

SLA Output Heading		Required Outcome	Demonstrated by	Progress/Evidence supplied
a	Support the Way Forward for Customer Involvement	To positively work in partnership with Housing and Communities to develop and co-produce Customer Involvement Strategy & Involvement Framework.	<i>Evidence as to how DFTRA has supported TRAs to be involved in the process and worked in partnership with the Council. Meetings held.</i>	<ul style="list-style-type: none"> ▶ A Customer involvement strategy workshop took place on 20th April 2023 where the current position and plan were outlined. ▶ Awaiting to be consulted with on the Strategy, along with Dudley's Housing Board.
b	Increase the Number of Involved Customers	DFTRA to find & refer 100 new people by March 2023 which reflects our communities across the borough, to become actively involved in new involvement opportunities such as the Service Improvement Groups.	<p><i>Provide quarterly updates which log all interactions & opportunities to support/encourage new people to join in.</i></p> <p><i>Number of referrals of interested residents.</i></p>	<ul style="list-style-type: none"> ▶ Waiting for information on the Dudley 500/Service Groups to promote it. ▶ Currently have 60 (non-TRA member) email addresses and 15 contact numbers who we can share information with, we currently send quarterly newsletters to these contacts.
c	Support for Existing and New TRAs	To demonstrate focused support, provide mentoring for new & existing TRAs to enable them to provide an effective voice for the communities they represent.	<p><i>To show, how, when, who, & demonstrate issues supported/ resolved what's changed as a result.</i></p> <p><i>To encourage feedback from residents living in neighbourhoods served by a TRA.</i></p>	<ul style="list-style-type: none"> ▶ TRA training promoted in our latest newsletter, we look forward to assisting the Participation Team in ensuring that members are provided with the skills that they need to run their groups and meetings confidently. ▶ Chapel Street Estate TRA relaunch is ongoing. ▶ Ongoing support is being provided at Green Street Gardens TRA ▶ Provided support at 1 committee meeting, 2 general meetings and 1 AGM (some alongside a PD officer) while the Participation Team have been short on resources. ▶ Plan to attend a further 4 committee meetings and 2 general meetings in July. ▶ Many issues raised from these meetings; outcomes include:

				<ul style="list-style-type: none"> • Greencare meeting with Cabinet Member for Highways and Environmental Services is being arranged jointly between Dudley MBC's Participation Development Team and Dudley Federation. • WMP Off Road Motorcycle Team are dealing with issues raised at Hawbush and Ellowes Hall. • New policy and working format for contracts i.e. window cleaning through Aerial Funding.
d	Development of DFTRA	<p>To develop & promote positive involvement on issues of collective interest which adds value to each TRA.</p> <p>Explore how DFTRA can widen its service offer during 2023/24.</p>	<p><i>Identify themes and trends through complaints and queries received etc. to help improve services.</i></p>	<ul style="list-style-type: none"> ▶ The report for January – March shows 6 enquiries sent to the Customer Team: 1 Service Request (closed), 5 stage 1 complaints (1 closed, 1 redirected to Social Care, 1 upheld and 3 pending. No trends identified. ▶ During the period April – June we have submitted 1 enquiry regarding which has been logged as a stage 1 complaint.
e	To Promote & Publicise the Work of DFTRA	<p>To be transparent & accountable to member organisations, tenants & residents, and Dudley MBC.</p>	<p><i>Working in partnership with Housing & Communities to share information in a timely manner. Produce good news stories & PR through DFTRA's website, newsletter & social media etc. Encourage positive challenge from member organisations & Dudley MBC. For DFTRA to hold an open day promotional event to promote working together, encourage involvement, networking and raising DFTRA's profile. Work with the Community Involvement team to survey TRAs to see what services they receive & expect from DFTRA to establish a baseline position.</i></p>	<ul style="list-style-type: none"> ▶ We continue to share information of interest to our members online via our website, Facebook, Instagram, and Twitter as well as in newsletters and at general meetings. Minutes of meetings and financial reports are available via our website. ▶ Partnership meetings are attended, and information is fed back via the above. ▶ From 31st July (initially for a 1 month trial), our office will be used as a Housing Hub where Housing Officers will hold surgeries. ▶ Once Hubs are open around the borough, we hope to be able to place promotional materials in each once to let local people know about their TRAs and the work that Dudley Federation do to support them. ▶ If the Hub trial is successful, we will hold an Open Day at the office on 4th September in conjunction with the official launch. ▶ A survey will be sent to members in July 2023 to get an overview of what TRAs would like from us moving forward.

f	<p>Develop Partnerships with Housing and Communities and the Housing Board</p>	<p>To work closely and collaboratively with Housing and Communities Teams across the borough to increase partnership working to promote local and boroughwide solutions.</p>	<p><i>Develop & review our programme of events/initiatives, identify what's changed because of partnership working, networking opportunities, & promoting good news.</i></p> <p><i>We are considering putting on a Customer Involvement Conference Event in the spring of 2023 which we could plan and deliver together.</i></p>	<p>▶ Regular meetings are taking place with the Participation Development Team and work continues with the Housing Board.</p>
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