

**Thanks and appreciation goes to all the panel members who have worked so hard**

### Wilton

Anne Heywood (Chair)  
Charles Taggart (Vice Chair)  
Mark Bainbridge  
Melanie Beckford  
Mike Bolshaw  
Jim Burke  
Sue Ratchford  
Joan Wilson  
Cllr Ken Barnes  
Cllr Naemm UI Hassan  
Cllr John Lee Pritchard

We fondly remember Vera Salvatore and Ivy Graham, who contributed so much to the Riverways Panel. They are truly missed.

### Riverways

Kath Hope (Chair)  
Pat Glazebrook (Vice Chair)  
Marlene Garnett  
Barbara Grey  
Ann McBride  
Rose McCarton  
Alice Needham  
Stan Wheeldon  
Cllr June Hitchen  
Cllr Mick Loughman

### Fourways

John Biggs (Chair)  
Peggy Yuill (Vice Chair)  
Pamela Angelucci  
Grace Choularton  
Carol Downes  
Hazel Entwistle  
Mavis Harris  
Dorothy LeMoignan  
John Ward  
Cllr Basil Curley  
Cllr Bill Risby



## Item 12a

# Area Panel Year Report 2007-2008

## A summary of the achievements of the Fourways, Riverways and Wilton Area Panels



For more information on the area panels contact:

**Fourways:** Rhonda Finlayson 0161 795 2334

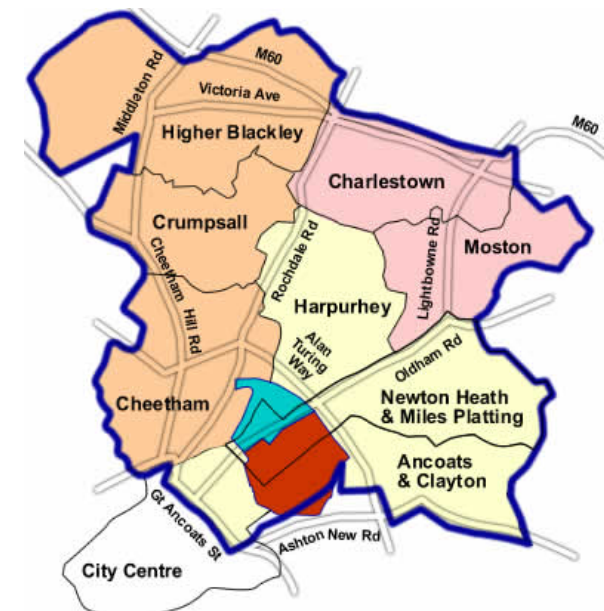
**Riverways:** Sharon McBride 0161 205 7525

**Wilton:** Julie Goreham 0161 740 8332

## The area panels

Each Panel has seven Northwards tenants, two owner-occupiers, one leaseholder, and a councillor from each of the wards in its area. The Panels are

1. **Wilton:** Higher Blackley; Crumpsall; and Cheetham wards
2. **Fourways:** Charlestown; and Moston wards
3. **Riverways:** Harpurhey; Newton Heath & Miles Platting; and Ancoats & Clayton wards



# Fun!

Being a panel member is not all hard work! As well as the satisfaction of doing their bit for the community, panel members are invited to take part in social events where they can relax and get acquainted, and have a good laugh!

## Christmas Party

The Christmas party featured food, Family Fortunes, fun and more!!



## 40s themed social event

In July the Bowling Club at Heaton Park was transported back to the 1940s for an evening of music and laughter, bringing together panel members and volunteers from the Northwards Forums



# Working together

The area panels bring together residents and councillors, with support from Northwards staff, to make decisions on how Northwards can best work in local areas.

## Chairs and Vice-chairs Meetings

Over the past year the Chairs and Vice-chairs of the 3 area panels have met regularly to share information and ideas. They have reviewed the panel action plan, and feedback from the panel working groups, as well giving their ideas about training and social events!

## Annual work programme and Action Plan

A working group met to review the Area Panel Action Plan to ensure that the plan was achievable and actions were on target. The action plan was a regular item on the agenda, so that each panel could monitor its progress. The Panels also agreed the plan for each meeting and training events.

## Moving Forward

In May members from each area panel met in and worked with a consultant to review the work of the panels and discuss how to take the work forward in the future.



# Policy

Area panels are fully involved in shaping Northwards Policy

## Resident Involvement

A working group of representatives from the 3 panels completed a review of the Resident Involvement Agreement. Panels were also invited to comment on the Resident Involvement Action Plan



## Equality

Panels were informed about, consulted on and influenced the Equality Impact Assessments, Single Equality Scheme and Language Review

## Case Study: Tenant Incentive Scheme

Panel members were consulted on a scheme to incentivise and reward those tenants who maintained their tenancies and had no, or low, rent arrears. As a result of their input the scheme altered, and panels were provided with the opportunity to comment again before the scheme launch in September 2008.

Panels were also informed about, and consulted on, the following policy ideas and changes:

- Customer Profiling carried out early 2008
- Customer Satisfaction reports
- Charter Mark achieved for second time in May 2008
- Decorating voucher scheme
- IT provision
- Void Standard
- Gas Servicing consultation
- Allocations/Rehousing Debates and Forum

# Promotion

Area Panels are always encouraging other residents to get involved! This includes recruiting new members, and spreading the word of their achievements in the local area

## Panel logos

The panels were consulted on the design of their very own logos to enable them to promote their achievements



## A-boards at Environmental Works

The brand new panel logos have appeared on A-boards displayed in areas where the panels have funded environmental improvements

## Northwards Natter

The area panels now have a regular slot in the Northwards Natter to promote themselves



## Tea Mobile

The Fourways panel piloted the use of a "Tea Mobile" to raise interest in the panel and wider resident involvement in Moston in May. The event enabled the panel to reach out to new people while offering them information and a brew!



## It's a Northwards Knockout

The area panels held their own stalls at Northwards' first tenants conference held in September to raise awareness and recruit new members.

# Training and Development

## Skills Audit

A skills audit was undertaken in April to identify the skills gaps of the panels, so that these training needs could be met



## Revolve

January saw the launch of Revolve, a newsletter for panels, tenants and residents groups and interested members of the community providing information on training, funding, events and forums/panel meetings.

## Removing the Barriers Training

In place of the usual agenda for the February meeting the panels under took Removing the Barriers training, facilitated by



The training began a process to look at how to increase involvement and steps to ensure that the Panels are representative of their community. This is being regularly reviewed.

## Rainbow Review

Robin Lawler, Chief Executive of Northwards led this panel event, outlining changes in the world of housing and Arms Length Management Organisations

## Riverways Study Visit

In July the Riverways Panel held a study visit to view the environmental improvements made in the area, and help to increase members local knowledge of the areas and issues covered by the panel. Members of other panels also attended.



## Reinspection Briefing

In August panel members were invited to a briefing to help them understand and be prepared for the reinspection process, ready for Northwards' inspection in November

# Environmental Works

The panels allocate funds to Environmental Works programmes in their areas, and monitor the spending and performance of these works.



## Pot of Gold

At the Pot of Gold event held in February 2008 panel members were invited to decide how they wished to spend £30,000 allocated to each panel from the Resource Pool. The future of Northwards was also discussed and views were fed into the current business plan. Fourways allocated this money to lighting projects, Riverways to environmental improvements in elderly accommodation and Wilton to youth activities.

## Case Study: Older person's play area

The Fourways panel allocated a portion of their environmental budget to the Older Person's Play Area at Damhead, which opened in January 2008 and received press attention internationally



## Anti-Social Behaviour

The area panels are concerned with all issues which affect the quality of the experience of tenants and residents in their communities.

At each panel meeting the Local Services Manager reports on the number of cases of anti-social behaviour currently under investigation by the Local Services Team.

### Respect Event

In July members of the area panels met for an event themed on the respect agenda. This included information and discussion on the tackling Anti Social Behaviour & crime and disorder issues, and how these tied in with the work of Northwards.

### Neighbourhood Wardens

Consultation has taken place to expand the Neighbourhood Wardens Scheme which has been agreed by the Northwards Board. The scheme that currently covers the Riverways area will be available in Fourways and Wilton in January 2009, following general support for the proposals from the Panels.



## Performance

The area panels monitor the performance of the Northwards service on a regular basis

### Local Services Update

This includes a report on voids performance and Anti-Social behaviour as well as informing the panel of any staffing changes in the local services team

### Community update

This informs the panel about resident involvement issues, training opportunities, and major events

### Repairs update

Carried out on a quarterly basis, this reports on the performance of the repairs services including the customer satisfaction with the service

The panel receives a number of other updates including:

- Major Works
- Tenant inspection
- Customer satisfaction
- Task group

The panel also monitors Northwards Performance Management and Complaints and Praise

 = Comfortable

 = Slight concern

 = Concern