount of their contribution of their pension scheme; thus the employees pay is lower and National Insurance contributions are reduced accordingly. The saving depends

on the level of salary. Participation in PaySave should not affect other terms and conditions of employment and a number of companies have introduced such arrangements. However, in certain circumstances it can affect entitlements to state benefits

RMT policy is against salary sacrifice schemes. They effectively reduce the value of National Insurance contributions collected by the Treasury, which are, of course, used to fund the National Health Service and state pensions. Also, the savings to the employer are significantly greater than those of employees. Employers can save hundreds of thousands of pounds. RMT believes that where salary schemes are introduced, that any savings should be paid into the

employer's pension scheme, in these cases the RPS, to improve the funding position and reduce contribution levels.

RMT is totally against employees being automatically opted-in to such schemes. Management should not automatically assume its employees wish to participate but they are automatically opted-in because the companies stand to make significant financial gains from doing so. This is just another example of companies increasing their profitability from the privatised railway industry.

Members wishing to support RMT policy can opt-out of the scheme by obtaining an appropriate form from their employer. RMT has devised its own opt-out form which is available via the RMT website. ■

PEOPLE'S PUBS - Words by Mike Pentelow, Pictures by Peter Arkell

GEORGE STEPHENSON

GREAT LIME ROAD, WEST MOOR, NEWCASTLE-UPON-TYNE

"The father of the railways", as George Stephenson (1781-1848) became known, started his working life as a cowherd. This was in the Northumberland colliery village of Wylam, about seven miles west of Newcastle, where he was born. At the age of 17 he followed in his father's footsteps to become a fireman on the colliery's pumping engine. He taught himself to read and write and progressed to working on steam driven winding engines that hauled the coal wagons. These had fascinated him since childhood. In 1804 he got a job as a mechanical engineer in Killingworth's Highpoint colliery at West Moor pit (just near this pub) and lived alongside it at Dial Cottage, Great Lime Road, until 1822. The cottage was full of materials used in his experiments to develop new engines – and it was behind the cottage that he constructed his first locomotive – called Blucher – which pulled 30 tons uphill at four miles an hour, in 1814. The following year he invented a safety lamp for miners that did not explode when used near highly inflammable gases in the pits. At about the same time another more famous safety lamp was invented by Humphry Davy. Stephenson, however, after being made enginewright, concentrated on designing and making more powerful and more comfortable locomotives, constructing a further 16 while at Killingworth. He was then

appointed to oversee the construction of the historic Stockton to Darlington railway and designing its first locomotive, called Locomotion. The line was opened in front of huge crowds on September 27, 1825, when the nine-mile journey took just under two hours. It was this achievement that earned him the title of "father of the railways"; and for this feat he is currently depicted on a Royal Mail stamp as a "pioneer of the industrial revolution". His fame spread further when his steam engine "The Rocket" won a race hands down with a world record speed of 35 miles per hour – and so became the one used on the new Liverpool to Manchester line. This opened in 1830 and became the first to carry passengers rather than cargo. He then became chief engineer on most of the lines laid in the 1830s, and was also adviser to the Belgian state railway. His deadly rival was Brunel (who featured earlier in this series) and Stephenson won the battle with him over what the standard gauge of the lines should be when it was decided they should be narrow rather than broad. The pub which bears his name is right next to the bridge which supports the main east coast railway line from London to Aberdeen. It has won best beer pub awards thanks to its Rivet Catcher beer from the local Jarrow brewery.



George Stephenson's house

CROSSWORD RETURNS NEXT MONTH

The crossword will return next month as usual when we will also publish the winner of the May competition and the solution.

EXCLUSIVE OFFER for RMT members

Annual Travel Insurance

Prices from £29.75*

Please call **0844 482 0689**
Quoting RMT
U.K Call centre.

Provided by AIS Direct. AIS Direct are a trading style of Rock Insurance Services Ltd who are authorised and regulated by the Financial Services Authority (FSA). FSA number 300317.

* Terms and Conditions apply. Prices based on individual European Annual Economy for ages up to 54 years and cover is correct at 02/06/2009

MARCH AN DISTRICT BRANCH

NOMINATES

STEVE SMART

TO THE POSITION OF LONDON & ANGLIA REGIONAL ORGANISER

AND SEEKS SUPPORT FOR THIS OUTSTANDING CANDIDATE

BASSETLAW BRANCH

NOMINATES

DAVE GOTT

FOR REGIONAL ORGANISER ELECTION, YORKSHIRE & LINCOLNSHIRE

AND SEEKS SUPPORT FOR THIS ABLE CANDIDATE

SOUTH EAST ESSEX BRANCH

HAS NOMINATED

DERRICK MARR

TO THE POSITION OF LONDON & ANGLIA REGIONAL ORGANISER

AND CALLS ON MEMBERS TO ATTEND THEIR LOCAL BRANCH AND VOTE FOR A SUPPORTING BRANCH NOMINATION

CLASSIFIED ADS

INDIAN WELLS KISSIMMEE VILLAS

10% discount on rates for RMT members. Beautiful 3 bedroom 2 bathroom villa in Florida 5 minutes drive from Disney. Exceptionally central location, own pool with screen porch and overlooking a lake. Will sleep 8 and cot facilities are available. 01202 427854.
www.indianwellskissimmeevillas.co.uk

Warner Leisure Hotels

EXCLUSIVELY FOR ADULTS

SAVE UP TO 25%* OFF BROCHURE PRICES



ALL YEAR ROUND DISCOUNTS

TO BOOK OR TO REQUEST A BROCHURE PLEASE CALL
0800 1 388 399 quoting code **HD496**
OR VISIT www.warnerleisurehotels.co.uk/phc

*Save up to 25% offer excludes Bank Holidays, Christmas & New Year, Premier Starbreaks, Spa breaks. Offers are off the current Warner Leisure Hotels 2009 brochure prices and cannot be used in conjunction with any other offer and apply to new bookings only. All bookings are subject to availability and terms and conditions in the current Warner Leisure Hotels 2009 brochure. All persons in your booking must be over 21 years of age. Supplements apply for room upgrades and Experience Breaks. Warner Leisure Hotels reserve the right to change or reduce these offers at anytime without prior notice. Bourne Holidays Limited (trading as Warner Leisure Hotels) is a company registered in England and Wales with company number 01854900 whose registered office is 1 Park Lane, Hemel Hempstead, Hertfordshire HP2 4YL.



RECRUITING IN WESSEX



Wessex region were busy recruiting on the bank holiday weekend at the end of May at the Eastleigh 100 Transport Show. The RMT team recruited new members and

reported a lot of interest at the busy show. In the photo from left to right is Wessex regional recruitment officer Keith Murphy, Tina Hanson, Dave Rudland and Andy Lister. ■

RMT Credit Union

Our Own Savings and Loans Co-operative

PARADISE IS A BIT CLOSER WITH THE RMT CREDIT UNION IT HAS NEVER BEEN EASIER TO JOIN

OUR OWN SAVINGS AND LOANS CO-OPERATIVE

Our RMT Credit Union exists to provide help and support to all our members for their savings and credit needs, not to make a profit.

By saving together, and lending to each other, we take the profit motive out of savings and loans. All the surpluses created by the Credit Union are recycled as benefits to members through cheap loans, and the ability to pay dividends on savings.

It strikes a balance between low interest rates on loans and paying a dividend on savings. It enables members to have ready access to cheap loans while building up a substantial and useful savings account. The Credit Union can do this because it is run on the same principles of mutual support and members' democratic control as our trade union, so you can be sure that it's run in the interests of us all.

Loan term (months) 12.68% APR (1.056% per month)

Amount	12	24	36	48	60
500	44.58	23.70	16.77	13.33	11.29
1000	89.17	47.39	33.54	26.67	22.59
1500	133.75	71.09	50.31	40.00	33.88
2000	178.33	94.78	67.08	53.34	45.18
3000	267.50	142.18	100.62	80.01	67.77
4000	356.67	189.57	134.16	106.68	90.36
5000	445.84	236.96	167.70	133.34	112.95
7500	668.75	355.44	251.55	200.02	169.42

CHEAP LOANS

Decisions on interest rates are made by our members. This year our AGM decided to offer very cheap loans to members. This means we can now offer loans at 12.68 per cent APR, equivalent to 1.056 per cent per month on the declining balance. See our great rates below.

IT'S NEVER BEEN EASIER TO JOIN

All RMT members and their families and retired RMT members can join our Credit Union. You simply complete the form opposite. Under government legislation we have to check your identity and address but we can now do this electronically so you do not have to send any documents with your application.

MONTHLY OR FOUR-WEEKLY PAYMENTS

You can now also make your payments on a calendar monthly basis (28th of each month) or on a four-weekly basis which ties in with the pay cycles of many transport workers. The choice is yours so just indicate on the form. We take regular payments by Direct Debit although one-off additional payments can be made by cheque or cash. Members must make savings payments of at least £5 per month/four-weekly.

If you wish to join complete the application and return it to the RMT Credit Union at Unity House:

RMT Credit Union, Unity House, FREEPOST NW37 06, London NW1 3YD

For assistance: Tel: 020 7529 8835

Authorised and Regulated By The Financial Services Authority FRN: 2286 12





RMT CREDIT UNION LTD.

Finance Department, Unity House, 39 Chalton Street, London NW1 1JD

MEMBERSHIP NUMBER

RMT CREDIT UNION APPLICATION FORM – please complete your application along with the attached Direct Debit.

Please use **BLOCK CAPITALS** and **black ink**.

1 PERSONAL DETAILS.

Surname		Address	
Forename(s)			
Home phone			
Mobile phone		Postcode	
Email address			
Date of Birth		National Insurance Number	

2 **Marital Status** married ☐ partner ☐ single ☐ divorced ☐ **Drivers Licence No.**

3 Your Employment.

Employer		RMT Branch	
Job Description			

4 **Mr** ☐ **Mrs** ☐ **Ms** ☐ **Miss** ☐

5 Membership Status

RMT TU Member ☐ Retired RMT TU Member ☐ RMT Family Member ☐

6 **How much do you wish to save £** This is the amount you wish to save by Direct Debit monthly on the 28th ☐ or date you next get paid weekly ☐ if 4 weekly (Fri) ☐ date here.....

7 Normally your payments are made once a month (28th) to RMT Credit Union Ltd.

8 **Next of Kin**

Address

.....
.....

9 **I undertake to abide by the rules now in force or those that are adopted.**

Your signature

Date

We are checking new member identification electronically. To do this, we now carry out searches with credit reference agencies who supply us with relevant detail including information from the Electoral Register. The searches will not be used by other lenders to assess your ability to obtain credit.

I agree to my identity being checked electronically ☐

If we cannot verify your identity and address by this method, we will ask you to provide paper documentation instead. Full details of these can be supplied to you by calling 020 7529 8835.



Instruction to your Bank or Building Society to pay by Direct Debit



Please fill in the whole form including official use box using a ball point pen and Send to: RMT Credit Union Ltd., 39 Chalton Street, London NW1 1JD

Name and full postal address of your Bank or Building Society

To: The Manager	Bank/Building Society
Address	
	Postcode

Name(s) of Account Holder(s)

Bank/Building Society account number

Branch Sort Code

Originator's Identification Number

Reference Number

FOR RMT CREDIT UNION LTD OFFICIAL USE ONLY
This is not part of the the instruction to your Bank or Building Society.

Instructions to your Bank or Building Society.

Please pay RMT Credit Union Ltd Direct Debits for the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with RMT Credit Union Ltd, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)

Date

Banks and Building Societies may not accept Direct Debit Instructions from some types of account

This guarantee should be detached and retained by the Payer.

The Direct Debit Guarantee

- This guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the scheme is monitored and protected by your own Bank or Building Society.
- If the amounts to be paid or the payment date changes, RMT Credit Union Ltd will notify you 10 working days in advance of your account being debited or as otherwise agreed
- If an error is made by RMT Credit Union Ltd or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid
- You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please also send a copy of your letter to us.



JOIN RMT BRITAIN'S SPECIALIST TRANSPORT UNION



Visit www.rmt.org.uk to join online
or call the helpline on freephone

0800 376 3706

Problems at work? Call the helpline

*(Now with two operators and the facilities to translate
into 170 languages)*

Open six days a week

Mon to Fri - 8am until 6pm, Sat - 9.30am to 4pm

e-mail: info@rmt.org.uk

Legal helpline: 0800 587 7516
Seven days a week

