



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

Thursday 30th October 2008
Boardroom, Marybone

Present:

Sue Ward	Chair
Tim Hall – Smith	Vice Chair
Alan Heague	Forum Member
Mary Gibiliru	Forum Member
Terry Smith	Forum Member

Cosmopolitan:

Ria Simon	Resident Involvement Officer
Alec Gaston	Operations Director
Rosie Earp	Board member
Sasha Buckley	Resident Involvement Assistant
Darren Hartley	Director of Corporate Services

Introductions/ Apologies

Everyone introduced themselves and welcomed Rosie to the meeting.

Apologies were received from the following

Pauline Davis Forum member

ACTION

Minutes:

The minutes were approved.

Matters Arising:

Ria advised the Forum that Brian, Vicky and Ginger have all resigned from the forum. Ria is still waiting for the exit surveys to be returned. For Ria to report back to the Forum when the surveys come in.

RB

ACTION

- **Feedback on Porter Community Grants**

Sue asked the forum to look at an application for a grant. Ria gave a brief overview of the Porter Community Grants. Forum members went through the application and thought it was a good bid. All forum members agreed for the bid to go ahead.

- **Feedback on Communication Service standards**

Ria gave the Forum background information on the Resident Involvement Methods, which were applied for the Service Standards. Following a questionnaire, residents were asked to get involved with a focus group to consult on the feedback of the questionnaires and seek approval from residents. Terry asked how residents were asked to get involved with the focus group, and Ria replied that there was a letter put inside the questionnaire asking residents to contact the Resident Involvement Team, to which Terry replied that he did not receive this.

The service standards have now been put in place and have gone out in What's New. Alec is also reinforcing all of the service standards in all departmental meetings. Sue asked whether the Service Standards can be added in the KPI's. Ria to liaise with Darren, and to feedback at the next meeting.

RB

- **Feedback on I.T Training**

Steve looked into providing I.T training to the Forum in house, however this cannot be provided. Alternative arrangements have now been sought externally which can be provided by Taroe. A one day a week, 10 week course can be provided to residents who are in receipt of benefits for free, and those who work it will cost the Association £55. Transport will also be provided wherever applicable.

The Association will be running this course hopefully in joint partnership, so there is only 3 places available, which Bob, Vikki and Mary had shown an interest in previously. However, the resident involvement team are able to take names in reserve. Ria asked for those interested to contact Sasha.

Sue suggested that the training be opened up to the RRT and Development group. **SL**

- **Short Notice Inspection Update**

Alec gave a presentation to the Forum and explained what the inspection included. Alec informed the forum that the inspectors were introducing more focus on tenant satisfaction. The inspectors will give 5 days notice before coming into an Association. Alec advised that the Association has recently appointed a company who carried out a mock short notice inspection, and we are still awaiting feedback from this.

Sue asked for Alec to provide feedback in the future. Alec will circulate presentation with the minutes. **SB**

ACTION

- **Feedback on Road Shows**

Ria gave a brief explanation to Rosie as to how the road show came about, and what it entails. The next Road show will be taking place Friday 31st October in Ellsmere Street in Runcorn. We will be door knocking on 145 properties and holding a fancy dress competition and face painting for the children. The last road show took place in West Lancs. and Sefton. Staff carried out a survey on services provided by the Association, and 33% were completed. Ria will send out the analysis to the Forum. Ria also informed the Forum that only one of their questionnaires was completed, with only Bob attending for half a day throughout the two days. As the Forum are trying to encourage involvement in the Forum from other residents this is not going well.

As there is another road show in Runcorn Ria again asked for assistance. Terry felt that one day notice was not enough, however Ria and Sasha both stated that this had been mentioned at the last Forum meeting and Sasha has also asked Forum members when doing a ring around to see who will be attending today's Meeting. The Forum agreed this, however no one from the Forum could attend.

- **Forum Budget**

Ria has produced a budget projecting figures until March 2009 as requested by the Forum. Ria also told the Forum that she has tried to be more precise with figures as requested by Sue. Ria advised the Forum wherever possible to use public transport or car share to reduce costs so that they can demonstrate value for money. Sue asked why the transport costs had gone up so much. Ria advised that the forum had asked her to produce a more precise estimate each month and this is what she had done. Rosie stated that she still could not understand the drastic increase in transport costs and asked Ria how she came up with the figures. Ria advised that the team receive invoices from the taxi company which gives the price of taxis' for some of the Forum members, and that another Forum member has recently requested taxis' so we contacted the taxi company to get a rough estimation of costs. Rosie asked what has caused the transport costs to go up by £70, and Ria indicated that it was the rough estimation from the taxi company for a return trip from Ormskirk to the Head Office. Terry stated that this was on health grounds, and Ria replied saying that she did not want to cause any upset however, the Forum had asked for more precise figures to enable a projection of costs until March 2009. Terry said that his taxis' have only ever cost around £42, therefore Sue asked Ria to have a look at the invoice when it comes in.

Ria informed the Forum that she had input the Christmas Thistle costs into the budget. Sue asked if anyone had any ideas or suggestions on what they could use the rest of the budget on.

Sue suggested using the budget for training on KPI's as she felt it would benefit the Forum. Ria to look at training on reviewing performance.

RB

Mary suggested that the budget could help the Forum have an input in the Vera Awards. Ria advised that her and Diane were working on the Veras which is being advertised in Whats New, and that there is a possibility we would be asking the Forum to get involved at the judging stage but this would be discussed at another meeting.

ACTION

Alan suggested using the budget for the forum newsletter which will be going out in April 2009. (Newsletter to go on Januarys Agenda). Ria advised that they have the forum newsletter complete by March so that they can use the budget.

For the Forum to let Ria or Sasha know any more suggestions.

- **Forum Recruitment Pack**

Ria made all amendments to the pack from the last meeting and has only received to forms back from forum members to say they had approved the amendments.

The Forum went through the application pack and asked for more amendments to be made.

Sue stated that some people may need help in filling in the application pack and this should be stated. Sue was pleased with the application overall, and the Forum agreed that the documents are approved, subject to the amendments.

RB

- **Performance Monitoring**

The Forum was provided with a second set of KPI's for the financial year. Darren went through the KPI's and Terry stated that the figures that were given out did not match the figures that were distributed in the RRT. Darren asked Terry if he could see a copy of the figure Terry had been given, however Terry refused to give Darren the information. Darren advised unless he was able to see the information he would be unable to comment on the figures.

Sue asked if Darren could report back in the next meeting with correct figures.

Darren explained that the figures he was presenting are correct. Sue asked Darren to clarify at the next Forum meeting why the KPI figures are different to the figures Terry has.

Sue asked if the complaints table could be broken down in quarters.

Sue also asked if Darren had time to produce Resident Involvement KPI's.

Darren said he would be able to produce the Resident Involvement figures and include them into the rest of the KPI's.

DH

- **Menu of Involvement Options Update**

Sasha informed the forum that there were 238 tenants on the database and since June 2008, 32 tenants were put on the database. Sasha advised that she was going to give a break down on what tenants wanted to be involved in, at a future meeting.

Sue asked Sasha if she could record on the database when residents have been contacted and what they have been involved in. Ria advised that we were going to write out to all of the tenants to see whether they still wanted to be kept on the database.

- **Christmas Meeting**

Sue advised that the Forum had discussed the Christmas meeting in Forum time and the majority had agreed to go a head with the meeting. Ria pointed out that there will be 9 members of staff and 4 forum members attending the meeting.

Sue explained that the content of the meeting will be discussed at November's meeting.

In terms of the training day for November the Forum suggested going to the Thistle for a whole day instead of having a November meeting to discuss December's agenda. For Ria to liaise with Sue.

RB

- **Any other Business**

Rosie thanked the forum for letting her attend the meeting.