

Dudley Federation

of Tenants and Residents Associations

Winter newsletter 2023

Dudley Federation Update

There has been a lot going on 'behind the scenes' at Dudley Federation recently, and the board members are more than ready for a great 2024.

The results of our satisfaction survey are in (you can see these on the next page) and while we are happy with the great feedback, we are ready to take on any suggestions we can.

As part of listening to our TRA members, our general meetings will now be on a Tuesday evening at 6pm. The next one will be our Annual General meeting on Tuesday 30th January 2024.

Nomination forms have been sent to TRA members should your group wish to put anyone forward to join the Dudley Federation Board. Remember, up to 3 people per TRA can now join the board!

If you would like any more information or to have an informal chat with the board members please email info@dftra.org.uk.

Communication Group

The Communication Group is back up and running! The group is a great chance for you to have your say on how the Council communicates with its tenants and residents.

There are two ways to get involved:

Communications Group (with optional meetings)

- ❖ Completing short surveys at home
- ❖ Receiving updates on group activities and tasks, and sending your views and questions
- ❖ Helping Dudley Council maintain standards
- ❖ Connecting with other tenants online to share your experiences
- ❖ Attend in person/digital meetings

Readers Panel (no meetings)

- ❖ Reviewing newsletters and documents at home
- ❖ Helping Dudley Council design better information for tenants

To register your interest, email participation@dudley.gov.uk or call 01384815168.

Christmas opening times

Dudley Federation will be closed from 19th December 2023 until 2nd January 2024.

All Christmas opening times for Dudley Council can be found here:

<https://www.dudley.gov.uk/xmasopeningtimes>

You can find Christmas waste and recycling collection date changes here:

<https://www.dudley.gov.uk/residents/bins-and-recycling/>

Dudley Federation Satisfaction Survey Results 2023

There was a 42% response rate to the survey, with 21 responses received. We would like to thank everyone who took the time to answer the questions.

1. How easy or difficult do you find it to contact Dudley Federation?

85% of responders stated that it is very easy to contact Dudley Federation, with the remaining 15% saying that it is easy.

Comments included: "Always someone that can help," "very easy to get information," "Always helpful and respond quickly with information," "Caroline is very polite and knowledgeable," and "very accessible and friendly."

We are obviously very happy with these responses and feel that there are no changes required.

2. Do you feel you are kept informed / updated on information and advice from Dudley Federation?

100% voted yes.

Comments included: "Always kept informed what is occurring," "It's concise and to the point," "Always pertinent and useful," "Social media and email updates are very helpful," and "Although the design of the newsletter looks lively it is not the easiest to read with all the colours in the background and takes away the importance of the information shared."

We take on board the last comment and will ensure that there are no background colours used in these newsletters.

3. How would you rate the support that you, as a group, have received from Dudley Federation?

71.4% (15 people) said that the support had been very good, 19% (4 people) said it had been good, 4.8% (1 person) said it had been OK and 4.8% (1 person) said it had been poor.

Comments on this question included "Always happy to help the public in the borough," "Always friendly and helpful," "Always supportive with any issues," "Brilliant," "Martin or Caroline always support us 100%," "Great support Martin is a great person to speak to very knowledgeable," "Haven't used it for support as yet," "It's very early days for me, but it has been positive so far. I feel supported but it would be helpful to know a bit more about the type of support the Dudley Federation can offer (apart from the general support, i.e. passing on information to boards they sit on, attending our TRA's etc)," and "Through COVID there was no contact at all to which I feel this should have been in place to ensure that the groups were ok and was there any help and support required. Since we have been out of COVID the support is now available".

We take on board these comments, and will ensure that information about the support that we provide to groups is sent out again.

With regards to the lack of support during Covid 19, unfortunately our data sharing agreement with Dudley MBC had lapsed, meaning that we were no longer able to use the data that they had shared with us. It was a difficult and regretful time when we should have been able to reach out to our group members and we apologise for this. To ensure that this doesn't happen again, we are now in full control of TRA member data, groups are asked to complete data protection information forms when a Dudley Federation representative attends their meetings.

4. Do you know what Dudley Federation do?

85.7% (18 people) responded yes to this question, and 14.3% (3 people) said that they know a little, but would like to know more.

We intend to keep promoting what we do and how to can help groups. If anyone has any specific questions you are more than welcome to ask!

Dudley Federation Satisfaction Survey Results 2023 (continued)

5. How do you think we could improve on the service we currently provide?

There were 14 responses to this question, which were: "Nothing to improve," "Service is excellent," "I don't think we could," "None, brilliant," "All is well, why change," "No, great," "No improvement needed," "It's already 100% for our group," "None, just great," "I am OK as is," "I don't think I have been involved enough to make a comment yet," "Happy with the services, not sure about improvement. I know what DFTRA is about but not knowledgeable on background work the board undertakes behind the scene, which is probably a lot more than TRAs are aware of. Well done all," "Have open days and invite public along," "Have more funded staff to cope with demand".

We did (and still do) have plans to hold an open day, but this was delayed for several reasons. We hope to go ahead with informal events in 2024 to allow groups to visit our office, get advice and see what we do.

As for more funded staff, unfortunately we just don't have the resources for this at the moment but it's definitely something that we hope for in the future!

6. Overall, how satisfied are you with DFTRA?

71.4% (15 people) expressed that they were very satisfied overall, 23.8% (5 people) said that they were satisfied and 4.8% (1 person) said that they were dissatisfied.

We can only apologise if anyone is dissatisfied with what we do, and hope that we can change your mind in the future. We welcome any constructive criticism to enable us to perform in the best way we can.

7. Do you attend Dudley Federation's general meetings?

66.7% (14 people) said yes, 19% (4 people) said no, and 14.3% (3 people) said sometimes.

8. If another member of your TRA attends, are you kept up to date on information from Dudley Federation's general meetings via the representative who attend?

66.7% (14 people) said yes, 23.8% (5 people) said it wasn't applicable to them, and 9.5% (2 people) said no. If you do attend our meetings on behalf of your group, it would be great if you could feed back to the rest of your group and maybe encourage other members to come.

9. If you don't attend our meetings, is there anything that would make you more likely/able to attend?

Responses included "if I knew when they are," "Better Quality refreshments i.e. Chocolate hob nobs," "If I had time I would attend," "If had not so many family commitments," "If the location is easy to get to," "They happened to fall when I'm not at work (but appreciate I work odd hours)," "Venue could be permanent and easily accessible if no lifts available, as face to face meetings preferred," "Councillors and housing managers also attended."

We do our best to keep costs low at Dudley Federation, but if there enough demand for biscuits (and especially if it will increase attendance), we may be able to arrange that!

We totally understand that time doesn't always allow members to attend, although you can always submit any questions or issues ahead of the meeting and we can raise them on your behalf.

We do hope that we have found a new permanent venue as the feedback has been good, the venue is easily accessible and in a good location.

Although we are non-political, councillors do attend our meetings on behalf of their parties and are often able to provide necessary updates and answers to questions, providing that the meeting is not during the 'Purdah' (pre-election) period of course.

Dudley Federation Satisfaction Survey Results 2023 (continued)

Our final survey questions covered the preferred day and time for our general meetings to take place, and respondents were allowed to choose more than one day or time;

Tuesday was the most popular day with 65% (13 people) indicating that it suited them, followed by Monday and Thursday which were preferred by 55% (11 people) and Wednesday by 50% (10 people).

As for times, the most popular was 6pm with 47.6% (10 people) showing a preference for this time, 7pm was voted for by 42.9% (9 people), 6.30pm by 33.3% (7 people) and 5.30pm by 4.8% (1 person).

When asked if there were any further comments, there was just one: "No, brilliant organisation" which is a lovely note to end on!

We really enjoyed hearing from our groups and intend to make this a more regular exercise. You don't need to wait to be asked though of course, comments and feedback are always welcome.

Please don't hesitate to get in touch with any questions, on 01384 868010 or by email at info@dftra.org.uk.

Ellowes Hall & Area TRA pay tribute to beloved community stalwart

Saturday 21st October 2023 was a mixed emotions of pride and sadness for our TRA as a dedication service was held at Cotwall End Valley of the installation of a memorial bench in honour of Paul Greenaway. Paul passed away quite suddenly on the 17th December 2021. He was a true community champion and a dedicated family man who still is and always will be missed by all who were fortunate enough to know and meet him.

With the support of Paul's family, our TRA were able to obtain funding for a bench to be purchased, engraved and installed at a specific place that Paul loved.

Thank you to Bill Caldwell for taking the dedication service and thank you to the family for all the support and guidance they gave to us.

[Ellowes Hall & Area TRA](#)



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