



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

Tuesday 11th<sup>th</sup> May 2010  
Board Room

### **Attendance:**

Mary Gibiliru	Chair
Alan Heague	Forum Member
Bob Gleig	Forum Member
Alan Bocking	Forum Member

### **Cosmopolitan:**

Steve Loftus	Resident Involvement Co-ordinator
Sasha Buckley	Resident Involvement Assistant
Jonathan Moate	Continuous Improvement Officer

### **Apologies:**

Brian Gibson	Forum Member
Tim Hall Smith	Forum Member
Iain Campbell	Forum member
Julie McNally	Resident Involvement Officer

### **Introductions and Apologies**

Mary welcomed John to the meeting. Sasha gave apologies from Tim, Brian and Iain.

### **ACTION**

### **Matters Arising/ Minutes of the last meeting**

The Forum approved the minutes from the previous meeting.

### **Key Performance Indicators (KPI's)**

John referred the Forum to the KPI's, which had been sent out to members prior to the meeting. John provided an update against each of the themes contained within the document.

John then presented a revised format of the KPI's to the Forum and Consulted them on the new layout. He explained that the Association has Introduced a new software system (Covalent) to help track and measure performance within services. The Forum were pleased with the layout and provided approval for John to present information in this new format for future meetings.

## **Scrutiny**

**ACTION**

Steve provided an update to the Forum and explained that the Association have appointed an organisation called HouseMark who have submitted a proposal for developing Resident Led Self Regulation. It is proposed that HouseMark carry out an initial session with residents on Thursday 27<sup>th</sup> May.

Alan Heague commented that residents who have not previously been Involved with the subject of resident scrutiny, will not have the background knowledge to participate. Steve replied that he understood Alan's observation however, he believed it was important to offer this opportunity to participate with HouseMark to as many residents as possible.

Alan Bocking suggested that the Resident Involvement Team should Provide a training session to give residents a background and to have members of the Forum attend to offer support. All of the Forum agreed.

**RIT**

## **Training**

Steve advised the Forum about the need for the Association to provide effective training and capacity building for residents, in accordance with the requirements of the Tenants Service Authority (TSA).

Steve suggested that the Forum should take an active role in planning a programme of residents training for this year. He also requested that all members give thought and consideration their individual training needs. This issue can then be developed at the next meeting.

Mary asked if training can be provided for the Regeneration and Development Team? Steve replied that the future training programme will identify all training requirements in all service areas.

Sasha updated the Forum with information relating to the In-Step Training event in Bolton, this was scheduled for this month. This event has now been postponed until September, and feedback will be given to the Forum once Sasha has more information.

**SB**

Alan Heague suggested that feedback should be provided to the Forum By any members who attend future training sessions.

## **Resident Involvement Statement**

Steve provided an update to the Forum on the proposals for this years Resident Involvement Statement. He provided a draft document outlining the objectives suggested by Forum members. Steve asked for comments and the Forum were all agreeable to the information produced.

### **Value For Money**

**ACTION**

Due to the need for the association to provide efficiencies in services the Association is required to demonstrate that residents understand and are mindful of value for money for in future projects. Steve provided an example with regards to training courses. Alan Bocking stated that value for money doesn't mean choosing the cheapest option.

### **Ballot Voting System**

Sasha updated the meeting with regard to the voting process for the Forum Chair. She has received five nomination forms nominating Mary Gibiliru for this position. Sasha confirmed that Mary has accepted this position and is now formally elected to this position. Mary thanked all of the Forum for voting. Sasha advised she will be sending out a new ballot Form and asked all Forum members to vote someone as Vice Chair. Alan Bocking asked to be put forward for nomination.

**SB**

### **A.O.B**

Steve announced that both Sue and Tim had resigned from the Forum. He advised that he would have to look at amending the Forum Constitution and ask the Forum for feedback

**SL**

Sasha will send out a Forum exit survey form out to Tim and Sue and Provide feedback at the next meeting.

**SB**

Steve asked Sasha to liaise with Tim and Sue regarding the scrutiny training With Marianne Hood from HouseMark.

Sasha asked the Forum if they were happy with how the meetings are scheduled with the provision for breaks and lunch. All of the Forum agreed.

### **Date and time of next meeting**

The next meeting will take place Wednesday 9<sup>th</sup> June at 12:30pm

