

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>	Re-arranged Customer involvement strategy workshop 20th April 2023.
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.	<i>Provide quarterly updates which log all interactions & opportunities to support/encourage new people to join in.</i> <i>Number of referrals of interested residents.</i>	Awaiting information on the Dudley 500 to pass on to interested parties as of the Participation Liaison meeting on 23rd March 2023. Currently 60 email addresses and 15 contact numbers to share information with.
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.	<i>To show, how, when, who, & demonstrate issues supported/ resolved what's changed as a result.</i> <i>To encourage feedback from residents living in neighbourhoods served by a TRA.</i>	We will be working with the Participation Development Team to attend TRA general meetings where they need support while the team are short on resources. Many TRA issues were raised in our March general meeting, particularly around accounts and the return of their books and TRA support. We will be collating these and discussing with the participation team to see what can be done to resolve issues. A summary of this meeting can be viewed here.
d	Development of DFTRA	To develop & promote positive involvement on issues of collective interest which adds value to each TRA. Explore how DFTRA can widen its service offer during 2023/24.	<i>Identify themes and trends through complaints and queries received etc. to help improve services.</i>	As of 31.03.23 there have been 5 enquiries sent to the Customers Team, 2 service requests relating to gas/PH Jones, one for Housing OT/Social Care and 2 enquiries currently open. The report for January – March will be available in May.

<p>e</p>	<p>To Promote & Publicise the Work of DFTRA</p>	<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>	<p>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.</p> <p>Partnership meetings are attended, and information is fed back via the above.</p> <p>Now that outstanding work has been carried out in the office, we will look at holding an open day in Spring/Summer.</p> <p>We are looking to complete a survey by the end of June 2023 to get an overview of what TRAs would like from us.</p>
<p>f</p>	<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. 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 have been arranged with the Participation Development Team and work continues with the Housing Board.</p>