

No. 006/26

6th January 2026

Dear Colleague

Capita TVL – Pay Claim 1st April 2026

Branches are advised that the Postal Executive has endorsed a pay claim for our Capita members working on the BBC / TVL contract. The pay review date is 1st April and our claim includes:

- **A one-year pay increase** - our claim is for all members to receive an above-inflation pay increase, with particular emphasis on raising the pay of the lowest paid members in the Contact Centre in Darwen beyond the Real Living Wage Foundation's recommended hourly pay rate of £13.45. Capita Group signed up to the Real Living Wage in 2020 but walked away from this a couple of years ago. Since then, we've been using the RLW as a benchmark and have had some success in securing pay increases marginally in excess of this.
- **Shorter Working Week** - having achieving parity for our Darwen members with the Field in the last Pay Agreement, the objective is to seek a further reduction for all members. Our members currently work 36.5 hours net per week.
- **Pensions** - we are seeking an increase in Capita's pension contribution rates. Currently, Capita pays just 3% into the DC pension scheme and employees pay 5% (with the option for employees to pay more).
- **Annual leave entitlements** – integral to our claim is the objective of improving the entitlements for annual leave, particularly for the longer serving members.

Capita Group is due to publish its full year financial results (to 31st December 2025) at the beginning of March 2026. On past experience this could potentially lead to a delay in the negotiating process as management have previously indicated they can't commit to negotiating a pay deal until the final financials are known. That said, this position hasn't stopped us from submitting our pay claim.

Further developments will be reported.

Yours sincerely,

Andy Furey
Assistant Secretary