

No: 003/25

13th January 2025

Dear Colleagues

CAPITA TVL: PAY AGREEMENT 2024 & 2025 – BALLOT RESULT

Further to LTB 395/24 dated 18th December. Our TVL members have endorsed the two-year Pay Agreement with Capita. The result is:

Yes Votes	131	70%
No Votes	56	30%
Turnout		39%

Capita has been advised of this outcome and has confirmed that Field members will receive the minimum 5.5% pay uplift with January salaries.

Shorter Working Week – Bristol & Darwen (one-hour off the Working Week)

Plans will now be drawn up to ensure the hour off the working week from 1st April 2025 is introduced in a consistent and fair way. Our Senior Reps in both Units will have responsibility for delivering this important benefit for our members. The following principles have been agreed with Capita:

- The vast majority of members have their attendance managed in the Aspect system. A small number of people (Field Business Centre for example) have more fixed attendance patterns.
- The Planning team will update all members' working week to 36.5 hours from the agreed start date.
- Revised attendance patterns will be visible to each individual, showing their start/finish times and they will be able to see that their working week adds up to 36.5 hours.
- Capita management will work with the Senior Reps to achieve the best balance in respect of where to apply the one-hour reduction.
- There will be a myriad of preferences, from later starts, earlier finish, 15 mins spread over 4 days, the whole hour on a particular day etc. In some areas this will be easier to accommodate than others. For example, in Back Office, when the work is undertaken isn't as time critical as it is in the Contact Centre, as Capita and the BBC need to have the right availability across the opening hours.
- However the implementation is achieved, it will be completely transparent through the scheduling system to each individual, as it is currently.
- There will be no changes to attendance patterns for part-timers and no reduction in their hours. They will, however, receive a benefit by virtue of an enhanced hourly pay rate.

Improved Annual Leave Entitlement

Members are reminded that from 1st January 2025, members with more than five years' service, including the TUPed members, will move to a new maximum annual leave entitlement of 29 days (an increase of one day).

Conclusion

In closing, the reality is, this Pay Agreement was only possible once the members voted overwhelmingly for Industrial Action. I would like to thank our TVL members for their support in achieving this outcome after what was a very challenging pay negotiation. **The next pay review date is 1st April 2026.**

Yours sincerely,



Andy Furey
Assistant Secretary