



Satisfaction Survey Results 2023

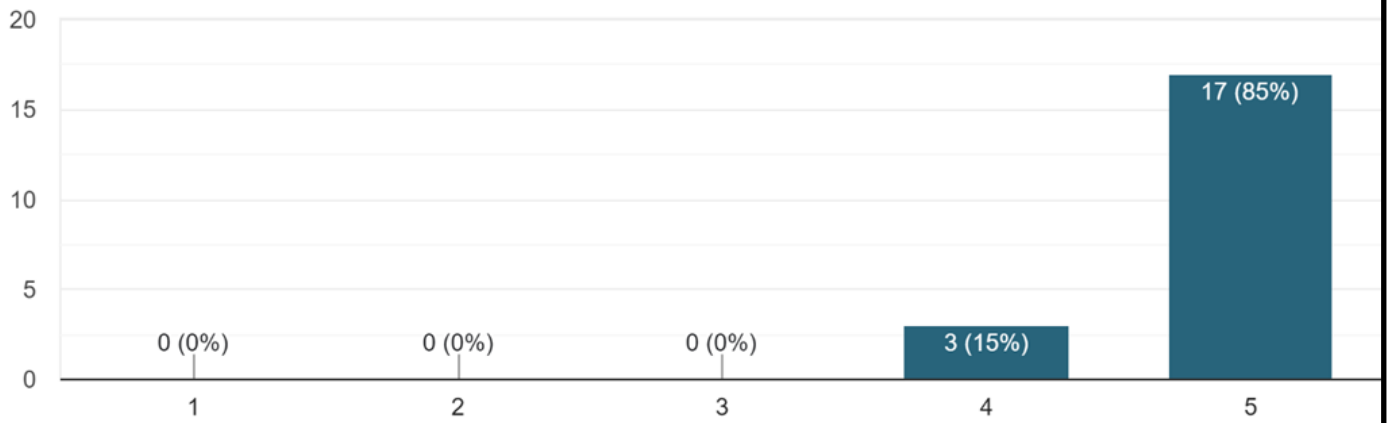
This survey was sent to all TRA members who we have email addresses for on our database. There was a 42% response rate to the survey, with 21 responses received. We would like to thank everyone who took the time to answer the questions.

The questions asked were:

1. [How easy or difficult do you find it to contact Dudley Federation?](#)
2. [Do you feel you are kept informed / updated on information and advice from Dudley Federation?](#)
3. [How would you rate the support that you, as a group, have received from Dudley Federation?](#)
4. [Do you know what Dudley Federation do?](#)
5. [How do you think we could improve on the service we currently provide?](#)
6. [Overall, how satisfied are you with DFTRA?](#)
7. [Do you attend Dudley Federation's general meetings?](#)
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\(s\) who attend\(s\)?](#)
9. [If you don't attend our meetings, is there anything that would make you more likely/able to attend?](#)

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

20 responses



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

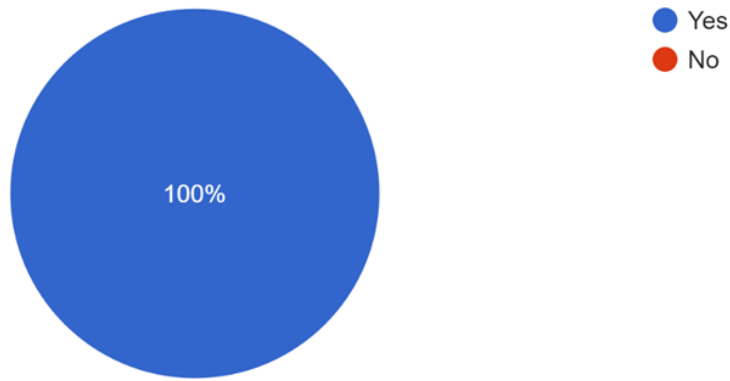
Comments included:

- “Always someone that can help,”
- “very easy to get information,”
- “Always helpful and respond quickly with information,”
- “Caroline is very polite and knowledgeable,”
- “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?

21 responses



100% voted yes.

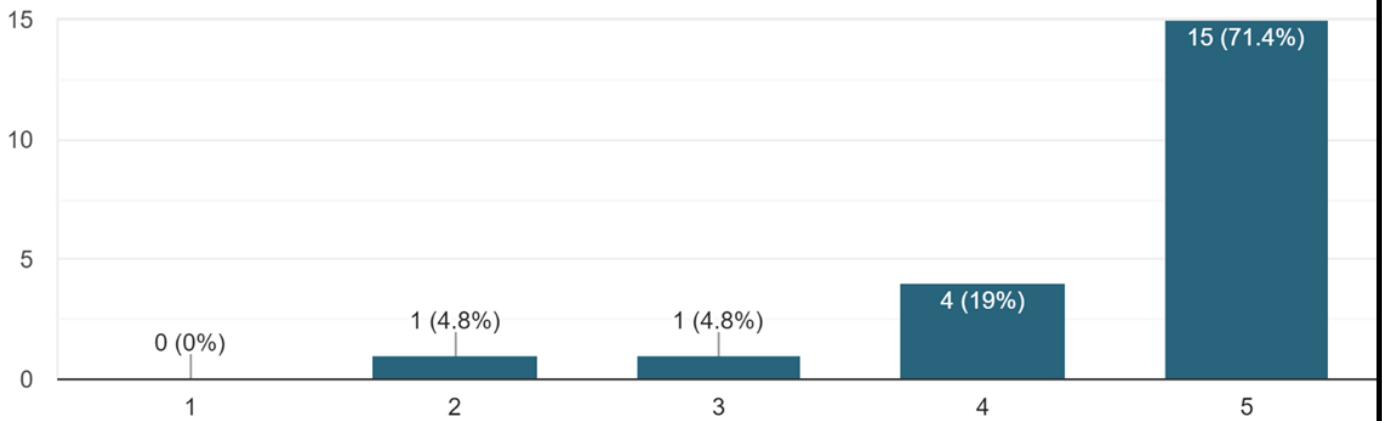
Comments included:

- “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,”
- “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 newsletters.

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

21 responses



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

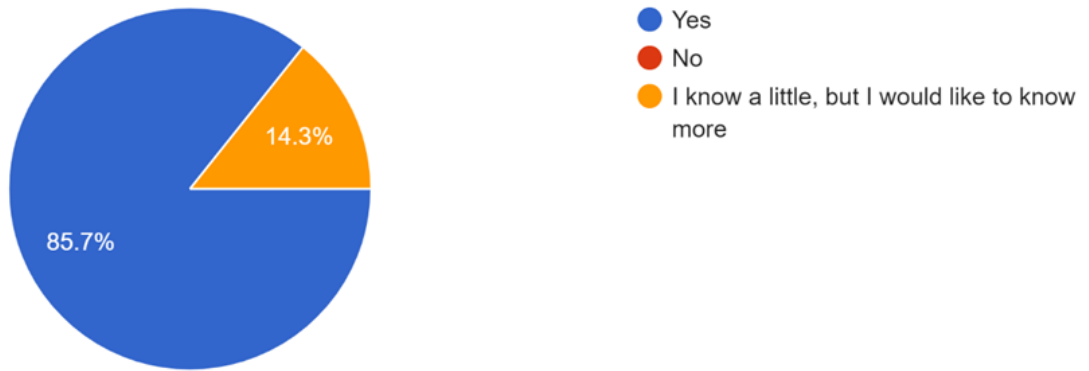
- “Always happy to help the public in the borough,”
- “Always friendly and helpful,”
- “Always supportive with any issues,”
- “Brilliant,”
- “Martin or Caroline always support us 100%,”
- “Great support Martin is a great person to speak to very knowledgeable,”
- “Haven't used it for support as yet,”
- “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),”
- “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?

21 responses



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. You can view information [on our website](#).

If anyone has any specific questions they are more than welcome to ask!

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

14 responses

Responses were:

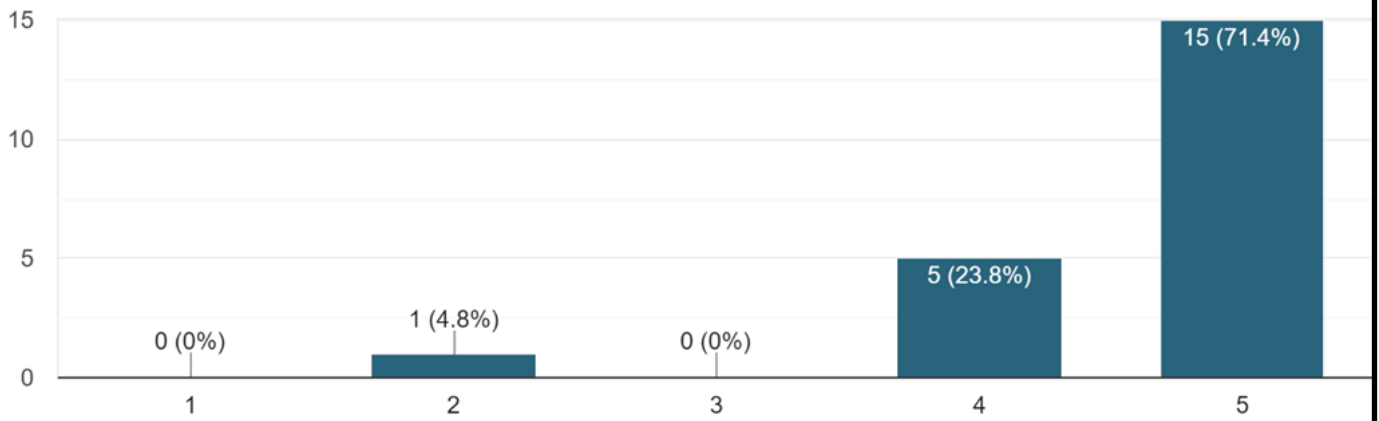
- “Nothing to improve”
- “Service is excellent”
- “Have open days and invite public along”
- “I don't think we could”
- “It's already 100% for our group”
- “None, just great”
- “I am OK as is”
- “None, brilliant”
- “All is well why change”
- “No, great”
- “No improvement needed”
- “I don't think I have 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 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?

21 responses

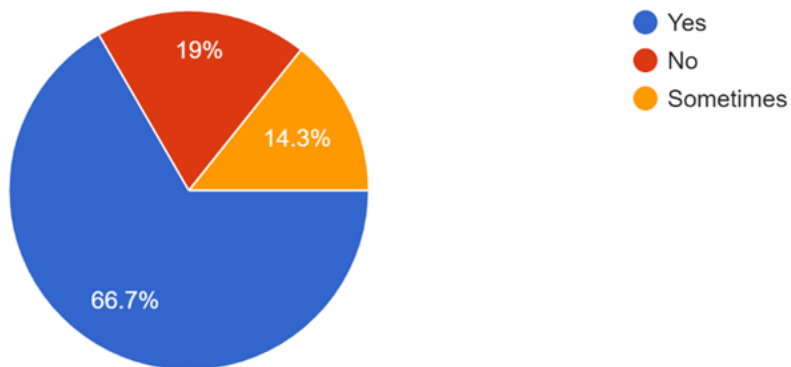


71.4% (15 people) expressed that they were very satisfied overall, 23.8% (5 people) said that they were satisfied and 4.8% (1 person) said that they were dissatisfied.

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?

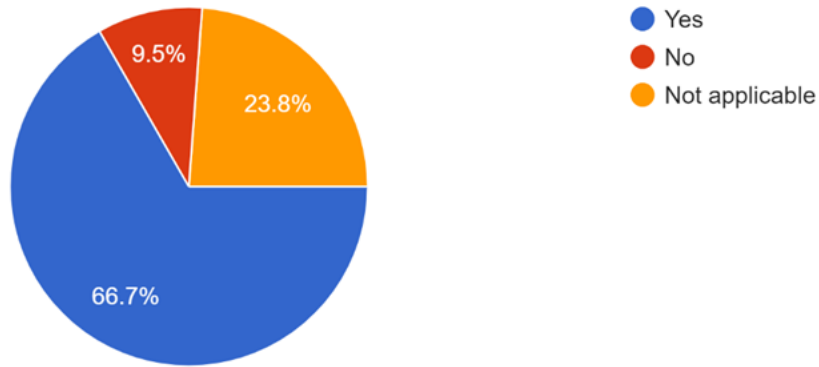
21 responses



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(s) who attend(s)?

21 responses

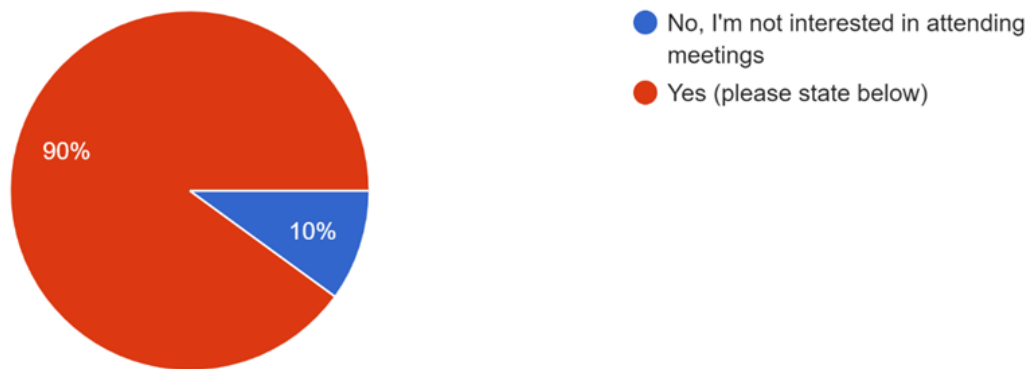


66.7% (14 people) said yes, 23.8% (5 people) said it wasn't applicable to them, and 9.5.5 (2 people) said no.

We would urge our members to feed back to the rest of their group when attending our meetings on behalf of their groups and perhaps encourage other members to attend too.

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

10 responses



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.