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Dudley Federation Away Day & future planning 2024 report

Review of last year's report:

- **Is there now better clarity on the Service Level Agreement (SLA) and what is expected from Dudley Federation?**

Although there is a better understanding of this year's new agreement, there are fears that we don't have the capacity to complete all of the targets set out. However, the board are committed to supporting Tenants and Residents and their groups and will continue to do this.

- **Hybrid meetings: Are they going well?**

All agree that hybrid meetings are the best way to meet, and this will continue.

- **TRA database**

This now has 79 TRA members on it, with 57 of those people with email addresses. Should we be sending information by post to those without email addresses, or do we rely on their Chairperson/Secretary/other committee members to share at meetings? All Chairs and Secretaries have email addresses, plus there would be extra printing and postage costs.

It was decided that we would encourage TRA members to share information with their members as they see fit, due to the high cost of printing and postage that would be incurred.

- **We haven't been asking for feedback on Facebook / Google should add it on to the end of the satisfaction survey?**

Links to review on Facebook and Google were added to the end of the satisfaction surveys.

- **Non-TRA database**

This currently has 83 people on it who are sent regular updates and will also receive a non-TRA member satisfaction survey this year.

- **Has work continued on the Involvement Strategy?**

Following several workshops and a plan for a Scrutiny Panel meeting which has been postponed, we await further information.

- **Has any work been done with groups to ensure that they are open and inclusive?**

Although we encourage groups to be inclusive, it unfortunately seems low on the priority list for training at the moment.

- **Code of conduct and social media policy**

These have been drafted will be discussed and agreed later in this report.

- **2023 satisfaction survey**

Results from this, as well as this year's survey, will be discussed later in this report.

Directors

Martin Smith (Chairperson), Stan Chance (Vice Chairperson), Christine Phillips (Treasurer)
Elaine Lloyd, George McClay, John Doughty, Tony Brain

SLA targets:

Board members went over each SLA target and how it will be recorded and reported.

They then looked at the new report forms that had been produced and ensured that the questions were clear, any necessary adjustments were made.

There are 6 new report forms which record actions and outcomes of different areas of the SLA:

- **TRA meeting report** - SLA items covered: 3.1, 3.7, 3.7.7, 3.7.9
- **TRA support report** - SLA items covered: 3.7.10, 3.7.12, 3.8.1
- **Involvement activity report** - SLA items covered: 1.3, 1.4, 2.2, 2.3, 3.5, 3.7.3, 3.8
- **Issue report** - SLA items covered: 1.2, 2.1
- **General enquiry report** - SLA items covered: 3.6
- **Partnership meeting report** - SLA items covered: 1.5

Satisfaction surveys 2024:

Last year's Satisfaction Survey results were looked at again.

There will be two surveys this year, one for TRA members and one for non-TRA members (our public mailing list). The proposed revised Satisfaction Survey questions were looked at by the board members and some adjustments were made. All agreed that the surveys were ready to be activated and sent out in June/July along with the Summer newsletter. The closing date for the surveys will be the end of November 2024 ready to be compiled for the end of year report.

Promotional materials:

As the organisation no longer has an office base, the promotional materials given/sent out were amended to reflect these changes. Board members reviewed these documents to ensure that they were still relevant and up to date.

- Business card with social media information – no further amendments made.
- DFTRA & TRA leaflet – some further amendments made.
- DFTRA information request – no further amendments made.
- DFTRA leaflet with Board info – some further amendments made.

Revised materials will be sent out with the latest update to TRA members and non-TRA members.

Policies & procedures amended and agreed 10th June:

- Acceptable Usage Policy
- Complaints Procedure
- Data Protection & UK GDPR Policy
- Equal Opportunities Policy
- Financial Regulations
- Health and Safety Policy
- Lone Worker and Lone Volunteer Policy

All were agreed for a maximum of 2 years, they will be updated should any issue arise or if any relevant legislation changes.

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New policies & procedures agreed 17th June:

- Code of conduct
- Privacy policy
- Social media policy

All were read and agreed for a maximum of 2 years, they will be updated should any issue arise or if any relevant legislation changes.

Refresh SWOT (Strengths, Weaknesses, Opportunities, Threats) analysis:

What's changed?

Strengths

- The board feel that 'hope' is no longer a strength as it has dwindled due to uncertainty for the future of TRAs and the Federation.

Weaknesses

- We now have a code of conduct and a social media policy, so these are no longer a weakness.

Opportunities

- Satisfaction Survey – has it improved our service? The results were generally positive, and we will continue to complete these annually moving forward.
- Hybrid meetings are a continuous opportunity – they are now taking place and going well.
- We have done very well gathering information for our database so that we can keep in touch with our members and also the public.

Threats

- There are no longer staffing issues in the Participation Development Team, however it seems that the support for groups has not improved.
- That board members are seen as 'full time volunteers' has only seemed to worsen, as has the stress that has been put on them.
- Low numbers of TRA representatives attending our general meetings; although this has improved somewhat, there is always a risk as the number of member groups reduce due to inactivity or closure.

What's new?

Strengths

- We are very good at following through with plans, such as holding hybrid meetings and having a code of conduct and social media policy in place.

Weaknesses

- The need for resilience
- Board member and staff capacity
- Lack of support for TRAs with the promotion of groups and meetings
- Uncertainty for the future

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Opportunities

- The Service Level Agreement is no longer seen as an opportunity, the targets have changed again and although changes were made, board members feel that they are still unmanageable.
- New TRAs and likeminded groups are an opportunity, but there hasn't been support in getting them off the ground.
- Regulator of Social Housing Consumer Standards – Tenants' voices must be listened to like never before.

Threats

- Potential TRA closures due to lack of Participation Development support
- Dudley Council's financial situation
- No funding available to set up new groups
- No guarantee of future funding for Dudley Federation even if SLA targets are met
- Political instability
- Dudley Council's resistance to change

In an attempt to remain positive, our main takeaway looking at last year's SWOT analysis compared with this year's is that we have achieved a lot of our objectives over the last 12 months and now have even better systems in place to record achievements.

Training needs:

- No pressing needs were identified, this will be reviewed as the year goes on.

Organisation Manager's maternity leave:

- Who will cover what – minutes, emails, calls. This was discussed and planned.
- Caroline's planned keeping-in-touch days (subject to change) were sent to board members.

In between these days, the board members have access to all necessary information in a shared area.

Our plan for 2024-25

- Continue to keep in touch with our TRA and non-TRA members
- Complete quarterly reports in line with our Service Level Agreement
- Complete another Satisfaction Survey

It is difficult to plan for the future at the moment with such uncertainty ahead, but we will continue to support our TRA member groups and individuals who require assistance. Our aim is simply to survive while adapting to different ways of working, and we hope that we can do that.

We feel that we have proven over the years that we are a strong team of volunteers, and our members have provided us with excellent support too – this year more than most – and we appreciate this very much.

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