



FORUM MEETING
Thursday 24th April 2008
Boardroom, Marybone

Present:

Sue ward	Chair
Tim Hall – Smith	Vice Chair
Alan Heague	Forum Member
Mary Gibiliru	Forum Member
Bob Gleig	Forum Member
Brian Gibson	Forum Member

Cosmopolitan:

Steve Loftus	Resident Involvement Co- coordinator
Ria Simon	Resident Involvement Officer
Darren Hartley	Corporate Services Director.
Sasha Buckley	Resident Involvement Assistant

Apologies:

Alf Beach	Forum member
Vicky Cierpicka	Forum member
Ginger Ryland	Forum member

ACTION

Matters Arising:

- **Minutes**

The minutes from The Forum Meeting which took place on February 22nd February have been amended and the Forum agreed that minutes were correct.

- **Reception Sign**

Sue suggested that there should be general pictures on the reception sign instead of individual head shots. Ria to look at the sign and come back with a suggestion.

RS

- **Governance Training**

The Governance training dates have now changed and will no longer be taking place on the 7th May and 21st May. The training will commence on the 11th June and will also be taking place in July dates are still to be confirmed for July. To discuss in the May meeting.

RS

ACTION

- **Communication Questionnaire**

Sasha has forwarded all the feedback on the questionnaire to Alec.

- **Budget**

The Forum have asked how much budget they have for the next financial year. Ria advised she was still awaiting information and would report back at the next meeting.

RS

- **Developing Homes**

A meeting took place last week for developing homes. There are 8 members in the group and the group have agreed to have more detailed sessions on what development do. It was agreed instead of having Developing homes as an agenda item, the minutes of the meeting can be circulated to the Forum.

- **Revised Expense Forms**

The Forum agreed with the new layout of the expense form.

Performance Monitoring.

The Forum agreed with the new layout of the KPI's and it was agreed that Bar charts would be used to display the information. The Forum asked for the annual figures to be printed three charts per sheet so that it is bigger and easier to read. Sue asked if it would be possible to compare Cosmopolitan figures with other Northern Associations. The next set of information will be given out in the next quarter which is July 2008. This is to be put on the Forum action plan and an agenda item for July meeting.

Application Packs

Ria showed the Forum the new application pack which will be distributed to any tenant wishing to become a Forum member. The Forum put their views across and some parts of the application are to be changed.

RS

The forum also discussed the procedure that would take place if a tenant wanted to become a forum member and everyone agreed around the table a new procedure. Ria to organise.

RS

Delivery Against Objectives

Ria gave a presentation on Delivery against objectives for the Forum to discuss. The Forum asked when the next CIH level 2 course will be running and asked if This could be put on the next agenda as an item to be discussed.

RS

The Forum thanked the Resident Involvement Team for all the hard work they had put in through out the year and for all the success they have achieved.

ACTION

Repairs Policy

Cosmopolitan Housing consulted with the tenants regarding repairs, recharges, appointments calls etc. All feedback was received from questionnaires that were returned from tenants, there were 200 returned which is a good response. Two new sections have been added to the policy, Tenants will be charged as well as contractors if there is a missed appointment.

Action Plan for Hard To Reach Groups.

Steve gave a presentation to the Forum about Hard to Reach Groups. It was suggested to the Forum, that rather than segregating the different groups and having an action plan for each, we should be looking to have one action plan for the different reasons why people do not get involved. For example; those residents with ill health could be involved via post or telephone.

The Forum asked for a profile on tenants to discuss.

SL

It was suggested that Andrea, could attend a future meeting to give the Forum information and background about supported housing.

AS

This exercise was not completed, and it was agreed to discuss at the next forum meeting as an agenda item.

RS

Any Other Business.

Ria informed the Forum of two conferences taking place:

- Instep conference will be taking place in Liverpool 20th May 2008
- CIH conference will be taking place in Harrogate 19th June 2008

Sasha to telephone all Forum members and confirm who would like to attend any of the conferences.

SB

Tim informed the Forum of the RRT visit to KHT and suggested it would be good for the forum to go on a visit and see how repairs are handled. Everyone agreed it would be a maximum of 10 people to go on the visit the first people to put there name down would be successful.

FORUM

Sue asked if any staff present knew whether Alf Beach had received a response to his letter. Ria to find out and report back to Sue.

RS

Date and Time of Next Meeting:

Thursday 29th May 2008 at 4.00pm.