



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

Thursday 19th March 2009

Present:

Mary Gibiliru	Vice Chair
Tim Hall Smith	Forum Member
Alan Heague	Forum Member
Bob Gleig	Forum Member

Cosmopolitan:

Steve Loftus	Resident Involvement Co- coordinator
Ria Simon	Resident Involvement Officer
Alec Gaston	Operations Director

Observer

Brian Gibson

Introductions/ Apologies

Sue Ward sent her apologies.

Matters Arising

ACTION

Road shows

Ria asked for feedback on the road shows and VERA awards information she sent out. Ria gave an analysis between the road shows, VERA awards and the annual residents day. Ria anticipates even further savings in the next financial year because there will be no set up costs. Ria advised that the VERA awards recognise all residents CHA work with. Mary stated the VERA awards help celebrate volunteers and their work with CHA. Ria stated that 96 tenants have been engaged with at last year's road shows with around a 100 at the VERA awards. Bob stated that that the road shows and VERA's are value for money compare to previous initiatives. Ria advised that she plans to organise a Liverpool road show this year. Alan commented on the difficulty in recruiting to the Forum. Forum members asked Ria to be mindful of the times the road shows are delivered and should look at summer months.

Training

Ria reminded the Forum about the previous meeting and agreement to look at training options for the Forum in order to gather knowledge of the Tenant Services Authority and scrutiny panels.

Ria suggested that the Forum carry out a study visit to explore a scrutiny model, which has been set up at Salix homes, with the help of TPAS. Alec also advised TAROE will assist the Association to develop its Tenant led regulation model. Alec stated that residents would have increasing influence on the organisations Decision making. A scrutiny panel will have powers to examine and challenge the work of the Association. No decision can be made on the priorities affecting the organisation without tenant's views.

Alan voiced a concern that circumstances may change with the TSA and current training may not be appropriate. Alec replied that a scrutiny panel will be a requirement with tenant led self regulation and training will benefit the Forum.

Porter Community Group

Ria presented information on one application for funding that has been Received and costs £235. The Forum approved.

Introduction to Service Improvement Plans

Alec advised the Forum of the mock inspection conducted by Enlighten. A Service Improvement Plan has been produced, which shows areas for improvement. The three cross cutting themes are integrated within the plan (Diversity, Value for Money and Access and Customer Care). Staff will be monitored against the plan every month.

Alec stated that the Forum needs to be included in the process. He asked them how they would prefer to receive information. The Forum discussed quarterly feedback. A suggestion from Alec regarded a monthly meeting to trail progress. Alec continued with a suggestion that information is sent out, with regard to policies that need feedback from the Forum. There are a number of areas that require feedback and information will be sent out allowing for this feedback without overburdening the forum.

Tenant Census

The census work that CHA is carrying out is an ongoing exercise. The census is designed to equip the association with information to help determine service delivery. It is an aim to obtain 80% by the end of the March. The census also allows for tenants to feedback to staff on any issues affecting them.

Newsletter Feedback

Ria presented a handout of the Forum newsletter, she advised on comments from Sue Ward.

- Expenses need to be highlighted.
- State decision making areas under the objectives.
- Highlight an example of the Forums work i.e. Response to complaints
- Give more detailed information relating to the Porter Community Grants
- Write an article on the Porter Community Grant winner from the VERA awards.

After discussion, Forum members agreed leave the newsletter as it is presented. The Forum stated they are happy with the information in the newsletter and is ready for publication.

Resident Involvement Statement

Steve presented information on the methods used to involve tenants in the Resident Involvement Statement. He advised that publicity be provided at the VERA awards for all delegates and a separate initiative.

Residents have participated in shaping the statement. Tim commented that he was happy with the process and his individual participation with the statement. Bob stated that it is difficult to encourage people to take interest and get involved. The Forum stated their satisfaction with the methods used to encourage and include Residents in the Resident Involvement Statement.

KPI's

Louise provided information to the Forum with regard to CHA performance indicators. Ria asked for Sue's comments to be minuted. Disappointment with urgent repairs completed on time and requests RRT look at this area.

Louise asked the Forum to set a target with regard to complaints responses. A figure of 75% was agreed upon, within timescale. Louise asked the Forum to make a decision on, 'Complaints resolved at stage 2' to which 75% figure was agreed upon. Louise advised that the complaints reporting system has been improved upon with a new database launched for the organisation to monitor.

Ria asked for Sue's comments to be noted. From the complaints that have been made about repairs, is there any pattern by neighbourhood? Where have the 28 come from, or is there any pattern by trade? Louise stated that this is an area that the Association can look at. Louise advised that further information would be provided at a future meeting.

A.O.B

Steve thanked Mary for her chairing the meeting.