



Cosmopolitan Tenants' Forum Meeting

(Improving Services for Cosmopolitan Tenants')

Wednesday 7th July 2010

Board Room, Cosmopolitan Head Office

Attendance:

Mary Gibiliru	Chair
Bob Gleig	Forum Member
Brian Gibson	Forum Member
Alan Heague	Forum Member

Cosmopolitan:

Alec Gaston	Operations Director
Bill Snell	Board Member
Steve Loftus	Resident Involvement Co-ordinator
Sasha Buckley	Resident Involvement Assistant
Emma Hartley	Continuous Improvement Manager

Apologies:

Alan Bocking	Vice Chair
Iain Campbell	Forum member

Introductions and Apologies

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

ACTION

Matters Arising/ Minutes of the last meeting

The Forum approved the minutes from the previous meeting.

General Update

Alec advised the Forum that the Association's Service Improvement Plan (SIP) which was introduced last year with consultants 'Enlighten,' has now been transferred into a new software computer system (Covalent). This system will help manage timescales, for staff and ensure delivery of the SIP actions to drive improvement with services. Alec asked the Forum if they would like a future presentation on Covalent, which all of the Forum agreed to.

AG

Alec stated that the Forum would need to monitor the SIP with staff on a quarterly basis and to determine if all of actions in the plan are still appropriate. Bob asked for a hard copy of the Service Improvement Plan for the future meeting and Alec stated that all Forum members will receive copies prior to the future presentation.

ACTION
SB

Update on Resident Involvement

Alec advised the Forum of progress to the Resident Involvement Best Value Review. The original report has now been amended and is due for completion by the end of July.

In addition to the Best Value Review, Steve also has responsibility for carrying out consultation on the Resident Involvement Policy and Strategy which are due for completion in September. These documents will then be presented to the Board in October. Alec added that the Association's Resident Involvement Impact Assessment will also consultation and input with residents. Alec asked Steve to feedback to the Forum on the Impact Assessment at the next meeting.

SL
SL

Tenant Service Authority (TSA)/ Local Offers

Alec provided information on the Tenant Services Authority (TSA) and the introduction of 'local offers.' All registered social providers have a requirement to introduce local offers to complement the National Standards which were introduced by the TSA in April 2010. Landlords now need to publish their plans outlining how local offers will be developed by October 2010. The Local offers need to be agreed with residents by March 2011 and introduced in April 2011.

Alec advised that the Association will be consulting on the design of the local offers and information will be provided in the Annual Report. He advised that the Forum will be involved in this process, and suggested that they could have a future role regarding monitoring of the local offers. This was agreed by all present.

Performance Improvement

The introduction of new systems to help monitor contract performance with KHT (Knowsley Housing Trust) was highlighted by Alec. This is called 'Opti time' and will ensure repairs are being delivered more effectively.

Housing Department

Alec informed the meeting of changes to Housing Services. The Allocations and Support team has now been split. Kelly Harris and Vicky Jemson have merged with the rents team and this is now called Income Management Team. Ben Ollier and Andrea Scott are working specifically for the Supported Housing area. Alec praised the Income Management Team due to recent improvements in the letting process, resulting in quicker turn-round times.

Update on Planned Programme

ACTIONS

Alec confirmed that the kitchen programme has commenced with 25 kitchens being completed.

Training

Steve asked the Forum for their suggestions to a future training programme for the Association. The Forum provided input into this exercise with suggestions for Equality & Diversity, Value for Money and Performance Indicators.

Alan suggested that residential training and time working at weekends on programmes such as Trafford Hall are important. This type of training provides more opportunities to learn, away from the normal Forum meetings.

Mary suggested once the programme is produced to publish it and inform other residents.

Steve advised he would draft up a programme, based on the feedback And discuss the issue further with the Forum.

SL

Scrutiny

Steve advised on the future scrutiny event on 30th July. He asked Forum Members to attend this event and provide valuable input.

Resident Involvement Statement

Steve handed out a revised draft Resident Involvement Statement and asked for feedback. Emma suggested that the involvement from the Forum should be promoted with regard to the Association's Business Plan and Vision Statement. Other suggestions were made in reference to including pictures of younger people.

SL

Forum Constitution

Sasha clarified that the Forum Constitution states that a Forum meeting can proceed if there are 3 Forum members and 2 staff members present. Sasha advised Alan that staff cannot vote on behalf of Forum members. Alan suggested that the Constitution be amended to include information on proxy voting. Alan agreed to research this item and bring detail back for the next meeting.

AH

A.O.B

Steve asked for permission for Colin Croxton to attend a future Forum Meeting and present information on the work of the Tenancy Management Team. This was agreed.

CC

Emma stated that in the previous Forum meeting Alan Bocking was concerned about different reference numbers on the repairs satisfaction forms. She advised it would be difficult to manage all of the survey without reference numbers. The monitoring of this item is being explored with a view to improve the system. Chris Smart is also contacting residents to complete satisfaction forms and obtaining feedback on repairs.

ACTION

Emma advised the meeting about the Annual Report. The Tenant Services Authority require input from residents into this document and Emma stated that she will be working with the Forum and all of the service improvement groups for their input and feedback. Emma asked the Forum for their views on whether the Association should produce a summary document to supplement the Annual Report. The Forum stated that both documents should be sent out. The summary and the main Annual Report. Emma suggested that she will attend the next Forum meeting to discuss the Annual Report in more detail.

EH

Emma added that Ian Brennan has left the association.

Date and time of next meeting

The next meeting will take place **Thursday 5th August at 12:00pm**