

26th March 2010

To: People 1st staff
Peter Thomas JTUC/Staff Side Secretary

Department: The Green and Built Environment
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Dear Colleagues,

The future of Council Housing Services

Following the outcome of the consultation with tenants and leaseholders the Cabinet decided on 23rd March not to renew the management agreement with People 1st and return to the in-house provision of housing management and allied services.

Whilst it is recognised and appreciated that People 1st has largely delivered the achievement of the decent home standard and improved satisfaction ratings there have recently been some significant changes in the national housing agenda that have reduced the value in continuing to maintain this method of operation. Maintaining the ALMO now as a stand alone vehicle involves a duplication in effort in a number of areas and the decision to return to the provision of in-house housing management service will achieve both strategic direction and operational efficiencies.

There is now the opportunity to better co-ordinate and integrate service provision, providing a single point of delivery for multi-tenure neighbourhoods and amalgamate some support service functions. It is important that we balance any future service integration with the need to ensure we can respond to the changes in the housing agenda including responding to and meeting the new Tenant Service Authority national and local standards. No one size/configuration fits all and over the coming months we will be considering options for re-structuring proposals based on their operational merits and in particular the benefits to tenants, leaseholders and other residents. This future reorganisation of services could impact on your role in a number of ways, for example result in a line management change, or be integrated into another section within the Council.

I realise that any change can be unsettling and wish to reassure you that you will be involved, consulted and informed about future proposals. We are arranging staff workshops in April/May to obtain ideas and suggestions from staff and managers in advance of the formal consultation document that we plan to issue in the summer. In the coming months we will be also be arranging staff briefings, regular written updates, and answers to frequently asked questions. The new structure will be in place from 1st January 2011.

I will ensure that you are regularly updated but if you have any queries at this stage, please e mail them to housingfutures@slough.gov.uk and we will supply a response.

I look forward to working with you to positively shape the future of these key services to benefit tenants, leaseholders and the residents of Slough.

Yours sincerely



Denise Alder
Strategic Director of the Green & Built Environment