



To Assembly Members

04 May 2018

Dear Assembly Member

You will be aware of the Virgin Media announcement on 3 May regarding the company's corporate decision to consolidate eight customer service operations into four. The purpose of this letter is to provide an update.

Virgin Media has confirmed its intention to close its Swansea operation, subject to the outcome of a 45 day consultation exercise during which it is prepared to consider options. There are currently 772 staff employed at this site, both directly with Virgin Media and through the outsourcing company Sitel. I have asked my officials to establish a task force of key stakeholders to explore options for their continued sustainable employment in Swansea.

I am deeply disappointed by Virgin Media's announcement and recognise that this will be a difficult time for those affected. This decision in no way reflects on the performance of the excellent staff working for Virgin Media and Sitel. The team has won awards for excellent customer service and retention and have skills which will be highly valued by business.

My officials are actively exploring other job creation projects for displaced staff, working closely with the Welsh Contact Centre Forum to identify alternative employment opportunities.

I will continue to keep Members informed as the situation develops further.

Yours sincerely

**Ken Skates AC/AM**  
Ysgrifennydd y Cabinet dros yr Economi a Thrafnidiaeth  
Cabinet Secretary for Economy and Transport

Bae Caerdydd • Cardiff Bay  
Caerdydd • Cardiff  
CF99 1NA

Canolfan Cyswllt Cyntaf / First Point of Contact Centre:  
0300 0604400

[Gohebiaeth.Ken.Skates@llyw.cymru](mailto:Gohebiaeth.Ken.Skates@llyw.cymru)  
[Correspondence.Ken.Skates@gov.wales](mailto:Correspondence.Ken.Skates@gov.wales)

Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.