



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

Thursday 21st May 2009
Boardroom

Present:

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

Cosmopolitan:

Ria Simon	Resident Involvement Officer
Julie McNally	Resident Involvement Officer
Alec Gaston	Operations Director
Louise Ndukwe	Performance and Information Officer
Emma Hartley	Continuous Improvement Manager
Mark Wiggins	Regeneration Manager
Sasha Buckley	Resident Involvement Assistant

Introductions/ Apologies

Pauline Davis and Iain Campbell sent their apologies.

Matters Arising

ACTION

Sue advised that in the previous Forum meeting she asked why there was no resident involvement into the SIP's. She requested this be added to the previous minutes.

SB

Training feedback from Forum

At the previous meeting, Ria gave the Forum a quote from TPAS regarding training. Ria also approached TAROE to provide a training schedule and costs, which was provided prior to this meeting. Ria stated she is still awaiting feedback from Enlighten. Sue suggested to wait until the Forum receive Enlightens quote and then compare all three costs. Ria to produce a summary of all costs and . contact Forum members before the next meeting.

RB

ACTION

Tenant Census

Alec advised that 52.04% of the tenant census information is now complete. There is an action plan in place and a target to complete 80% by the end of June 2009. Alec advised the Forum that staff will continue to complete forms on the telephone, for those residents who do not have a telephone number forms will be reissued. KHT Service staff will also be completing the forms on the telephone between 5-8pm. Alec will circulate the action plan to Forum members.

AG

Repairs Review Team Update

Tim advised that there was not an opportunity for him to query the urgent repair targets to the RRT. Julie asked to look at a set of the KPI's and confirmed that the RRT and the Forum receive different figures. The RRT look at figures based on the call centre. Louise advised she could send the KPI's that the Forum receive to the RRT and a member of the RRT can report back to the Forum once the KPI's have been distributed.

LN

Tenant Auditors Project

Julie advised that the Association will be working with other partners to undertake the tenant auditors project. Sue asked if the project is only targeted at Halton residents. Julie confirmed it was at this stage but the Association intend to roll it out across the stock if it was a success. Julie distributed the aims and the objectives and advised that a training programme has been put in place. An induction day will be taking place 4th June 2009. Sue asked if the results from the project will be reported back to the Forum. Julie advised that a report will be provided to the Forum and feedback would be sought. Sue suggested to include the Tenant Auditors project on the Forum action plan for September.

RB

Key Performance Indicators

Louise issued a supplementary report to the Forum for information. Louise explained the figures and highlighted improved performance KHT Services. Sue commented that improvement has still not been made on urgent repairs. Sue advised that once the KPI's have been circulated to the RRT they would be able to provide an update to the next meeting. Julie advised that the RRT would look at urgent repairs and if performance has not improved the Forum would be in a position to challenge this.

Alan asked if we could compare the KPI's with other national averages. Emma explained it would be difficult to do so at the moment however the Tenant Services Authority will be looking at this in the future.

Complaints Learning and Action Plan

Louise advised that a complaints review team is to be put in place. Emma would like residents to get involved and have an input. An action plan has been put in place which will be monitored by the complaints review team. Louise advised the Forum to discuss if they would like to monitor the action plan as well. Sue asked if there were any residents on the team now, Emma advised that they are now in a position to recruit to the review team. Sue stated that she is not happy that there has been no resident involvement from the beginning. Louise explained that there was a big process to be put in place first. Sue asked for an update at the next Forum meeting of how residents will be getting involved.

EH

Regeneration & Renewal Best Value Review

Mark introduced himself to the Forum and advised that he is the lead officer on the best value review 'Regeneration and Renewal'. Mark gave an overview of his consultation and explained that a small review team is now established, and that he had approached Jill Riley from the Development Group, for resident involvement. Mark asked the Forum for their views. Sue stated that she felt Mark had picked individuals to be on the review team and had not promoted it to other residents. Mark advised this was due to the short time scale that he had but would be more than happy to invite any Forum members who would like to get involved. Sue felt that not everyone on the Development Group had been given the opportunity to get involved. Mark suggested that he could send out letters to the Development group and invite them along. Tim and Mary advised that they were both interested in attending. Mark stated that he would send all paperwork to Sasha for her to send out and if anyone else was interested to let her know.

MW

Ria asked the Forum if they were happy with the new process, and the new consultation review document. All of the Forum agreed that the consultation form was more useful for them to receive information and they were all happy with the layout.

Review of Disabilities Discrimination Act

There is a requirement for the Association to ensure policies comply with the Disability Discrimination Act. Alec advised that when policies are being reviewed the Association would look to do a consultation with residents and bring the findings to the Forum. Alec asked the Forum for feedback and comments. Tim advised it was a good way of reviewing.

Review of Reception Changes

Following feedback from Enlighten it was identified that there needed to be changes made in the reception area. Alec advised the Forum that no residents had been consulted in some of the changes as they were required due to Health and Safety reasons. There are further changes proposed which the Association would be seeking resident feedback on. Alec showed the Forum a copy of the reception plan and asked for feedback. Sasha to distribute to the Forum. Tim advised he would like to receive this as a pdf format.

SB

ACTION

Review of Service Standards Leaflet

Alec distributed a new Service Standard leaflet which has been created . Alec stated that the customer service standards, as well as each team service standards have been collated into one document. Alec handed out a first draft copy to the Forum and asked for feedback on the format of the document. He advised there are still areas of the document that need work on and the front page is to be redesigned. Sue asked if they were commenting on the text Alec advised just the layout of the document and whether it will be easy for residents to read. Comments to be fed back by the next Forum meeting.

Review of Efficiency Targets

Alec advised that efficiency targets are still subject to the board approval. Once the board have approved the revised KPI's Alec will feedback to the Forum. Each team in the Housing Department has there own set of targets. Alec advised once all of the team targets have been approved a table will be produced and put in place. The Forum will then look at these on a monthly basis. Sue questioned procurement efficiencies, Alec advised that this would be covered under Asset Management. The RRT will also be looking at efficiency targets and will feedback to the Forum. Alec will be reporting on the operational efficiency targets. The Forum agreed for Sasha to send these out in the post. Alan stated that the costs should not be cut for the Tenancy Management efficiency target.

Forum Questionnaire Update

Ria advised that there were a total of 8 Forum questionnaires returned. Ria handed out an analysis to the Forum. The analysis showed that the residents would like the Forum to take their meetings out into other areas. Ria has sent a letter out to all residents promoting a Road Show and neighbours day event on Tuesday 26th May at Olive Mount. Ria asked if any of the Forum would be interested in attending to promote their group, as it would be a good opportunity to use the same questionnaire. Sue said that she would attend. Ria advised that if no Forum members attend, that she would see if staff could complete questionnaire with residents.

Ria advised she will expand on the analysis after the Road Show for June's meeting. Ria suggested that the Forum could use the questionnaire for all of the Road Shows throughout the year. The Forum agreed.

A.O.B

Emma issued the status survey to the Forum and asked them to provide feedback. Sue asked when the survey would be going out. Emma advised the 4th June and a flyer is due to be sent out on 21st June to all of our residents. Emma advised that she will be looking at the analysis at the end of August beginning of September. Once this has gone to the Board Emma will feedback to the Forum. For Ria to put in action plan.

RB

ACTION

Ria advised the Forum that Colin Croxton is setting up a Anti Social Behaviour review team and will be writing out to residents to get involved. The review team will be taking place Friday 29th June. Tim said that he was very keen to get involved.

Ria advised she is in the process of producing the residents handbook. She is looking at a ring binder style which will include all of the service leaflets and possibly some new leaflets as it is a good opportunity to promote services available to residents. Ria will be writing out to residents on the involvement database who have registered an interest in focus groups to see if they would like to get involved with the design of the handbook and possibly having a look at some of the new service leaflets. Ria advised the handbook needs to be completed by June 2009. The Forum advised that they did not feel June was a reasonable deadline and did not allow enough time to carry out enough consultation. Sue suggested that a consultation review form should be filled in for the handbook. Ria stated she will send out the form to the Forum in the post for their comments.

RB

Ria suggested to the Forum that they may need to have two meetings in June as there is a lot to discuss as well as several presentations. The Forum agreed to have two meetings in June.