



FORUM MEETING
Thursday 26th June 2008
Boardroom, Marybone

Present:

Tim Hall – Smith	Vice Chair
Alan Heague	Forum Member
Bob Gleig	Forum Member
Brian Gibson	Forum Member

Cosmopolitan:

Steve Loftus	Resident Involvement Co- coordinator
Ria Simon	Resident Involvement Officer
Sasha Buckley	Resident Involvement Assistant
Darren Hartley	Director of Corporate Services

Apologies:

Mary Gibiliru	Forum member
Sue Ward	Chair
Vikki Cierpicka	Forum member
Pauline Davis	Forum member

Introductions/ Apologies:

Everyone was welcomed around the table and Sasha gave apologies. Ria sent out a get well card to Mary.

ACTION

Minutes:

Sasha handed out a set of minutes that had been amended. To send out amended minutes to the rest of the Forum.

SB

Matters Arising:

- **Reception Sign**

Everyone around the table agreed with the final draft of the reception sign. Ria to progress.

RS

- **CIH Level 2**

Steve met with a member of Blackburne house and the CIH Level 2 course has been approved. The course will run for 16 weeks and starts 6th October 2008. Steve advised the Forum that an Introduction session will take place before the course starts and will feedback the date nearer the time

ACTION

- **Profile Of Residents Updates**

Ria updated Darren that the Forum had been doing a 'Hard to Reach Group' exercise in the last meeting and it was agreed that there is no such thing as 'Hard to Reach Groups', however an action plan needs to be put in place for 'Preventing Barriers to Involvement'. Sue Ward suggested that having the profile of Cosmopolitan residents would help in this exercise. Darren handed out two documents for the Forum to look at.

- **Publicity and Stationery**

Pauline and Sue asked Ria to find how much it would cost for V-neck T-shirts. Ria informed the Forum that it would cost £130 for round neck t-shirts and £220 for V-necks. The Forum agreed for Pauline and Sue to have V-necks and the rest would have round necks. Bob suggested that we should ask the other members who were not at the meeting what they preferred to wear. Sasha to do a ring around.

SB

- **Mystery Shopping.**

Steve provided an update on the future Mystery shopping project and advised that Julie McNally will be leading on the initiative from the Resident Involvement Team. As this is new ground for Cosmopolitan, Julie has identified a training course which she believes will benefit her and this will occur on 8th August. Steve stated that he is supporting Julie in her training requirements as the building of her understanding, knowledge and information will be of benefit to her in carrying out this task.

Steve further advised that a training agency has been identified to deliver the future training to the residents. Julie will be exploring the practical arrangements for this agency to deliver the future training to the satisfaction of Cosmopolitan and residents. The recommendations and outcomes that will be made by the project group will hopefully be approved by the Board. It is then our intension to obtain feedback from the residents participating in the project and to consult and discuss the suggestion of carrying out a tenant auditors initiative.

- **Training Suggestions**

Ria looked at training for the Forum to attend, she informed the Forum that she had looked at Instep training and it was going to cost around £1200. Ria then asked TPAS if they could offer the same training and got a price of £800. Ria thought it would be good for the Forum to attend on their own as a group as Sue had mentioned inviting the development group and the Repairs Review Team. The Forum agreed to the training being tailored for the Forum only. Ria asked if everyone was happy with the 30th July, but unfortunately Alan stated he could not make this. Ria to look at alternative dates in August. RS
Sasha to ring around for availability. The group advised Ria to send out the TPAS programme separately to the Forum for all of the members who are not present at today's meeting. RS

ACTION

- **Forum Constitution:**

Darren informed the that a complaint had been made about an which had been made some time ago. From this appeals hearing, it was recommended that the Forum relook at the Constitution with regards to references. References can be seen as a barrier if someone lives in an isolated area for example. Tim agreed with this, and advised others when he applied he found it hard to get someone to give a reference, even though his tenancy history is good. Those who were present could not come to a decision as the group was evenly split as to whether they should keep this element or not.

Darren then asked if the Forum could consider this persons application again without the references aspect, as at the time of application it did not specifically stipulate in the constitution that references where required.

Both Bob and Brian opposed to this. Alan requested more information as to why this person was refused in the first place, however Ria advised him that this information could not be used or considered, therefore it was pointless sharing with the group.

Everyone around the table agreed that all Forum members should have a say and put their views forward as a group as no one could decide. Sasha to write to all members of the Forum for there views on whether references should be put in the constitution. Sasha to put as an item on the next agenda. **SB**

- **Communication Strategy:**

Steve asked if members of the Forum would like to get involved in looking at the way the Assocaition communicates in terms of consultation and feedback. Bob and Brian agreed to meet with Steve to go through the communication strategy. Bob stated that the original questionnaire that was handed out to the Forum was too long and said it needed more yes and no answers as some people may find it hard to fill in.

Sasha to arrange meeting with Bob, Brian and Steve. **SB**

- **Exit Survey**

Sasha sent out a copy of the Exit Survey to all members of the Forum.

Everyone around the table discussed the survey and thought it was a good idea. Alan asked when the form was returned if a follow up would take place with the information received. Ria advised that it stated in the survey that a follow up interview would take place if the person required one.

Everyone approved the survey and thought it was a good idea.

- **Consultation Questionnaire**

To put on the next agenda.

ACTION

- **Newsletter Articles/ Subgroup**

Ria has liaised with GD studios and they have said that the Forum are welcome to use their office, and they will offer them advice and help in putting together a newsletter. Ria advised that IT could be used at Cosmopolitans office. Ria asked if anyone would like to be part of the Subgroup which will contain 3 people maximum. Ria advised that it would be better if everyone had the opportunity to get involved, which Tim suggested a rota could be drawn up where different members of the Forum can take part in different newsletters. Tim and Alan asked if the newsletter still had to be passed onto the Forum before it is sent out as members of the subgroup felt undermined and felt that it did not have to be put to the rest of the group for approval. Everyone around the table agreed that the subgroup make all the decisions. Tim stated that all members of the Forum could feedback or give any ideas they had to the subgroup for them to input into the newsletter. It was decided that an editor should also be in the subgroup to make the final decisions.

Sasha to telephone round and see who would like to be part of the subgroup. **SB**

Ria asked if anyone had any articles or ideas to pass them onto her.

- **Christmas Meeting Subgroup/ Venue**

Ria suggested that this be open to all members of the Forum. Brian and Alan suggested that the new echo arena would be a good venue for the Christmas meeting. Again a maximum number of three people.

Sasha to do a phone round to all members of the Forum for suggestion. **SB**

- **Any other Business**

Members of the Forum had to leave early as there were not enough members to continue the meeting any other business is to be discussed in the next meeting.