

**Rt Hon John Healey MP**



**HOUSE OF COMMONS**

**LONDON SW1A 0AA**

Jonathan Lewis  
CEO Capita  
30 Berners Street  
London W1T 3LR

25 March 2020

Dear Mr Lewis

**Concerns over Coronavirus action in your Manvers call centre operations**

Capita is a large and important employer in South Yorkshire and many constituents depend on work in your Dearne call centres. I appreciate your company is working to respond to the rapidly changing circumstances of this Coronavirus crisis and government announcements are not always clear-cut. At the same time, you will also well appreciate the anxiety of your staff for their own and their families' health, incomes and future.

I'm taking this step of writing to you directly, as I've had a large number of your Manvers workers contact me this week very concerned about aspects of Capita's response to the crisis and requirements of them. The main points of concern are:

- Lack of clear designation of which – if any – of the workforce are key workers, within the Government's national guidance, and therefore should continue to work, should have access to continuing schooling or early years care for their children etc

<https://www.gov.uk/government/publications/coronavirus-covid-19-maintaining-educational-provision/guidance-for-schools-colleges-and-local-authorities-on-maintaining-educational-provision>

- Lack of clear arrangements or steps to ensure those staff who are not defined as key workers can work from home wherever possible, in line with the Government's national guidance

<https://www.gov.uk/government/publications/full-guidance-on-staying-at-home-and-away-from-others/full-guidance-on-staying-at-home-and-away-from-others>

- Reports that those who should self-isolate are not being allowed by managers to do so without penalty to their pay or jobs and/or being told they must obtain 'sick notes' to do so, which of course runs counter to the Government public health advice and the arrangements for obtaining confirmation of self-isolation

<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/covid-19-guidance-for-employees>

- Lack of adequate arrangements to safeguard the health of those whose jobs cannot be done at home and who have to work from the call centre, such as social distancing, provision of desk/equipment wipes etc, again contrary to the Government's public health guidance.

<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employers-and-businesses-on-coronavirus-covid-19>

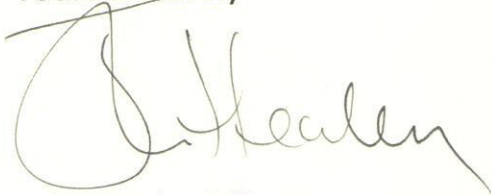
With so many employees in one workplace, if Capita does not take all actions necessary in line with the Government's public health instructions then your call centre risks becoming the centre for a wide spread of this Coronavirus infection.

This Coronavirus emergency is a grave national crisis, which is why the Government is taking such unprecedented action and requiring similar from all of us to get through this. It is very disappointing and concerning that Capita, as a blue-chip British employer, appears to be so falling short in the actions it is taking to safeguard its staff, as well as its business.

I would be grateful to receive your rapid response on each of the points above and, more importantly, your reassurance that your employees in Manvers will not be required to put their health or jobs or incomes in jeopardy by doing the right thing during this crisis.

I look forward to hearing back from you.

Yours sincerely



John Healey MP

