

1. Work in partnership with Participation Development Team and the Housing and Communities Directorate to improve services and ensure compliance with Consumer and Building Safety Standards.	
Required Outcome: Evidence of improved services and assurance of compliance.	
Demonstrated by:	Progress/evidence supplied:
1.1 Number of new referrals onto involvement activities inc. groups.	1.1 Involvement activity information was included in our Autumn update which went out on 30th September 2025. It was sent to a total of 173 people (86 TRA members and 87 non-TRA members).
1.2 Number and impact of housing related service issues/trends raised via DFTRA	Six housing related issues were addressed with in quarter 3 of 2025: Issue Report Q3. The impact of us assisting in housing related issues: • Tenant Empowerment: Many issues were resolved through direct action or advocacy, showing effective tenant representation. • Policy & Process Improvements: Several cases triggered reviews or meetings that could lead to broader policy or procedural changes. • Service Accountability: Contractors and council departments were held accountable, resulting in corrective actions.
1.3 Number and impact of Housing related involvement activities attended and/or supported	Four housing related involvement activities attended in quarter 3 of 2025: Involvement Activity Report Q3. The impact of Housing related involvement activities: • Governance Improvements: Rewriting terms of reference and clarifying roles enhances clarity.

		• Tenant Engagement: Events and follow-ups foster stronger relationships with tenants and encourage active involvement. • Confidentiality and Trust: Assurance Board activities maintain confidentiality, which supports trust in the process and protects sensitive information.
1.4	Number and impact of Housing related partnership meetings attended and/or supported	1.4 Five partnership meetings attended in Q3 of 2025. Partnership Meeting Report. The impact of Dudley Federation representatives attending Partnership meetings • Improved Tenant Safety: Risks related to hot water scalding and portable gas heaters were raised and are currently being addressed. • Service Accountability: Poor workmanship (e.g. boiler installation) was reported and resolved. Contractors are being held accountable through follow-ups and contract reviews. • Better Communication with Tenants: Key updates are being shared via newsletters and general meetings. We are actively requesting and coordinating information to keep tenants informed. • Strengthened Collaboration: Our involvement ensures tenant voices are heard. Requests for streamlined communication (e.g. meeting invites) show a push for more efficient engagement.

2. Work in partnership with Dudley Council and partners to ensure community safety and development

Required Outcome: Evidence of positive contributions to community wellbeing and safety and assurance of compliance.

Demonstrated by:

Progress/evidence supplied:

2.1 Number of non-housing related issues signposted and impact

2.1

One non-housing-related issue was dealt with in quarter 3 of 2025: [Issue Report Q3](#).
Two non-housing related general enquiries were received in quarter 3 of 2025: [General Enquiry Report Q3](#).

The impact of us being involved in these non-housing related issues

- **Health & Wellbeing Support:** Vulnerable individuals received both financial aid and are on course for practical home adaptations.
- **Responses to general enquiries:** These reflect a proactive and supportive approach, even when direct assistance wasn't possible.

2.2 Number and impact of non-Housing related involvement activities attended and/or supported

2.2

No non-housing related involvement activities were attended in quarter 3 of 2025.

3. Work in partnership with the PD Team to effectively support recognised TRAs/local groups and be an accountable and effective member organisation.

Required Outcome: Evidence of supporting TRAs/local groups to provide a representative voice for their communities and feel enabled and supported to achieve this.

Demonstrated by:	Progress/evidence supplied:
3.1 Evidence of effective promotion and awareness of the work of DFTRA	3.1 Our Autumn Update included our latest newsletter , which was also posted on our Facebook , Instagram and X (formerly Twitter) .
3.2 Feedback on promotion and awareness of the work of DFTRA from members/non members	3.2 We received 15 responses to the feedback request on our Summer update (8.67%) and there were 9 more responses than for the Spring update. The responses can be seen here: Mailing List Feedback on Summer 2025 Update . We have received one response to our Issue Feedback Request , and two other items of feedback , all of which were positive.
3.3 Number and impact of DFTRA members enquiries responded to	3.3 There were two enquiries from TRA members in Q3 of 2025: General Enquiry Report Q3 . The impact of us dealing with these enquiries • Access to information: A TRA member was able to access training information that they were interested in. The response demonstrated effective pre-emptive action and good communication. • Accountability: One enquiry led to a scheduled follow-up, showing commitment to transparency and tenant engagement.
3.4 Evidence of support for TRA groups and meetings	3.4 Support is evidenced in our TRA Support Report and TRA Meeting Report .
3.4.1 Numbers of bids and funding completed/supported for groups	3.4.1 One discretionary bid application was supported in quarter 3 of 2025, as detailed in the TRA Support Report .
3.4.2 Number of TRA led community events supported and the impact	3.4.2 There were no TRA led community events supported in quarter 3 of 2025.
3.5 Evidence of a clear complaints procedure to all members regarding the organisation	3.5 Our complaints procedure is on our website here .

4. Meet DMBC requirements for funding

Required Outcome: Ensure compliance with any requirements needed to secured funding

Demonstrated by:

Progress/evidence supplied:

4.1 Evidence of health and safety policy

4.1 Our health and safety policy can be seen [here](#).

4.2 Evidence of GDPR policy

4.2 Our data protection policy including GDPR can be seen [here](#).

4.3 Evidence of an equal opportunities policy

4.3 Our equal opportunities policy can be seen [here](#).

4.4 Review and update the Articles of Association as needed.

4.4 The latest review was completed in February 2025 and the current version can be seen [here](#).

4.5 Ensure that DFTRA Board members undertake training as needed to run effectively. E.g. data protection, equality and diversity.

4.5 Training needs are reviewed regularly and were discussed in our away day earlier this year.