



Dudley Federation of Tenants & Residents Associations
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Away Day report May 2023

Following on from last year's Away Day report:

- Some board members expressed confusion around the SLA and what is expected of us.
- We have only just been quorate in online general meetings recently, so hybrid meetings will be trialled.
- The TRA database is getting better now that DFTRA board members are visiting groups and requesting their information.
- We have increased the number of people from each TRA from 1 to 3. It was decided that unlimited could lead to too many from one group being on the board.
- We added in lifetime non-voting membership to board members who have been a director for over 15 years.
- We need to get better at asking for feedback via Facebook or Google. It was acknowledged that some people may not feel comfortable providing feedback publicly.
- Martin has gathered details for people to build a non-TRA database.
- The signage is now in place at the office, we are looking to hold an Open Day.

The board members went through the current SLA headlines:

- **Support and shape the way forward for customer involvement**

Work on the Involvement Strategy has only just begun.

- **Increase the number of involved customers**

We have non-TRA members on a database.

- **Support for existing TRAs**

We have a list of TRA meetings and DFTRA representatives will be attending General meetings until June to provide support where the Participation Development team are unable to.

Meeting reports will be completed.

- **Development of DFTRA**

SWOT analysis – to be refreshed.

- **Promote and publicise the work of DFTRA**

Continue to share information on social media and email.

- **Develop partnerships with Housing and Communities and the Housing Board**

Meetings have increased with Participation Development team and Housing Board, and we are willing to work together to make tenants' lives better.



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SWOT analysis

- **Strengths**

These have remained mostly the same.

- **Weaknesses**

There is a lack of diversity on the board, however board members are open and willing to working with anyone.

We have no code of conduct/social media policy.

- **Opportunities**

Attend TRA meetings.

Ask TRA members their opinions.

Increase numbers at meetings.

- **Threats**

How can volunteers feel more supported?

Actions for 2023-24

- Continue work on the Involvement Strategy.
- There needs to be work done with groups to ensure that they are open and inclusive. Possible training in inclusion?
- Produce a code of conduct to include social media policy.
- Gather as much information for our database so that we can keep in touch with as many people as possible.
- Hold hybrid general meetings.
- Do a survey of our members to ask how we can support them further.