

SLA Output Heading	Required Outcome	Demonstrated by	Progress/Evidence supplied
<b>a</b> 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"> <li>▶ Dudley Federation representatives attended the ‘Safety Matters Event’ on 6<sup>th</sup> September – although this was a good start to the consultation, we are concerned that there weren’t many people (particularly Tenants) in attendance at the event. There was also disappointment that no-one got to attend all 4 workshops.</li> <li>▶ Following a Housing Board meeting to discuss Complaints, Tenant Satisfaction Measures and the Tenants Annual report, we contacted Ayaz Maqsood to raise concerns around lack of involvement, he has suggested that other areas are looked at to get ideas.</li> <li>▶ Board members attended a virtual focus group on 21<sup>st</sup> September as part of a Tpas SMART review.</li> <li>▶ Board members and staff have also attended Tpas Your Voice Matters - Member Focus Groups which discussed the 4 sections of the consumer standards and the proposed changes.</li> <li>▶ We have updated our website with a brief description of the proposed changes, you can see this <a href="#">here</a>.</li> </ul>
<b>b</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 &amp; opportunities to support/encourage new people to join in. Number of referrals of interested residents.</i>	<ul style="list-style-type: none"> <li>▶ We received the Dudley 500 information and sign up sheet on 18<sup>th</sup> July. An email containing this information was sent on 19<sup>th</sup> July to 58 people who aren’t TRA members but have signed up to receive updates from us on</li> <li>▶ We will continue to share and promote this with anyone who signs up to receive information from us.</li> </ul>
<b>c</b> Support for Existing and New TRAs	To demonstrate focused support, provide mentoring for new & existing TRAs to	<i>To show, how, when, who, &amp; demonstrate issues supported/resolved what’s changed as a result.</i>	<ul style="list-style-type: none"> <li>▶ We will be facilitating Treasurer training at our office in October for TRA members.</li> </ul>

		<p>enable them to provide an effective voice for the communities they represent.</p>	<p><i>To encourage feedback from residents living in neighbourhoods served by a TRA.</i></p>	<ul style="list-style-type: none"> <li>▶ During this quarter, Dudley Federation representatives have provided support at 5 committee meetings, 3 general meetings, 2 'Use it or lose it' meetings and 1 AGM.</li> </ul> <p>Support provided includes:</p> <ul style="list-style-type: none"> <li>▶ Hawbush TRA general meeting – Dudley Federation representative helped encourage new members to join the committee. Also help resolve local issues with empty properties and get overgrown trees cut back.</li> <li>▶ Netherton Central TRA AGM – Dudley Federation representative helped encourage 3 new members to join the committee which prevented the group from having to fold. Dudley Federation also offered the group the use of the board room for their committee meetings. Data was collected and shared with the Participation Development Team with the permission of the group.</li> <li>▶ We are also providing ongoing support at Green Street Gardens TRA.</li> </ul> <p>Board members continue to provide support when requested by groups.</p>
<p>d</p>	<p><b>Development of DFTRA</b></p>	<p>To develop &amp; 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>	<p>Customer Team enquiries April – June (from their report):</p> <ul style="list-style-type: none"> <li>▶ 1 x Stage 1 Community Housing complaint which was upheld.</li> </ul> <p>Customer team enquiries submitted July – September (report not yet completed):</p> <ul style="list-style-type: none"> <li>▶ 2 x service requests, 1 x ASB and 1 x gas contract.</li> </ul> <p>Enquiries dealt with by Dudley Federation:</p> <ul style="list-style-type: none"> <li>▶ 8 issues brought to our attention and actioned – Appx 1</li> </ul> <p>Items of concern:</p> <ul style="list-style-type: none"> <li>▶ Fire safety – we raised an issue with new way finder signage in high rise blocks falling down that we were told was being addressed. We were informed that Dudley Council are “reviewing all policies for High, Low and Medium rise blocks with new guidance to follow as required”. We intend to ensure that Tenants and leaseholders are kept informed of any guidance.</li> </ul> <p>No trends identified; however, gas contract had the most complaints (2).</p>

e	<p><b>To Promote &amp; Publicise the Work of DFTRA</b></p>	<p>To be transparent &amp; accountable to member organisations, tenants &amp; residents, and Dudley MBC.</p>	<p><i>Working in partnership with Housing &amp; Communities to share information in a timely manner. Produce good news stories &amp; PR through DFTRA's website, newsletter &amp; social media etc.</i></p> <p><i>Encourage positive challenge from member organisations &amp; Dudley MBC.</i></p> <p><i>For DFTRA to hold an open day promotional event to promote working together, encourage involvement, networking and raising DFTRA's profile.</i></p> <p><i>Work with the Community Involvement team to survey TRAs to see what services they receive &amp; expect from DFTRA to establish a baseline position.</i></p>	<ul style="list-style-type: none"> <li>▶ We continue to share information of interest to our members online via our <a href="#">website</a>, <a href="#">Facebook</a>, <a href="#">Instagram</a>, and <a href="#">Twitter</a> as well as in <a href="#">newsletters</a> and at general meetings. Minutes of meetings and financial reports are available <a href="#">via our website</a>.</li> <li>▶ <a href="#">Partnership meetings</a> are attended, and information is fed back via the above.</li> <li>▶ <b>Housing Hub:</b> We have met with officers regarding signage and plans for printing facilities. We await a launch date but are told that it will be by appointment only to begin with.</li> <li>▶ <b>Satisfaction survey:</b> This was sent to all members on 21<sup>st</sup> July and on multiple occasions since. We will continue to promote and make paper copies available at the meeting to encourage feedback. This will close on 31<sup>st</sup> October 2023, and we plan to publish results in our Winter 2023 newsletter.</li> </ul>
f	<p><b>Develop Partnerships with Housing and Communities and the Housing Board</b></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 &amp; review our programme of events/initiatives, identify what's changed because of partnership working, networking opportunities, &amp; 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>	<ul style="list-style-type: none"> <li>▶ <b>Regular meetings are taking place with the Participation Development Team.</b></li> <li>▶ <b>Dudley Federation plan to send monthly updates to the Housing Board to keep them informed in between meetings.</b></li> </ul>