

Catering, Cleaning and Grounds (CCG) consultation newsletter

13 April 2015

This is the first issue of the Joint Trade union newsletter for Entrust Catering, Cleaning and Grounds (CCG) staff concerning the consultation that Entrust is undertaking as a result of agreeing a new joint venture partnership with Chartwells, part of the Compass Group.

Please take the time to read it and let us know your thoughts, concerns and questions so that we can seek to address these with the representatives of Entrust, Chartwells and Capita.

What has happened so far?

Entrust have advised that a review of the CCG business areas was undertaken late last year due to losing 10% of its customers across these areas every year, despite having improved service delivery satisfaction rates to above 90%.

As a result Entrust entered into 'Competitive Dialogue' with four potential providers for these services and signed a contract with Chartwells on 1st April 2015.

What does this mean for staff?

The new Joint Venture would result in around 3,000 jobs transferring from Entrust to a new company that would be run by Chartwells essentially acting as a sub-contractor of Entrust.

TUPE (Transfer of Undertakings [Protection of Employment]) would apply ensuring protection of terms and conditions, although Chartwells have already advised that some measures (changes to Terms and Conditions of staff transferring) have been proposed.

What happens next?

The consultation formally began 1st April 2015 and is proposed to conclude 1st June 2015.

Employer side representatives will be meeting union representatives fortnightly and a number of employee roadshow sessions will be held across the county.

We strongly urge you to attend as many of these sessions as possible in order to engage with this process as fully as you can to ensure that your voice is heard and your questions answered.

Who is affected?

If 51% or more of your post is involved in the areas of Catering, Cleaning or Grounds then you are potentially in scope for transferring to the new joint venture. We have already expressed concerns over the lack of clarity over which jobs are in scope as we would normally expect greater certainty over who is affected by this point.

Share your thoughts

So far we have expressed concerns over the pace of this change, the transparency with which Entrust have acted so far and the lack of information over who will be affected.

However, you know your role better than anyone and we want to hear any questions, comments and concerns you have about this so that we can address these with management and more effectively support you through this process.

Details of union representatives involved are given below along with their contact details.

If you are not currently in a union we urge you to join now to ensure your voice is heard and increase your leverage in the consultation.

Your trade union representatives



Judy Wyman – judy.wyman@virgin.net



Bea Harvey – bharvey@staffs.atl.org.uk
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Carl Howard – carl.howard@staffordshire.gov.uk
Neil Salter – neil.salter@unitetheunion.com

Staying in touch

If you are not a member of a union we strongly urge you to join now and make sure that your voice is heard during this consultation.

If you are a member of a union please take a moment to contact them to ensure that they have up to date contact details for you so that we can stay in touch with you and make you aware of any developments as soon as possible.

We also recommend that you do your best to attend at least one of Entrust's staff roadshows and that you contact Entrust to make sure that they also have up to date records.

Contact Entrust on Tel 0300 111 8030 or e-mail: enquiries@entrust-ed.co.uk