



Cosmopolitan Tenants' Forum Meeting
(Improving Services for Cosmopolitan Tenants')
Thursday 30th September 2010
Board Room, Cosmopolitan Head Office

Attendance:

Mary Gibiliru	Chair
Bob Gleig	Forum Member
Alan Heague	Forum Member

Cosmopolitan:

Alec Gaston	Operations Director
Ria Burns	Resident Involvement Officer
Julie McNally	Resident Involvement Officer
Jonathan Moate	Continuous Improvement Officer
Peter Bond	Tenancy Management Officer
Debbie Sayers	Resident Involvement Project Manager
Kate McCluskey	Secretary to Operations Director

Apologies:

Alan Bocking	Vice Chair
Brian Gibson	Forum Member
Iain Campbell	Forum member
Steve Loftus	Resident Involvement Coordinator
Emma Hartley	Continuous Improvement Manager

ACTION

Introductions and Apologies

Mary welcomed everyone to the meeting and asked everyone to introduce themselves. Kate gave apologies from Brian Gibson, Emma Hartley, and Steve Loftus.

Matters Arising/ Minutes of the last meeting

The Forum approved the minutes from the previous meeting.

ACTION

Tenant Auditors Feedback

Julie updated on the tenant auditors project which is looking at services such as Anti Social Behaviour, Adaptations, Rent procedures, and Communal Services. Julie will discuss in further detail with team Coordinators and will keep Forum group informed.

Alan Heague questioned who was looking after the website, Julie informed the group that Andrew Shaw and Margaret Welsh are currently looking after the website. Julie also mentioned that Villages Housing tenants have volunteered to get involved with the audits.

KPI's

Everyone in the group referred to their handout, which detailed quarter 1 KPI's. Jon informed the group that KPI's for quarter 1 targets have been increased to ensure the Association continues to improve its performance.

Performance remains high for emergency, urgent and routine repairs completed on time and they are all within the amber targets.

The average re-let time has dropped significantly, since quarter 4 for the void re-let period. Closer working with KHT at the void stage has now resulted in the Income Management Team being able to pre-allocate properties with a view to sign up being immediately after the property is handed back from KHT. The Income Management Team now need to look at timescales for properties that are in maintenance as this area needs to be monitored more effectively if green target is to be achieved.

Lettings to BME tenants have now dropped into the amber target during quarter 1 2010/2011, the Association acquired 36 new build units in West Lancashire and the Wirral. Statistically, West Lancashire has a low volume of BME residents. West Lancashire have 100% nominations when the Association are allocating in this area.

KPI's relating to repairs satisfaction have remained below target, however by undertaking the satisfaction monitoring in house, it allows all feedback received to be closely monitored by the Continuous Improvement Team in conjunction with the Asset Management Team. All cases of dissatisfaction are being followed up with KHT and tenants are contacted to see if there is anything else the Association can do to assist.

ACTION

There has been a dramatic increase in complaints in quarter 1, with an increased number of these complaints being dealt with at stage 1, with positive feedback received. The green target has been met by complaints being responded to in service standard timescales.

Gas servicing is at 99% amber target with green target being 100%. There has been significant dissatisfaction identified through complaints with the current gas service appointment system and this is currently being reviewed by the Asset Management Team.

Currently no targets have been agreed for ASB cases as ASB is now monitored differently to match Housemarks criteria, the way in which ASB cases are reported has changed.

Jon asked if there were any questions – no questions asked.

Resident Incentive Scheme

The chair welcomed Peter Bond to the table. Part of the Tenancy Management teams' service improvement plan (SIP) is tasked with looking at reward schemes for young adults to prevent them getting involved in Anti-Social Behaviour. Peter brought this item to the Forum to see how they would like this to be directed and for some ideas. Peter informed the Forum that he wants the scheme to positively encourage young adults to behave in an appropriate way to prevent any incidents happening in the first instance.

Peter has looked at other RSL's who already have similar schemes in place and they offer vouchers, discounts, grants for training etc.

Peter has asked for Forum members to think about ways in which the Association can get involved with this, and Ria suggested that the Forum may want to have a look at other organisations, themselves to see what works and what doesn't work. Any feedback would be welcomed and it was agreed that Ria would collate this.

Bob suggested setting up a young adults Forum group, Julie advised that this could be very hard to maintain and too transitional, but that this could be done in another way maybe via Facebook or Twitter.

Forum members thanked Peter for coming along.

Local Offers

Debbie delivered a presentation on local offers. Please see attached slide show presentation with notes.

ACTION

Debbie asked Forum members if they had been involved in any of the 39 pilots to which the Forum advised that they had not. Debbie emphasised the need to capture residents needs and expectations, expressing how important this process depends on the views/opinions of our residents and prioritising them. Each local offer will then need targets in place and a procedure of how they will be monitored.

Debbie gave an update on where the Coordinators are up to with regards to their local offers: coordinators have based their offers on any feedback they have had from residents in the past.

Alan Heague feels that repairs and maintenance would be the most important offer to residents. The local offers are to be launched in January with implementation by April 2011.

Scrutiny

Debbie discussed the role of the scrutiny panel: which will be a group of residents who will work closely with the Board. Once the scrutiny panel have been recruited it is expected that training will take 12-18 months before they are fully equipped to follow out their role. Debbie is currently putting together a scrutiny pack, which will go out to those who attended the sessions including an application form for those who wish to apply for the post. Debbie highlighted to the group that a scrutiny panel is not mandatory and the regulator does not insist that registered social landlords have a panel, Debbie feels that a panel is good practice.

Alan Heague thinks the scrutiny panel is the same as what the Forum currently do now, however Debbie reiterated that it is very different as panel members will be given more power to challenge the Board.

Role of Forum

Ria discussed the role of the Forum with the group asking members if they would like to become more of a resident involvement review team, which is currently what they do, but a lot of information that the Forum get involved with could be given to other review teams in order for the Forum to get involved in other areas such as communications.

Alan Heague expressed the decision could not be made unless all of the Forum was contacted, which Ria agreed to, but the general consensus was that they would be happy for the group to reform as a Resident Involvement Review Team. Debbie asked the group if they know why members are leaving or why they cannot recruit more members, to which Alan replied that he feels there is a clash of personalities and members tend to disagree with each other.

ACTION

Ria suggested that the Forum group needs more focus and asked members if they would be happy for her to look at the constitution again; this was agreed. **RB**

Forum Agenda Items

Ria asked the group if they had any agenda items they would like to discuss as she was unsure as to whether the Forums action plan was still in place. Alan stated that he had not seen an action plan for some time and that he had a number of items he would like to raise. Ria advised the group to tell Kate or Sasha on future of items. Ria to liaise with Chair with a new revised action plan. **RB**

Resident Training Programme

Steve Loftus has put together a list of possible training suggestions referring to previous consultation. The group was asked to have a look through to see if there is enough areas of interest that they feel would meet residents needs.

Mary stated that she was interested in the worklessness project, this involves work & training around skills for employment. Mary also mentioned that in previous meetings Steve Loftus had agreed that she could attend regeneration training, Steve to look into this. Julie informed the group that there had been no interest from our residents for the PIP programme. Trafford Hall is doing an ASB Course, Julie to look at places and costs for this. **SL**
JMC

Alec Gaston Update

Alec thanked the group for inviting him along. Alec wanted to confirm with Forum members what exactly they felt about the Resident Involvement Best Value Review consultation: members previously felt that further consultation is required. Alec asked how he should go about enhancing the consultation. It was agreed by the group that Alec try to enhance numbers of residents consulted before it is presented to Octobers Board. **AG**

Date and time of next meeting

The next meeting will take place **Friday 5th November at 2pm.**