

The Cosmopolitan Tenants Forum Objectives and Action Plan

The aim of reviewing and formalising the role of the forum, is to develop the Forum to give a real and measurable role within the governance of Cosmopolitan, with real decision-making and a clear and identified monitoring role, in relation to services delivered by Cosmopolitan to tenants and residents.

The Forum will work together with Cosmopolitan tenants, staff and board members to bring about improvements to service delivery and ensure sustained improvement in performance. The main objectives are as follows:

1. To make recommendations

The forum will take part in policy and procedure reviews and regularly carry out reviews of resident involvement methods and standards of service set by Cosmopolitan. Such reviews will lead to recommendations made to the Senior Management Team and Board of Management.

2. To Monitor Services and Action Plans

The Forum will monitor progress and achievements against standards set and benchmark outcomes with similar associations and with industry standards set by governing bodies. A number of different methods will be developed to achieve this including mystery shopping, monitoring KPI's, complaints and monitoring progress on action plans developed.

3. To Make Decisions

The Forum will make decisions on methods of consultation and communication with tenants, on expenditure related to the Community Chest and the Forum budget. The Forum will also make decisions following value for money reviews and be involved in the decision making structure around developing new homes.

4. To ensure that tenants receive feedback.

There are a number of residents groups including the Forum, e.g. repairs review team and best value review groups, editorial panel etc., and it will be the role of the Forum to ensure that feedback on outcomes, progress and improvements is disseminated to tenants and residents.

Action Plan

The aim of Cosmopolitans Tenants forum is to have an action plan so that progress in delivering against objectives can be demonstrated.

I. Make Recommendations

	Actions	Timescale
Policy & Procedure Reviews	Review timetable to be provided to Forum Chair.	November 2007
Menu of Involvement Options	Review current involvement options every 18 months. Look at why residents do not get involved. Make recommendations.	January 2008
Resident Involvement Statement	Contribute to the review of Statement every 12 months. Agree consultation framework. Formally agree final draft.	January 2008 March 2008
Develop the Forum	Develop role of a forum member. Review Constitution (every 2 years). All forum members to sign constitution. Identify methods to develop the forum. Review Induction process for new members. Review marketing the forum.	September 2007 November 2007. December 2007. November 2007.
Service Standards	Identify Service Standards. Identify how regularly reviewed. Involve/monitor service standards. Make recommendations.	August 08 Oct 08

2. Monitor Services and Action Plans

	Actions	Timescale
Delivery Against Objectives	ID participation outlined in Delivery plan 2007-2008 Monitor progress against targets Review and feedback for 2008 – 2009 objectives.	Feb 08 March 2008
Key Performance Indicators (KPI)	Identify what key performance indicators there are. Which KPI's does the forum want to monitor. Look at training. Receive KPI's in line with the Board. Monitor service standards through KPI's.	March 2008 Ongoing
Complaints	ID departments where there are complaints. Look at the areas where there is service failure. Look at the location of where complaints are coming from. Develop and agree a format of reporting complaints to the Forum	January 2008
PRL Status Survey	Carried out in 2006. Monitor the Action Plan.	December 2006 December 2007
Mystery Shopping	Identify Service Areas to be mystery shopped. Appoint and train shoppers. Monitor mystery shopping exercise. Evaluate the report. Feedback to the Forum. Make recommendations to the board.	September 2008
Key Line Of Enquiry (KLOE) and the Housing Corporation Building Blocks.	Review KLOE's and Building Blocks Annually. Demonstrate examples of each building block being carried out.	September 2008
Action Plan for Hard to Reach Groups	Look at external agencies in Supported Housing to find out needs of supported residents. Review information and known barriers Training on further awareness. Create and monitor an action plan.	April 2008
Resident Involvement Impact	Review why we have resident involvement. Evaluate the Impact & value for money Agree format on reporting outcomes to Forum.	Oct 08 Nov 08

3. Make Decisions

	Action	Timescale
Consultation	Decide on optimum process for all consultation, to include who should be consulted and how this is going to be achieved/communicated.	Ongoing depending on project.
Communication	Ongoing process. Will review action plan and objectives once the communication strategy review is completed.	February 2008
Community Chest (Porter Awards)	Training on process. Training on criteria. Launch the Porter Awards. Agree Schedule of meetings to assess bids. Review process annually	Jan/Feb08 Feb 08 Apr 08 Apr 08
Forum Budget	Format Agreed	December 2007 March, June, Sept, Dec 2008
Training	Identify training as and when required. Ensure training is procured effectively and efficiently.	Ongoing.
Value For Money	From time to time Forum will assess value for money of Cosmopolitans participation activities and make decisions on the value for money.	Ongoing
Developing New Homes	Demonstrate involvement at an early stage Set up a group – design/steering group Receive training. Contribute to making decisions.	Feb 08 Mar 08 April 08

4. Ensure residents receive feedback

	Action	Timescale
Repairs Review Team	Agree formal mechanism for feeding back. Agree time frame.	October 2007.
Best Value Review	Review timetable of Best Value Reviews. Incorporate into agenda as and when required.	October 2007. Ongoing.
Recommendations	Receive feedback as and when recommendations are made by the forum.	Ongoing.
Consultation	Agree format for how the forum want to receive consultation.	February 2008
Profile of Residents	Look at developing profile and have influence. Agree format on how the forum want to receive information.	Ongoing
Community Regeneration and Resident Involvement Team	Develop action plan demonstrating links between two teams and give feedback.	Ongoing
Value For Money	Agree format on how the forum want to receive information.	Ongoing.