

1. Work in partnership with Community Involvement and the Housing and Communities Directorate to improve services and ensure compliance with Consumer and Building Safety Standards	
Required Outcome: To positively work in partnership with Housing and Communities to develop and co-produce an involvement strategy and tenants charter which provides everyone with clarity of expectations.	
Demonstrated by:	Progress/evidence supplied:
1.1 Number of new referrals onto involvements groups e.g. Dudley 500, Scrutiny Group, Communication Group, etc.	1.1 We aim to send involvement group promotion along with our July/Summer update to both TRA members and non-members. DFTRA action: obtain up to date information on involvement opportunities.
1.1.1 Target is 100 over the 12 month period.	1.1.1 Update on numbers to be reported in Q3 once information has been sent out to mailing list at the end of Q2.
1.2 Number of housing related service issues/trends raised via DFTRA and impact e.g. repairs, fly tipping, and any improvements made from these reports	1.2 An 'issue report' has been set up to record issues raised/signposted by Dudley Federation.
1.3 Number and impact of DFTRA member participation in involvement groups and associated initiatives, campaigns, events, or training e.g. Scrutiny Group, Communication Group, Safety Matters events, pop up events, door knocking etc.	1.3 An 'involvement activity report' has been set up to record Dudley Federation participation at involvement initiatives.
1.4 Number and impact of DFTRA member participation in tenant/resident led activities e.g. scrutiny task and finish groups, walkabouts, inspectors, mystery shoppers etc.	1.4 Involvement activity reports will record Dudley Federation participation in tenant/resident led activities.
1.5 Number of partnership meetings attended and impact e.g. issues raised and how resolved	1.5 A 'partnership meeting report' has been set up to record attendance and outcomes of meetings.

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

Required Outcome: To work closely and collaboratively with Housing and Communities across the borough to increase partnership working to promote local and boroughwide solutions.

Demonstrated by:

Progress/evidence supplied:

2.1 Number of people signposted to report non-housing related issues in the community and issues followed up e.g. speeding, parking, fly tipping on shared spaces

2.1 Issue reports will record issues raised/signposted.

2.2 Number and impact of DFTRA member participation in community safety or development groups and associated initiatives/campaign, events or training e.g. healthy community events, area forums, and other partnership groups

2.2 Involvement activity reports will record Dudley Federation participation in community safety or development groups and associated initiatives/campaign, events or training.

2.3 Number of community management, safety and development presentations organised by DFTRA with council departments, other public sector and social sector organisations for all TRA members

2.3 Involvement activity reports will record Dudley Federation participation in community management, safety and development presentations.

2.4 Promote and share feedback the work of Your Borough Your Forum to TRA members as appropriate.

2.4 Healthy Communities have been contacted to see if there is a reporting process that they carry out that we can share, if not then a link to the website containing the Forum minutes/notes will be included in member and non-member updates.

3. Effectively support TRA members Participation Team will provide help and support to assist DFTRA	
Required Outcome: To demonstrate mentoring and continued support for new and existing Tenants and Residents Associations to enable them to provide a representative and effective voice for the communities they represent. To be transparent and accountable to member organisations, tenants and residents of the borough	
Demonstrated by:	Progress/evidence supplied:
3.1 Evidence of effective promotion and awareness of the work of DFTRA	3.1 TRA meeting reports and email updates will record the promotion of Dudley Federation at TRA meetings.
3.1.1 Produce quarterly newsletters to members	3.1.1 The Spring 2024 newsletter can be viewed here .
3.1.2 Annual report every April	3.1.2 2023 annual report included in the newsletter linked above.
3.1.3 Produce a quarterly financial statement for members	3.1.3 Monthly reports up to March 2024 can be viewed here .
3.1.4 The above reports will be presented to members at General Meetings and made available on DFTRA's website	3.1.4 Financial reports are sent out via email ahead of quarterly general meetings and shared on screen during the meeting.
3.1.5 Feedback on awareness of DFTRA from members/non members	3.1.5 This will be recorded via our now annual satisfaction survey which will run from July-October 2024.
3.2 Number of DFTRA meetings held and impact e.g. AGM, General, Board meetings and matters arising	3.2 1 AGM held; a summary of the discussions and outcomes can be seen here . 1 Extraordinary general meeting; a summary of the discussions and outcomes can be seen here . 4 Board meetings held, agreed minutes are available here .
3.3 Number of briefings on national, regional and local issues produced for members and impact and feedback from members on usefulness of briefings	3.3 Consumer Standards information was included in the Spring newsletter. Feedback from members will be recorded via our now annual satisfaction survey which will run from July-October 2024.
3.4 Evidence of effective feedback on issues raised/complaints by members and regular updates on website and in newsletters	3.4 Summaries of general meetings include follow ups from meetings.

3.5 Number and impact of DFTRA led involvement methods e.g. informal coffee mornings, DFTRA pop up events, door knocking	3.5 Involvement activity reports will record Dudley Federation led involvement methods.
3.6 Number of DFTRA member enquiries responded to and any improvements made e.g. Advice put on website or in newsletters/noticeboards, laptop provided, printing undertaken	3.6 A 'general enquiry form' has been set up to record member enquiries and outcomes.
3.7 Evidence of support for TRA groups and meetings (The Participation Team will support and assist to the end of the year to help establish evidence and reporting systems)	3.7 TRA meeting reports will record Dudley Federation attendance at meetings, involvement activity reports will record other TRA events, as well as the outcomes of these.
3.7.1 Number of new groups set up and effectively supported in partnership with the Participation Team	3.7.1 0 - We plan to get Chapel Street Estate and Norton Green TRAs back up and running as soon as possible and will be following up with the Participation Development Team after a discussion around this.
3.7.2 Number of meetings and events promoted online for new groups	3.7.2 0 – none have taken place.
3.7.3 Number and impact of new group pop up events supported	3.7.3 0 – none have taken place.
3.7.4 Evidence of introduction for prospective TRA members	3.7.4 Introduction information is currently being updated to reflect recent changes and will be ready for prospective TRA members.
3.7.5 Feedback from experiences of new groups	3.7.5 Feedback from new groups will be recorded via our now annual satisfaction survey which will run from July-October 2024.
3.7.6 Number of venues found for new or existing groups	3.7.6 0 – we haven't been asked to find venues for any groups.
3.7.7 Number of people supported into key committee roles	3.7.7 0 so far in 2024.
3.7.8 Number and percentage of TRA public meetings promoted via posters produced by DMBC and advertised by DFTRA on their website and Facebook	3.7.8 1 – we aren't aware of the total number of meetings that have taken place so aren't able to provide a percentage.
3.7.9 Number & overall percentage of DFTRA supported TRA Annual General Meetings	3.7.9 0 – to our knowledge, no TRA AGMs have taken place yet in 2024.
3.7.10 Number and percentage of running cost grant applications completed and supported	3.7.10 0 – we have not been approached to assist with any applications yet and have not been given an example application or any guidance. Will be recorded in 'TRA Support Report'

3.7.11 Number of bids for funding successfully completed and their impact	3.7.11 0 – as above.
3.7.12 Number of aspiration plans produced with TRAs	3.7.12 0 – as above. TRA Support Reports will record.
3.7.13 Joint DFTRA and Participation Team training - number held, attendance, and impact	3.7.13 No training has been held or is planned as yet.
3.7.14 Feedback from members on the effectiveness of training	3.7.14 Feedback from members will be sought following any training completed via a 'Training Feedback' form.
3.7.15 Feedback from members of the effectiveness of TRA group support	3.7.15 Feedback from members of the effectiveness of TRA group support will be recorded via our now annual satisfaction survey which will run from July-October 2024.
3.8 Evidence of support for TRA led community events	3.8 Involvement activity reports will record the support for TRA led community events.
3.8.1 Number of risk assessments completed assisted by DFTRA for TRA led community events e.g. litter picks, community clean up (skips)	3.8.1 TRA Support Reports will record.
3.8.2 Provide insurance cover when not supported by DMBC	3.8.2 This will continue to be done.
3.9 Evidence of effective communication of the support available for members	3.9 Promotion flyers outlining the support are currently being updated to reflect recent changes and will be sent to members regularly.
3.9.1 Updated website and production of newsletters (4 per year)	3.9.1 Our website is updated regularly and can be seen at www.dftra.org.uk , latest newsletter linked above in 3.3.1.
3.9.2 Awareness from members of support available, summaries of general meetings (4 per year) and quarterly email updates	3.9.2 Feedback on awareness of support will be recorded via our now annual satisfaction survey which will run from July-October 2024. Summaries of general meetings can be seen on our website under ' DFTRA updates '. Our first update of the year is here: ' Latest news from Dudley Federation - Spring 2024 '
3.10 Provide a clear complaints procedure to all members regarding the organisation. This should be available on DFTRA's website, with hard copies available upon request.	3.10 The complaints procedure is available via the ' Documents ' section of the website and can be seen here , this will be reviewed in our upcoming Away Day.
3.10.1 To be reported quarterly.	3.10.1 No complaints received in Q1 of 2024.

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](#), this will be reviewed in our upcoming Away Day.

4.2 Evidence of GDPR policy

4.2 Our data protection policy including GDPR can be seen [here](#), this will be reviewed in our upcoming Away Day.

4.3 Evidence of an equal opportunities policy

4.3 Our equal opportunities policy can be seen [here](#), this will be reviewed in our upcoming Away Day..

4.4 Review and update the Articles of Association as needed.

4.4 We will continue to do this, the latest review was completed in September 2022 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.