



**Cosmopolitan Tenants Forum Meeting**  
(Improving Services for Cosmopolitan Tenants')

Friday 17<sup>th</sup> April 2009

**Present:**

Sue Ward	Chair
Mary Gibiliru	Vice Chair
Tim Hall Smith	Forum Member
Alan Heague	Forum Member
Bob Gleig	Forum Member
Pauline Davis	Forum Member
Jill Riley	Board Member Observer

**Cosmopolitan:**

Ria Burns	Resident Involvement Officer
Sasha Buckley	Resident Involvement Assistant
John Evans	Enlighten
Emma Hartley	Continuous Improvement Manager

**Introductions/ Apologies**

Brian Gibson sent his apologies. The Forum welcomed John and Jill to the table.

**Presentation/ Discussion from Enlighten**

John introduced himself and the role of Enlighten to the Forum. He explained Enlighten did a mock inspection in October 2008 and from the findings from the inspection, CHA has now produced a Service Improvement Plan (SIP). A copy of John's presentation was handed out to the Forum.

Sue asked if every policy should have an impact assessment. John advised that they should but it would take time to carry out. John advised the Forum Enlighten have merged issues they found within the mock inspection into the SIPs and all staff have been working through these.

A version of the plan is now in place and John advised that it was going to be completed 17<sup>th</sup> April 2009 and will be distributed to all staff/ managers at CHA. Pauline stated that there used to be members of staff in CHA that would go out to the tenants and see if they had any issues. John advised that some parts of the plan included some staff going out which is part of the tenancy audits. Sue asked whether the Forum could see a Service Improvement Plan. John advised it would not be a problem although there is a lot of paperwork. Ria will liaise with John and as agreed at the last Forum meeting will bring the SIP to a future meeting. Sue asked how was the SIPs agreed and planned to see what is needed. John advised the plan was looked at as a whole and linked to the KLOE's.

John suggested that the Forum could get a spotlight report, which will be an update on the how the SIPs are being carried out with timetables and achievements. Sue asked if the Forum could see timetables for actions, Ria advised that she has started this and has updated the Forum action plan and has asked all co-ordinators to give her an update on their action. Ria received information from Karen Cheung and Emma Hartley and has put this in the action plan.

Sue asked if John could forward information regarding scrutiny panels to Ria.

## **Matters Arising**

### **Training**

A TPAS leaflet has been issued to the Forum regarding training taking place at Trafford Hall. The training will be taking place Friday to Saturday. The training will help the Forum become more aware and more involved in scrutinising. Ria advised she is waiting for costs on providing some training from TAROE. Ria asked the forum if they were happy to consider the training or what their thoughts were. Alan advised he was not keen on it being a Friday and Saturday, Tim commented on the training being costly and said everyone would need to attend instead of it only being a few members. Sue advised that the training would benefit the Forum and suggested to see what price that TAROE come back with but the Forum need to make a decision soon. The Forum asked Ria to look at other proposals. Tim queried the Salix Homes training in the last set of minutes. Ria advised Salix Homes was where a scrutiny model had been set up with TPAS and that the Forum may want to visit. The Forum agreed for Ria to go and look at other organisations and feedback.

### **Service Improvement Plan**

Ria has updated the Forum action plan with dates of when staff will be presenting information to the Forum for recommendations. Ria discussed what she had changed with the forum and advised that the forum will receive a plan every month, as it is their working document. Tim advised that they had not received the Development group minutes. Ria advised they were being distributed at the meeting.

### **Tenant Census Update**

Ria advised the forum that all staff had been doing calls for the tenant census form and the target was 80% Sue ward asked why the target was not 100% Emma Hartley advised that other organisations are currently looking at 60%. Louise advised that enlighten had set the target date but once we get 80% we won't stop at the target we will carry on to receive information. We currently have 49.88%, the forum queried why it was only at this percentage. Louise advised people may have not filled in the forms or refused to fill in the form.

### **Complaints Feedback**

Louise advised the forum that at the end of every complaint there is a learning report. The report will have a detailed description of what the complaint was about and how it was resolved. Louise advised there would be a working group set up in the future, which will be made up of tenants to look at complaints received over the quarter. Louise asked if any tenants are interested to let her know. Louise advised an action plan is going to be drew up and monitored. Louise asked the forum if they would like to look at any other reports. Sue asked what information is collected. Louise advised all six strands of diversity. Emma discussed that she had been liaising with Gateshouse who run a complaints group already and will feedback information on how the group work.

### **Repairs Performance**

Mary advised that due to the RRT meeting having KHT visitors she was not able to put forward any comments from the forum. Sue asked for the complaints figures to be taken back to the RRT and for feedback. Tim asked for the forum to be specific in what they wanted to be taken back to the RRT. Sue advised for Urgent repairs completed on time was only 93% and for this to be queried to the RRT.

### **Consultation Review**

Ria advised the forum that information was sent out to them regarding the Supported Housing policy. Ria advised that some Forum members had Approached her to raise dissatisfaction over the information that had been sent out and that there was no clear instructions as to what was required of the Forum. There had also been comments that members feel they are just rubberstamping policies.

Ria advised the Forum that it was their role to make recommendations and to be consulted on any reviews and in light of this situation, Ria and Emma had devised a new document that would go to the Forum before a review commences and afterwards. The document is straight forward and easy to understand therefore creating better communication between staff and the Forum. Ria proceeded to explain the document in further detail. Ria asked the forum for feedback and comments and if they were happy to put the consultation review in place instead of receiving policies and extra paperwork. Sue Ward asked for 'Consultation Required' to be changed to 'Consultation Proposed'. Tim asked for a box that the Forum could fill in to show their interest in getting involved. Pauline asked if all the policies are online. Ria advised that there not but can be sent out if requested. All Forum members agreed and thought it was a good idea.

## **Best Value Review Programme 2009- 2012/ Continuous Improvement Strategy Review**

Emma gave a brief background to the Forum about her role in the organisation. She explained that she has put a review programme in place for the next couple of years. Allocations and lettings, Complaints and Compensation and Resident Involvement will be reviewed in 2009- 2010. In 2011- 2012 Equality and Diversity, Aids and Adaptations and Gas Servicing has been proposed. Emma handed out and went through Equality Impact Assessment documents. Ria advised that this may be worth adding onto the Consultation Review Document so the Forum can be sure, an assessment had been carried out. Emma asked if the forum had any feedback regarding the three service areas for this year. Everyone agreed they were happy with these. Emma asked if anyone would like to be involved with the Complaints and Compensation best value review. Pauline advised she would like to get involved with the equality and diversity best value review. For Sasha to put on involvement database.

## **Tenant Auditors Project and Future Scrutiny Role**

Ria advised that Steve was not able to attend the meeting but had provided feedback for her to share with the forum. Ria advised that a group of housing associations are working together to form a group of tenant auditors to be piloted in the Runcorn area. The housing associations consist of Plusdane, Riverside, LHT, and Cosmopolitan. Each group will audit a different organisation which will ensure that a tenant will not audit their own organisation. Ria asked the Forum to identify which areas area should be audited. In order to assist the Forum, Ria distributed the KPI's from February 2009.

Sue asked if Forum members can be part of the pilot group and as to whether the pilot group has been formed. Ria advised costs are to be determined, once numbers of residents interested has been collated. Sue would like to invite Julie McNally to a future meeting in order to get more information. The Forum agreed to an audit on repairs. Sue asked for it to be minuted that the information presented was a waste of the Forums time, as Ria could not provide answers to questions asked. The Forum felt the information could have been presented better.

## **Budget**

Ria handed out an updated budget for 2008 – 2009 that showed there was £4,929 unspent. Tim asked why the cost of lunch was higher in one month than another. Ria advised there might have been more members of staff and tenants at one meeting compared with another. Ria advised that she had taken March newsletter costs of as she is still awaiting confirmation from the Forum as to whether they would like it rewriting. Tim commented that he thought the cost of the Forum reception sign was too high. Ria advised that she had brought the cost for the reception sign to the Forum before work had commenced and that everyone had agreed. Ria advised she has also predicted estimated costs for the financial year 2009 - 2010. Alan asked if there could be more pages added to the Forum newsletter. Sue suggested budgeting £3,600 for the newsletter and that it be put on as a future agenda item.. Ria asked the Forum to give some thought to their Christmas meeting in terms of value for money.

**Any Other Business**

Ria asked if the Forum have made a decision about the Forum newsletter. The Forum agreed for the newsletter to go out to tenants, however the format of future newsletters will be looked at.

Ria advised the Forum that a tenant has submitted an application form to become a Forum member and that she will invite them to observe a future meeting.

Pauline asked if anyone had any community ideas for the summer as this could help the Forum to mix with communities more effectively. The Forum agreed to look at this in future.