

The Cosmopolitan Tenants Forum Objectives and Action Plan

The aim of reviewing and formalising the role of the forum, is to develop the Forum to give a real and measurable role within the governance of Cosmopolitan, with real decision-making and a clear and identified monitoring role, in relation to services delivered by Cosmopolitan to tenants and residents.

The Forum will work together with Cosmopolitan tenants, staff and board members to bring about improvements to service delivery and ensure sustained improvement in performance. The main objectives are as follows:

1. To Make Recommendations

The forum will take part in policy and procedure reviews and regularly carry out reviews of resident involvement methods and standards of service set by Cosmopolitan. Such reviews will lead to recommendations made to the Senior Management Team and Board of Management.

2. To Monitor Services and Action Plans

The Forum will monitor progress and achievements against standards set and benchmark outcomes with similar associations and with industry standards set by governing bodies. A number of different methods will be developed to achieve this including Tenant Auditors, monitoring KPI's, complaints and monitoring progress on action plans developed.

3. Have Influence / Make Decisions

The Forum will make decisions on methods of consultation and communication with tenants, on expenditure related to the Porter Community Grants and the Forum budget. The Forum will also make decisions following value for money reviews and be involved in the decision making structure around developing new homes.

4. To ensure that Tenants Receive Feedback.

There are a number of residents groups including the Forum, e.g. repairs review team and best value review groups, editorial panel etc., and it will be the role of the Forum to ensure that feedback on outcomes, progress and improvements is disseminated to tenants and residents.

Action Plan

The aim of Cosmopolitans Tenants Forum is to have an action plan so that progress in delivering against objectives can be demonstrated.

	Actions	Timescale	Identified Objective	Outcome
Policy, Strategy and Impact Assessments	Equality Impact Assessments	Most will be completed as policies and strategies are reviewed, but some may be completed on their own. The Policy and EIA register will be reviewed with the Forum on a quarterly basis to monitor completion of policy reviews and EIAs.	I	
Consultation Reviews	<p>Work alongside staff to identify levels of consultation to be carried out during policies, reviews and strategies, and feedback on consultation process.</p> <p>Resident Handbook</p> <p>Adaptations Policy</p> <p>CCTV and Fraud Policy</p> <p>Allocations Policy</p> <p>Information Security Policy</p>	<p>July 2009</p> <p>June 2009</p> <p>September 2009</p> <p>August / September 2009</p> <p>October 2009</p>	I, 3 and 4	New consultation review document approved by the Forum. All staff to complete when presenting information to the Forum to enable a more consistent process with effect from May 2009.

	Resident Involvement Policy and Strategy	February 2010		
Menu of Involvement Options	Review and make recommendations on current involvement options every 18 months. Look at why residents do not get involved.	September 2009 Awaiting Tenant Census Info	1, 2, 3 and 4	
Resident Involvement Statement	Consult Forum on Resident Involvement process when reviewing the statement and agree consultation framework. Consult Forum of Outcome	January 2010 March 2010	1, 3 and 4	Completed 19.03.09. Forum approved level of resident involvement used when creating this document.
Develop the Forum	Review Constitution (every 2 years). Identify methods to develop the forum. Review Application Pack	November 2009 Ongoing throughout 2009 January 2010	1, 2, 3 and 4	
Tenant Auditors	Make recommendations on where should be audited in line with the Key Performance Indicators, Look at areas of weakness within the organisation. Receive ongoing progress Report	April 2010 September 2009	1, 2, 3 and 4	This was completed in April 2009. The Forum suggested the repairs service be audited, as the contract has been outsourced for a year now.

Delivery Against Objectives	Review Resident Involvement Objectives for 2009 – 2010. Identify participation and whether objectives were met for 2009-2010	April 2010 March 2010	2, 3 and 4	
Key Performance Indicators (KPI)	Receive and monitor KPI's in line with the Board.	September 2009 November 2009 February 2010	1, 2, 3 and 4	
Complaints	Receive complaints information in line with KPI's Identify departments where there are complaints and monitor.	September 2009 November 2009 February 2010	1, 2, 3 and 4	
STATUS Survey	Monitor the Action Plan	September 2009/ October 2009	1, 2, 3 and 4	
Porter Community Grants	Review process and funding for financial year Process bids	April 2010 Monthly	3	
Forum Budget	Receive projected budget for financial year Receive budget quarterly	April 2010 October 2009 January 2010	2 and 3	
Training	Identify training as and when required and ensure value for money. Monitoring of Key Performance Indicators	Ongoing	3	

	Tenant Services Authority Update			
Value For Money	From time to time the Forum will assess value for money of Cosmopolitan's participation activities and make recommendations.	Ongoing depending on project	1, 3 and 4	
Business Plan	Discuss business plan and make decision about Forums involvement	December 2009	3	
Barriers to Involvement	Look at Barriers to Involvement and receive training on further awareness. Create an action plan and target residents who may have been affected by barriers.	September 2009	1, 2, 3 and 4	Forum identified that no one is hard to reach and that there are potential barriers to involvement.. Forum identified an action plan needs to be put in place to break down the barriers. Forum approved a leaflet to be distributed to tenants on Barriers to Involvement. – June 09
Repairs Review Team Development Group Complaints Review Team Tenancy Management Review Team	Agree formal links between groups and the Forum Circulate minutes from meetings to the Forum and make available to groups on requests	Ongoing Ongoing	4	
Best Value Review	Regeneration and Renewal Service Charges	September 2009 November 2009	1, 3 and 4	

	Complaints and Compensation	September 2009		
	Allocations and Lettings	TBA		
	Resident Involvement	February 2010		
Tenant Census	Receive target information and action plan.	Monthly	1, 2, and 4	
	Monitor progress	Monthly		
Rent Satisfaction	Review of Action Plan	January 2009	2, 3 and 4	