



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

Wednesday 30<sup>th</sup> September 2009

**Boardroom**

### **Present:**

Sue Ward	Chair
Tim Hall Smith	Forum Member
Alan Heague	Forum Member
Brian Gibson	Forum Member

### **Cosmopolitan:**

Ria Burns	Resident Involvement Officer
Steve Loftus	Resident Involvement Co-ordinator
Emma Hartley	Continuous Improvement Manager
Jonathan Moate	Performance and Information Officer

### **Apologies:**

Ian Campbell	Forum Member
Mary Gibiliru	Vice Chair
Bob Gleig	Forum Member
Alan Bocking	Forum Member
Sasha Buckley	Resident Involvement Assistant

### **Introductions**

Sue welcomed all to the meeting and apologies were given.

### **Matters Arising:**

#### **Minutes**

Tim approved minutes from the last meeting.

#### **Christmas Meeting**

Sue asked all Forum members to provide their menu choices to Ria for the Christmas meeting.

**ACTION**

#### **Service Improvement Plan**

Alec advised on the background to SIP'S (Service Improvement Plan.) Several months ago, a mock inspection exercise had been conducted by a consultancy agency called Enlighten. The purpose of this exercise was to prepare the organisation for future inspection. Enlighten is now assisting the organisation to drive improvement with the SIPS, which are designed to ensure staff progress actions to improve and enhance services. Regular monthly meetings provide an opportunity for staff to be questioned about individual progress. A review of the SIPS is due on Wednesday 21<sup>st</sup> October.

It was agreed to present information to the Forum on the SIPS and a future meeting will be arranged. **ACTION**

Tim requested that information the SIPS should be presented on the plasma screen. This will be helpful for the Forum to understand,

### **Key Performance Indicators**

Jonathan presented a handout on Key performance indicators. He stated that improvements have been made to assist understanding of the statistics and information provided. Sue asked if the revised document was beneficial. The Forum agreed it was helpful.

Alan raised a specific issue regarding void properties and turn round time. Steve offered to pick up the issue outside of the meeting.

Alan queried the information relating to complaints resolved and complaints responded to. It was acknowledged that targets in this area are not being met. Emma responded and advised that she recognises this trend and work is being done to ensure the Association can tackle these issues in the future. It is anticipated that figures should improve in the areas of complaints resolved and complaints responded to by quarter three.

Sue asked about National targets and National average for KPI's and why aren't these shown in the KPI's. Emma advised that the TSA (Tenant Service Authority) withdrew these when they landed.

### **Trafford Hall - Scrutiny Training**

Ria presented a programme for the meeting with regard to the TPAS training at Trafford Hall. Val Alker will deliver this training. The programme was discussed and Ria emphasised the need for all members to participate in the event. Brain presented his apologies for the training due to other community commitments.

### **National Tenant Voice**

Steve advised on the update of the National Tenants Voice. He presented background on this issue for the benefit of new members. Recruitment for this national organisation is now open and the closing date has been set up for Friday 16<sup>th</sup> October.

### **Consultation Procedures**

Sue stated that she felt overwhelmed by the recent level of consultation received by mail, which has been recently undertaken. She also highlighted the issue of staff not following procedures with the Forum for resident consultation. Members of the Forum agreed with Sue's comments. Ria suggested that the Association needs to ensure all staff are adhering to agreed Forum protocols.

**Resident Involvement in Development Review****ACTION**

A consultation review document on Resident Involvement was circulated to the Forum. Emma Hartley advised that she has spoken to Dave Griffiths and it was agreed that this would need to be incorporated into the development policy.

**Temporary Vice Chair Discussion**

Sue asked the Forum to nominate themselves for Vice Chair until Mary returned to Forum meetings.

**Any Other Business**

Alan asked if the earlier agenda item regarding the Christmas meeting could be re-iterated. This information was provided by Ria.

Emma advised on her business planning work with the Association and enquired on the timescale for her to come to the Forum. Sue said the Forum will build this into their action plan and advise

Emma asked for a volunteer for a stage 3 complaint for the week commencing 12<sup>th</sup> October. Alan agreed to assist in this area.

**Date & time of next meeting:**

The next meeting will be taking place Friday 23<sup>rd</sup> November 12pm- 4pm.