


What is it?	What has happened? (Outputs)	So what? (Outcomes and impact)	Value for money (Resources and costs)
<p>The Trident Newsletter Panel is made up of residents and staff members who aim to produce the newsletter three times a year.</p> <p>Purpose and Aims</p> <ul style="list-style-type: none"> • For residents to select the information they would like communicated to all residents. • To promote services and activities and encourage residents to get involved in scrutinising services. • To support individuals and groups to promote their experiences of Trident services. 	<ul style="list-style-type: none"> • The Trident Talk newsletter provides information written by residents and staff. • Articles have included updates on Residents' Groups / Associations, news on local activities and information on new services, for example, Money Advice. • Three editions of Trident Talk have been produced in 2008/2009. • The number of resident panel members has increased. • There has been an increase in the average number of responses to competitions and articles. 	<p>Empowering Residents</p> <p>Increased capacity, confidence and skills amongst those involved:</p> <ul style="list-style-type: none"> • Trident offers training to help increase confidence and skills. <p>Improved Accountability</p> <p>Improved communication between residents and Trident:</p> <ul style="list-style-type: none"> • Articles have ranged from interviews with involved residents to information on local community services. This has encouraged residents to get involved at a local level. • Increased number of residents requesting or submitting articles. • Each edition includes a section for 'You said, We did' informing residents of the actions which we have taken as a result of their feedback. 	<p>Budget: £9,000 inc VAT to produce three editions.</p> <p>Input:</p> <p>Staff Commitment: (includes preparation, writing articles attending meetings, proofing).</p> <p>Staff involved include representatives from Organisational Development, Executive Support and Customer Advisor teams and the Neighbourhoods and Services Team.</p> <p>Residents' Time: Six days.</p>