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Shropshire Council
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Date: 20 March 2014

My Ref: KB

Your Ref

Dear Alan

Thank you for your letter dated 14 March 2014 setting out your concerns over the appointment of Bright Lake.

This matter was raised and explained at the last Cabinet held on 12 March 2014, the minutes of which are available to you.

As you know, the Council is redesigning everything we do to meet the needs of our customers, increase job satisfaction and operate efficiently. Bright Lake will introduce additional skills necessary to do this. The role provided by Bright Lake is to train and coach our staff to make the changes required. About half of the £40m to be saved next year is dependent on the roll out of successful redesign. The Bright Lake contract is, therefore, an investment in our staff and our future.

I am pleased to advise you that the Council has learned from the past and the performance of the Bright Lake contract is being monitored very closely.

The open invitation to you and other Unison representatives to see for yourselves the work that is being undertaken continues. I hope you will take advantage of this so that you can experience first-hand the impact and benefits of the redesign work being undertaken with the support of Bright Lake.

Yours sincerely

Keith Barrow
Leader, Shropshire Council