



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

Tuesday 13th April 2010
Board Room

Attendance:

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

Cosmopolitan:

Steve Loftus	Resident Involvement Co-ordinator
Julie McNally	Resident Involvement Officer
Sasha Buckley	Resident Involvement Assistant
Emma Hartley	Continuous Improvement Manager

Apologies:

Brian Gibson	Forum Member
Tim Hall Smith	Forum Member
Alan Bocking	Forum Member
Iain Campbell	Forum member

Introductions and Apologies

ACTION

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

Matters Arising/ Minutes of the last meeting

Alan asked if members of the Forum who didn't attend the previous meeting, were contacted to seek their decision on carrying on as a Forum member. Sasha advised that herself and Steve had carried this out

Feedback on the CHA Business Plan 2010-2015

Emma thanked the Forum for the feedback and comments they provided on the Business Plan. (A copy of the presentation is attached)

SB

Emma provided the Forum with a presentation on the CHA Business Plan 2010-15.

The vision statement has now been revised based on feedback received from residents and staff. Emma added that some of the objectives have also been revised and key areas of work have been aligned with the TSA Standards Regulatory Framework which was launched in March 2010.

Cosmopolitans Board Membership information is available on the CHA website, however the information will be reviewed so there is clearer information about their roles and responsibilities, so residents are aware of who they are and what they do.

Complaints and Compensation Best Value Review

ACTION

Emma advised that there have been eight stage 3 complaints and six of them have been taken to a Complaints Panel. The position of Customer Feedback Officer has been advertised by the Association and this person will deal with all complaint enquiries and all of the feedback forms relating repairs and maintenance. Emma added that once the new system (Covalent) is implemented the complaints will be kept in a central location for staff to access.

Complaints Policy

Emma provided the Forum with an overview of the revised Complaints Policy. Stage 3 in the complaints policy will have a new option, this will involve a new independent review, which will be implemented following feedback from residents. Panel hearings will also continue and will consist of a member or members of the future Complaints Review Team or Forum. Emma stated once the Team is in place they will require training. Julie asked how feedback from complaints will be fed to staff. Emma advised the Complaints Review Team will monitor the feedback first and then staff will be updated.

A separate complaints policy is to be produced for Owner Occupiers. Shared Ownership and Leaseholders will continue to use the standards complaints policy for now.

Compensation Policy

Currently the compensation policy sits within the complaints policy. Emma stated that a policy will be produced just for compensation and this will no longer, sit in the complaints policy.

Continuous Improvement Framework and Best Value Review 2010

Emma handed out a copy of the Best Value Service Review programme. It was agreed she would come back and report on the review each year. She advised that a review on Equality and Diversity and Supported Housing will need to be looked at this year. Gas servicing is still receiving complaints and this will also need to be looked at. Emma asked the Forum if they were happy with the three areas for review this year. All of the Forum agreed.

CHA KPIs 2010- 2011

Last year, the Forum set a target for 75% of complaints to be responded to in timescale. Emma asked if they wanted to increase the target figure. The Forum agreed to set the green target at 90% and the amber target at 85%. The target for complaints resolved at stage 2 was 75% and the Forum agreed to keep it the same. Emma advised that the KPIs are going to be reviewed and the Association will be examining which KPIs residents are interested in receiving feedback on.

Scrutiny

ACTION

Steve advised that TAROE (Tenants And Residents Of England) have submitted a proposal to develop scrutiny with the Association. This proposal is to be submitted to the Board to seek approval. Bob Asked if you can be a member of the Forum and the Scrutiny group. Julie advised that this is still open for debate and will need to be looked into. She added the scrutiny group will take time to develop as adequate training will need to be undertaken while the group is developing as it will be an independent body.

Julie handed out information on training that In-Step are providing and advised that Sasha will contact the Forum to see if anyone wanted to attend.

SB

Bob asked if there was any local training. Julie advised she would look into this and would also look at holding in house training.

JMC

Resident Involvement Best Value Review Update

Steve provided a copy of the consultation review form in relation to the Resident Involvement Best Value Review. He thanked the Forum for all their input and provided feedback on the essential elements of the review.

He asked the Forum if they had any questions and if they were happy with the outcomes. All of the Forum agreed. Steve also advised that he is currently working on the Equality Impact Assessment which is part of the best value review and once this is complete he will feedback to the Forum.

SL

BREAK

Resident Involvement Statement

Steve provided background to the Forum on the purpose of an annual Resident Involvement Statement. Various examples of the approaches taken by other Housing Providers were examined. Discussion on a number of suggestions was made and members advised that the following areas should be identified within the future statement:

- Photographs and a graphic design required
 - Produce an A4 size document based on previous examples
- Incorporate:
- Opportunities for involvement and support to vulnerable residents

- Training opportunities
- Worklessness
- Equality and Diversity
- Scrutiny
- Translation required

It was agreed that Steve would draft information and share this with the Forum in the future

A.O.B

Mary advised she would be interested in any regeneration training. Steve Advised that he will pick this up with Mark Wiggins.

SL

Date and time of next meeting

The next meeting will take place Tuesday 11th May at 12:30pm