

**CALLING
ALL
TENANTS
RESIDENTS
WORKERS!**



Open Meeting

**Monday
14th October 2019**

6.30pm – 8pm

Unite HQ

**128 Theobalds Road,
London WC1X 8TN**

Stop the Rot!
**End Frontline Cuts and
Restructures**

The meeting will bring together tenants, residents and workers affected by frontline cuts and restructures to plan a collective challenge to this trend.

Key speakers include Emma Dent-Coad MP (invited), plus housing reps and tenants from Peabody, Notting Hill Genesis, One Housing Group, Catalyst and others.

- **Reduced team sizes and extended patches** give less time for resolving tenant and resident issues. Unmanageable workloads for staff mean that members are unable to deliver the service properly, and service users wait longer to get a response. It drives up stress and physical and mental health problems all round.
- **Removal of specialist teams** means highly specialist workers, such as those with expertise in domestic violence or anti-social behaviour interventions, are being cut. This work requires intense neighbourhood engagement, leaving little time for routine work. We have seen evidence that removing specialists jeopardises client data confidentiality.
- **Frontline roles are downgraded** and thus filled by staff who do not have the necessary skills, training or experience. The increased risk of errors leaves tenants and staff vulnerable.

In a sector with extremely healthy balance sheets, there is no financial justification for this trend. Yet we have seen it emerge in one association after another. It often follows merger activity and takes place under the guise of harmonising services and improving efficiency.

This meeting is jointly organised by the Unite Housing Workers Branch and the Social Housing Action Campaign (SHAC).

Unite Housing Workers

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SHAC

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