



Barnet UNISON
Ground Floor
Building 4, North London Business
Park,
Oakleigh Road South
London
N11 1NP

Telephone: 020 8359 2088
Fax: 020 8368 5985
contactus@barnetunison.org.uk
www.barnetunison.me.uk

25 June 2013

Dear Kelly

Re: Response to your Measures letter dated 24 May 2013.

Thank you for your Final Measures letter which outlines the significant Measures to be implemented after TUPE transfer. This response also refers to previous Measures letters dated 7 January and 25 March 2013 (see enclosed).

As per the TUPE Regulations whilst some information has been provided to the Trade Union during the pre TUPE consultation, it is simply not possible for UNISON as per the requirements under the TUPE Regulations to be in a position to be able appraise the suitability of the Capita Business Case solution without detailed financial and commercial data.

In the absence of the above information it is still UNISON's view that whilst you are seeking to relocate services out of the borough we think you should look at keeping services in Barnet.

Revs and Bens

UNISON welcomes the fact in your Final Measures letter there has been a change in the number of Revenue and Benefits posts to remain within the borough. Throughout the TUPE consultation the number of staff working in the Revenue & Benefits service has changed three times

- 7 January Measures letter 2FTE to remain in Barnet
- 25 March Measures letter 28 headcount to remain in Barnet
- 28 May Measures letter 42.1 FTE to remain in Barnet

In previous correspondence UNISON has been seeking more details on which posts have been identified to remain and which are identified to be relocated or redundant. As you know in our many tripartite meetings UNISON has consistently raised concerns about the number of redundancies as a direct result of the transfer. UNISON has been seeking a constructive dialogue with the aim of averting the negative impact on

transferring staff. In our meetings you have consistently said you are unable at this stage to provide requisite information before transfer until the services have actually transferred.

Customer Services

UNISON is pleased to see that the number of roles being relocated out of Barnet has been reduced from the initial 54.25 FTE to 37.FTE however there has only been a marginal increase of 0.5FTE remaining in Barnet. The concerns raised in the tripartite meeting echo what members are asking i.e. which roles are being relocated and which roles are being identified for redundancy and why?

Finance

Please can you explain why the transformation date for this service has been escalated from April 14 to July 2013?

Please can you explain why the numbers of posts remaining in Barnet has decreased by 28% from 70.55 FTE to 50.73 FTE?

Information Systems

UNISON is pleased to see the number of posts relocating from Barnet has reduced from 9 to 4. However it is worrying to see the number of posts being made redundant across this service. You were going to provide a breakdown between the IS service and the Schools ICT service when will this be provided?

Estates

Which posts have you identified for redundancy?

Procurement

UNISON is concerned that the figures are not available for any posts remaining in this service except for the 4 posts to be made redundant.

Corporate Programmes

I am pleased to see there will be no redundancies for this service.

HR & Pay Roll

In previous meetings I reported that there was a perception in HR that the Business Partner and Employee Relations posts were remaining in the borough. You were going to discuss this with your HR colleagues. Please can you confirm if this is the case?

Please can you explain why the number of the number of posts to be relocated out of Barnet has increased originally it was 36.89 FTE, it changed to 19 FTE then increased to 28.6 FTE?

HR Pensions

Please explain why the numbers have changed from 11.76 FTE to 8 FTE being relocated out of Barnet?

Health & Safety

Please can you explain how the numbers remaining in the borough have changed for 1.3 FTE to 2 FTE and back to 1.3 FTE?

Visiting the proposed locations

UNISON members working in NSCSO have indicated they would like to visit the following Capita locations

- Blackburn
- Bromley
- Sheffield
- Belfast
- Carlisle
- Southampton
- Guernsey

Can you advise as to what steps need to be taken with regards organizing these visits?

Relocation Protocol and Managing Change Policy

UNISON raised a concern that in the latest briefings to staff there was an implication that the Managing Change and the Relocation Protocol would not apply. As these are key documents which will be used post transfer Capita agreed to produce some Q&A's for staff. Please provide copies of the Q&A's.

Provision of Agency data

Capita agreed to provide more data post transfer.

General comments

Our members have noted many of the above changes and understandably want to know why Capita is unable to provide the evidence which has enabled Capita to revise the data over the period of consultation.

Yours sincerely



John Burgess
Branch Secretary
Barnet UNISON

Enc: Capita Measures letter dated 7 January, 25 March and 24 May 2013.



Private and Confidential

Mrs Sarah Murphy-Brookman
Assistant HR Director
The London Borough of Barnet
North London Business Park
Oakleigh Road South,
London
N11 1NP

24th May 2013

Dear Sarah,

Regulation 13 – Proposed Measures in respect of employees transferring from The London Borough of Barnet to Capita Business Services Ltd on 1st July 2013.

As required under TUPE Regulation 13, I am writing to advise you of the proposed Measures that will occur in connection with the transfer to Capita Business Services Ltd.

Terms and Conditions & Policies and Procedures

Capita fully commit to the requirements of the contract with regards to the protection of terms and conditions. In the interest of supporting employee integration into Capita, we have now completed discussions surrounding pragmatic changes that would be required to policies and procedures. All of these proposed changes are outlined on the final version of the Capita Terms and Conditions Matrix (attached).

The matrix is split into three key areas: The first (Green Section), details terms and conditions of employment that will not change on transfer to Capita. The second area (Amber Section) details those terms and conditions of employment and policies and procedures in line with Schedule 30 TUPE transfer commitments that we propose to make pragmatic changes with effect from the transfer. The third area (Red Section) details those policies and procedures proposals that we will discuss through further full consultation with the Trade Unions post transfer with a view to moving to Capita procedures.

Office Locations

Please find below a summary table detailing current location strategy post transfer to Capita. The baseline data of headcount staffing numbers was provided by the London Borough of Barnet on the 7th January 2013. Please note that this may be subject to further changes should there be changes to the TUPE data.

It is proposed that all employees will transfer on the 1st July and remain in their current location. Any proposed relocation that is outlined in the table below will be subject to a 90 day consultation period.

Service Area	Head Count at SCD Barnet	Vacancies at SCD - roles	Transformation Start Date	Transformation End Date	FTE to remain in Barnet	FTE to migrate outside of Barnet	FTE Reductions	Proposed Locations
Customer Services	76	24	Jul-13	Jan-16	19	37.7	6.8	Blackburn and Barnet
Revs and Bens	111	33	Aug-13	Apr-14	42.1	62.5	31.6	Blackburn, Bromley and Barnet
Finance	84	23	Jul-13	Jul-15	50.73	6.68	38.56	Swindon, Blackburn, Sheffield and Barnet
Information Systems	53	6	Jul-13	Mar-16	24.8	4	24	Chippenham, Weybridge and Barnet
Estates	58	6	Nov-13	Jan-16	48.51	0	13.72	Barnet
Procurement	5	10	Jul-13	Apr-17	TBC	TBC	4	To be confirmed
Corporate Programmes	21	8	N/A	N/A	20.9	0	0	Barnet
HR & Payroll	56	6	Aug-13	Mar-14	10.5	28.6	18.93	Belfast, Carlisle and Barnet
HR & Payroll (Pensions)	11	2	Jul-13	Oct-13	0	7.75	5.01	Banstead and Sheffield
Health Safety and Wellbeing	4	0	Jul-13	Dec-13/Jan-13	1.3	0	2.7	Southampton

With regards to the Procurement Service we had originally proposed that part of the service would migrate to Southampton. Due to the reduction in numbers that will now be transferring we are now reviewing the proposed future plans and will confirm once these have been firmed up.

Please also note that the Blackburn location has been added for the Finance Services and Weybridge location replaces Chertsey for Information Services.

*With regards to Customer Services one role (Insight) has now been taken out of scope so this headcount is now 75.

As discussed during our meetings with the Unions, we have provided Headcount for the Service Commencement Date data and our proposals for relocation and reductions are provided in FTE.

Payroll

Capita propose that when the employee payroll moves to Capita on transfer staff will be paid on the 27th of each month or the preceding working day where this is a weekend or Bank Holiday and circa 20th in December. Capita commit not to put any employee at a financial detriment through this measure and have practices in place to support employees including the opportunity to offer salary advances and template letters for staff to use etc. Further information has been provided separately as part of the ongoing consultation.

Verification Letters

At the conclusion of the staff consultation Capita will write to each employee detailing their own individual terms and conditions of employment that will transfer to Capita on the 1st July 2013.

Please note that this letter has been produced in order to conclude the TUPE consultation process. This letter, the terms and conditions matrix and my letter of 07 May 2013 provided to Barnet and the Unions details the final proposed measures and agreed changes. As agreed we will issue a further finalised summary table of employee numbers and office locations as an addendum to this letter circa 14 days prior to Service Commencement date.

I trust that this is sufficiently detailed for The London Borough of Barnet and request that you inform the affected employees in compliance with regulation TUPE Regulations 13(2) (d).

We have previously provided a copy of 'Your Guide to Capita' which includes the Employee Handbook as well as other supporting employee information including employee benefits, which contains details of the Capita policies and procedures.

Yours sincerely



Kelly Hall
HR Manager
Capita Plc



Private and Confidential

Mrs Sarah Murphy-Brookman
Assistant HR Director
The London Borough of Barnet
North London Business Park
Oakleigh Road South,
London
N11 1NP

25th March 2013

Dear Sarah,

Regulation 13 – Proposed Measures in respect of employees transferring from The London Borough of Barnet to Capita Business Services Ltd on 1st May 2013.

As required under TUPE Regulation 13, I am writing to advise you of the proposed Measures that will occur in connection with the transfer to Capita Business Services Ltd.

Terms and Conditions & Policies and Procedures

Capita fully commit to the requirements of the contract with regards to the protection of terms and conditions. In the interest of supporting employee integration into Capita, we have now entered discussions surrounding pragmatic changes that would be required to policies and procedures. All of these proposed changes are outlined on the latest version of the Capita Terms and Conditions Matrix (attached)

The matrix is split into three key areas. The first (Green Section) details terms and conditions of employment that will not change on transfer to Capita. The second area (Amber Section) details those terms and conditions of employment and policies and procedures in line with Schedule 30 TUPE transfer commitments that we propose to make pragmatic changes with effect from the transfer. The third area (Red Section) details those policies and procedures proposals, that we will discuss through further full consultation with the Trade Unions post transfer with a view to moving to Capita procedures.

Office Locations

Please find below a summary table detailing current location strategy post transfer to Capita. The baseline data of headcount staffing numbers was provided by the London Borough of Barnet on the 7th January 2013. Please note that this may be subject to further changes should there be changes to the TUPE data.

It is proposed that all employees will transfer on the 1st May and remain in their current location. Any proposed relocation that is outlined in the table below will be subject to a 90 day consultation period.

Service Area	Head Count at SCD Barnet	Vacancies at SCD	Transformation Start Date	Transformation End Date	Roles to remain in Barnet	Roles to migrate outside Barnet	Role Reductions	Proposed Locations
Customer Services	76*	24	May-13	Nov-13	21	55	24	Blackburn and Barnet
Revs and Bens	111	33	Aug-13	Feb 14	28	84	32	Blackburn, Bromley and Barnet
Finance	84	23	Apr-14	Apr-16	48	6	53	Swindon, Blackburn, Sheffield and Barnet
Information Systems	53	6	Jul-13	May-14	16	4	39	Chippenham, Chertsey and Barnet
Estates	58	6	TBC	TBC	51	0	13	Barnet
Procurement	5	10	May-13	Apr-17	TBC	TBC	3	To be confirmed
Corporate Programmes	21	8	N/A	N/A	21	0	8	Barnet
HR & Payroll	56	6	Aug-13	Mar-14	13	19	30	Belfast, Carlisle and Barnet
HR & Payroll (Pensions)	11	2	May-13	Aug-13	0	8	5	Banstead and Sheffield
Health Safety and Wellbeing	4	0	May-13	Mar-16	2	0	2	Southampton and Barnet

With regards to the Procurement Service we had originally proposed that part of the service would migrate to Southampton. Due to the reduction in numbers that will now be transferring we are now reviewing the proposed future plans and will confirm once these have been firmed up.

Please also note that the Blackburn location has been added for the Finance Service

*With regards to Customer Services one role (Insight) has now been taken out of scope so this headcount is now 75

Payroll

Capita propose that when the employee payroll moves to Capita on transfer staff will be paid on the 27th of each month or the preceding working day where this is a weekend or Bank Holiday and circa 20th in December. Capita commit not to put any employee at a financial detriment through this measure and have practices in place to support employees including the opportunity to offer salary advances and template letters for staff to use etc. Further information has been provided separately as part of the ongoing consultation.

Verification Letters

At the conclusion of the staff consultation Capita will write to each employee detailing their own individual terms and conditions of employment that will transfer to Capita on the 1st May 2013. These statements will also detail any non transferring terms and conditions and alternative arrangements

Please note that this letter has been produced in order to support the TUPE consultation and is based on the current level of detail to date. We have also provided the terms and conditions matrix to inform the TUPE process as well as other documentation that has been provided to Barnet and the Unions. At the end of the TUPE consultation period Capita will issue a final letter of proposed measures detailing all agreed changes.

I trust that this is sufficiently detailed for The London Borough of Barnet and request that you inform the affected employees in compliance with regulation TUPE Regulations 13(2) (d).

We have previously provide a copy of 'Your Guide to Capita' which includes the Employee Handbook as well as other supporting employee information, which contains details of the Capita policies and procedures.

Yours sincerely

Kelly Hall
HR Manager
Capita Plc



Private and Confidential

Jennifer Burt
Mobilisation Programme Manager
The London Borough of Barnet
North London Business Park
Oakleigh Road South,
London
N11 1NP

7th January 2013

Dear Jennifer,

Regulation 13 – Proposed Measures in respect of employees transferring from The London Borough of Barnet to Capita Business Services Ltd on 1st April 2013.

As required under TUPE Regulation 13, I am writing to advise you of the proposed Measures that will occur in connection with the transfer to Capita Business Services Ltd.

Terms and Conditions

Capita fully commit to the requirements of the contract that state that for the first 12 months there will not be any changes to individual terms and conditions of employment. In the interest of supporting employee integration into Capita, we would like to enter consultation discussions surrounding the migration of non contractual policies as outlined in the matrix to Capita policies and in completing this exercise we would not seek to change or harmonise any financial element of an employees terms and conditions.

Any proposed exceptions will be detailed in the Terms and Conditions Matrix, which will be used during the consultation period. At today's meeting it was confirmed LBB have shared a copy previously.

After April 2014 Capita commit to fully consult should there be any proposed changes to contractual terms and conditions of employment.

Office Locations

Please find below a summary table detailing current location strategy post transfer to Capita. The baseline data of staffing numbers and FTE was provided by the London Borough of Barnet in May 2012. Please note that this may be subject to further changes should there be changes to the TUPE data.

Service Stream	SCD	Migration start date	Transformation End Date	FTE to remain in Barnet	FTE to migrate outside Barnet	Locations
<i>Customer Services</i>	83.84	Nov-13	31.03.2015	18.5	54.25	Blackburn with Darwen
<i>Revs and Bens</i>	126.53	Aug-13	31.03.2015	2	103.56	Blackburn with Darwen and Bromley
<i>Finance</i>	89.27	May-14	31.03.2016	70.55	6.68	Swindon and Sheffield
<i>Information Systems</i>	55.3	May-14	31.03.2015	25.25	9	Chippenham and Chertsey
<i>Estates</i>	62.02	N/A	31.03.2015	49.81	0	
<i>Procurement</i>	16.67	May-15	31.03.2016	14.67	5.67	Southampton
<i>Corporate Programmes</i>	TBC	TBC	TBC	TBC	TBC	TBC
<i>HR and Payroll</i>	75.28	Dec 13/Jan 14	31.03.2015	10.52	36.89	Belfast & Carlisle
<i>HR and Payroll (Pensions)</i>	11.76	Aug-13	31.03.2015			Bansted and Sheffield
<i>Health Safety and Wellbeing</i>	4	Apr-13	31.03.2016	1.3	as requested	
<i>Health Safety and Wellbeing (Advisory)</i>		Aug-13				Southampton

SCD = Service Commencement Date

Payroll

Capita propose that when the employee payroll moves to Capita on transfer staff will be paid on the 27th of each month or the preceding working day where this is a weekend or Bank Holiday and circa 20th in December. Capita commit not to put any employee at a financial detriment through this measure and have practices in place to support employees.

Verification Letters

At the conclusion of the staff consultation Capita will write to each employee detailing their own individual terms and conditions of employment that will transfer to Capita on the 1st April 2013. These statements will also detail any non transferring terms and conditions and alternative arrangements

Please note that this letter has been produced in order to support the TUPE consultation and is based on the current level of detail to date. At the end of the TUPE consultation period Capita will issue a final letter of proposed measures detailing all agreed changes.

I trust that this is sufficiently detailed for The London Borough of Barnet and request that you inform the affected employees in compliance with regulation TUPE Regulations 13(2) (d).

We have attached a copy of 'Your Guide to Capita' which includes the Employee Handbook, which contains details of the Capita policies and procedures.

Yours sincerely

Dipak Shah
HR Project Lead
Capita Plc