



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

Monday 22nd June 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
Pauline Davis	Forum Member

**Cosmopolitan:**

Ria Burns	Resident Involvement Officer
Alec Gaston	Operations Director
Jonathan Moate	Performance and Information Officer
Sasha Buckley	Resident Involvement Assistant

**Enlighten**                      John Evans

**Introductions / Apologies**

Sue welcomed Jonathan to the meeting. Jonathon introduced himself as the Association's new Performance and Information Officer.

**Matters Arising**

None

**Enlighten Presentation: Service Improvement Plans (SIP's)**

John provided the summary sheet of Resident Involvement Service Improvement Plan and gave a presentation to the Forum.

**ACTION**

He explained that the SIP's had been introduced following a mock inspection carried out by Enlighten. The SIP's are designed to ensure that the Association will be equipped to manage any real inspection in the future.

John suggested to the Forum that they could monitor the SIP's on a regular basis. The Forum were agreeable to this suggestions and John asked the group if anyone had any questions.

## ACTION

Sue stated that the SIPs were very detailed and asked how they fit in with the Association's objectives and Business plan. John advised that the SIP's have SMART targets, which are linked to the Business plan and all staff who have responsibilities in the plan are aware of this.

Pauline asked what happens when a target turns green. John advised it would stay on the plan as evidence.

Sue asked John to provide more information on the potential risks and barriers that can affect staff from meeting their targets. John explained that he, partners from Enlighten and senior management representatives meet and interview staff on a monthly basis to explore details on progress against the SIP's. Any difficulties with meeting targets can then be identified and resolved.

John stated that an issue of staff accessing the SIP database has been recognised. The current system only allows one member of staff into it. However, the Association's IT department is analysing this in order to rectify it.

The Forum agreed to look at the SIP's on a quarterly basis along with the Key Performance Indicators (KPI's), as part of their monitoring role. Alec advised the Forum that if further detail is required, he could be approached outside of the meeting.

### **Service Standards**

Alec reminded the Forum that he had handed out a copy of the Association's Service Standards at the last meeting. He acknowledged that there was a lot of information but it is all relevant.

Sue commented about the amount of detail against each Service Standard, which Tim agreed with. Sue also raised her concern on the volume of the document, which could discourage residents from reading it.

Pauline stated that there was no conclusion under each service standard in terms of direction for further information.

John advised that the issues raised, relate to editing in the document and this could be looked at. Alec asked for all comments to be passed back to Sasha in the next couple of days.

### **Barriers to Involvement Update**

Ria reminded the Forum of some work that they had carried out previously in relation to 'Barriers to Involvement,' she reminded the group that no- one should be hard to reach but the methods used to engage should be appropriate.

## ACTION

Ria distributed a new leaflet on the information gathered from this previous work and asked for feedback. She advised that this information would be used in the resident handbook

Ria also advised that once the tenant census target is reached, the Forum would be able to put an action plan together on this subject.

Pauline comments that the table is too dark for tenants to read. Ria advised that the colour will be light when printed off properly. Sue stated that the table does not have a lot of information for carers and Tim commented that the table goes onto the back page and this did not look right. Ria advised that the size of the handbook is A5 and this is why information goes onto the back page.

**RB**

### **Any Other Business**

Ria advised that the date of the Forum Christmas meal needs to be changed as it clashes with the staff Christmas meal. The Forum agreed to Friday 11<sup>th</sup> December 2009.

Pauline stated that there were too many staff members at the last Christmas meal. After discussion, the Forum agreed to have the Christmas meeting in the Association's Boardroom and to go out for a meal afterwards. Ria asked the Forum to give their suggestions to herself or Sasha for a venue for the meal.

Tim asked for an update on tenants wishing to observe Forum meetings. Sasha advised that she had left a message with one tenant inviting him to the next Forum meeting. Ria also informed the group of a different tenant who is wanting to observe a future Forum meeting. It was agreed for the Resident Involvement staff to keep the Forum updated in this area.

### **Date & time of next meeting:**

The next meeting will be taking place Thursday 25<sup>th</sup> June 12- 4pm.