

**TAMESIDE COMMUNITY LEGAL SERVICE PARTNERSHIP**

**MINUTES OF A PROVIDER GROUP MEETING**  
**HELD ON TUESDAY 7<sup>th</sup> SEPTEMBER 2004**

<b>Present:</b>	Annette Goodfellow	Tameside CAB (in the Chair)
	Sarah Bartram	Parker Bird
	Karen Heathcote	Tameside Libraries
	Alex Mather	Parker Bird
	Ian Metcalfe	Tameside Probation Service
	Irfan Munir	Bromley, Hyde and Robinson
	Alistair Newton	Consumer Advice, TMBC
	Pat Purcell	Customer Services, TMBC
	Andrew Shanahan	Beevers Solicitors
	Ray Slamon	Tameside Carers Centre
	Julie Tilbrook	Tameside & Pension Service Joint Team
	Linda Walker	Partnership Secretary, TMBC
	Gill Williams	Tameside County Court
<b>Apologies:</b>	Wendy Buckley	Pluck Andrew Solicitors
	Hitesh Chandarana	Patient Advice and Liaison Service
	Jim Gourley	MENCAP
	Alan Franco	CLS Co-ordinator TMBC

**1. MINUTES**

The Minutes of the proceedings of the meeting held on 8<sup>th</sup> June 2004, having been circulated, were approved as a correct record.

**2. MATTERS ARISING**

In respect of Item 2 – it was noted that Beesley's were no longer part of the Consumer Support Network.

**3. HOUSING ADVICE IN TAMESIDE**

**(a) County Court Duty Scheme**

Andrew Shanahan provided an update on the County Court Duty Scheme funded by the LSC. He thanked the Court for their support with the scheme and statistics comparing information from 2002 with 2003 which indicated a drop in possession actions. He stated that whilst this drop may be attributable to mortgage rates he felt that the early intervention strategy encouraging people to get advice was also key. It was noted that 101 customers had been helped in the past twelve months.

**(b) Housing Options Centre Surgeries**

Andrew Shanahan also reported on progress with the advice surgeries undertaken on a rota basis at the Housing Options Centre by Beevers, Parker Bird and Tameside CAB, soon to be joined by Shelter. He stated that initially turn out had been low but following a meeting with staff at the Centre which had resulted in a change of venue to Tameside CAB offices he was pleased to report an increased turn out.

#### **4. CONSUMER SUPPORT NETWORK**

Alistair Newton advised that the Network had been awarded £10,000 from the DTI to promote consumer education. A consumer information pack was in the process of being printed and circulated and which would also be accessible on the Tameside MBC website. Included at the back of the pack would be a customer survey questionnaire. There would also be a launch event on 4<sup>th</sup> October with appropriate advertising and publicity.

#### **5. BENEFIT TAKE-UP STRATEGY**

This item was deferred. A copy of the Strategy would be circulated with the minutes.

#### **6. TAMESIDE CLSP – STEERING GROUP**

The Chair advised on the items considered at the Steering Group meeting on 12<sup>th</sup> August 2004 in particular the Money Information Network Tameside (MINT) which had been established to address financial inclusion in the Tameside area. MINT was in the process of creating a website as a source of financial information with links to related websites. A promotional event at West End Methodist Church had taken place on 4<sup>th</sup> September where a number of organisations had been available to give debt/benefit advice.

Other items reported were as follows:

- Mental Health Debt Advice Project – Update
- Contract Performance
- CLS Funding Reforms
- Strategic Plan 2005/2008

#### **7. DATE OF NEXT MEETING**

It was noted that the next meeting of the Provider Group would be held on Tuesday 7<sup>th</sup> December 2004 and the focus of the meeting would be a review of debt.