

*April 2015 – Catering, Cleaning and Grounds consultation special edition*

## What is happening?

Entrust entered into formal consultation with UNISON 1<sup>st</sup> April over the TUPE transfer (Transfer of Undertakings [Protection of Employment]) of 3,000 Catering, Cleaning and Grounds (CCG) jobs to Chartwells, part of the Compass group.

Fortnightly meetings have been scheduled and the process is expected to conclude in June.

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 Chartwells.

## Concerns

We have raised concerns over Chartwells' understanding of the business areas that they are taking on in terms of:

- How Entrust's Catering, Cleaning and Grounds services operate
- What investment is needed to maintain and grow them
- What changes Chartwells can make in order to make these services profitable without reducing headcount or service delivery.

These concerns are not centred on Chartwells' expertise in these areas but rather their own statements in meetings held so far concerning the availability of information prior to signing the contract with Entrust and the work that they have yet to complete in order to understand these issues.

While Chartwells have given assurances in response to this, including some details as to the work being undertaken to ensure they have the information needed we remain concerned that this work was not completed prior to signing the contract and the long term consequences of this.

Chartwells have advised us that they are hopeful that a significant amount of this work will have been completed by the next consultation meeting on 30<sup>th</sup> April.

We will keep you up to date with any developments.

## Structure

Entrust have stated that this is not an outsourcing, nor is it a subcontracting situation, instead referring to this as a joint venture between Entrust and Chartwells.

When asked to clarify the nature of the relationship between the two companies, the structure and how profits and losses will be distributed Entrust advised us that Chartwells will hold no shares in Entrust, unlike Entrust's relationship with Staffordshire County Council, and that Entrust will instead be Chartwell's client, with Entrust setting the service delivery levels of the contract that Chartwells are expected to work to.

We will continue to press for further clarity on this as it is not clear how Chartwells will deliver these services to a standard that will satisfy their client, Entrust, in order for Entrust to satisfy their client, Staffordshire County Council, without reducing standards or the working conditions or amount of staff they employ.

## Déjà vu?

We are also concerned to once again be hearing talk from management of 'soft landings', transparency and the need to partner with a private company in order to access expertise and investment that we do not currently have.

The creation of the joint venture between Staffordshire County Council and Capita was supposed to provide all of this and more with no noticeable change for employees or customers in the short term.

However, within the first month of Entrust being created management proposed changing staff policies to bring them in line with those operated by Capita.

Finding ourselves raising the same issues with management about the pace of change, lack of information available and lack of investment in the staff and services they already have, instead preferring to pass these responsibilities on to another company, it is hard not to be dubious of the reassurances given by Entrust and Chartwells.

### Get involved with UNISON in ENTRUST

- Are you the go to person in your department?
- Do you like helping people with issues at work?
- Are you interested in helping colleagues improve their skills?

If so, you may be interested in becoming more involved with UNISON.

Please contact your local rep about this, details below.

### Staying in touch

It is important that we have up to date details for you so that we can stay in touch and make you aware of any developments as soon as possible.

Please click [here](#) and take a moment to update your details.

Alternatively, if you received a paper copy of this newsletter please contact the branch using the details given below or visit

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