

Website Panel

Value for Money: 😊 😊

Level of Impact: ✅ ✅

What is it?	What has Happened? (Outputs)	So what? (Outcomes and impact)	Value for money (Resources and costs)
<p>Trident has a website (developed with residents) which is accessible to all residents with access to a PC.</p> <p>Purpose and Aims</p> <ul style="list-style-type: none"> To provide residents with access to services via the website. To provide information to tenants, shared owners, leaseholders, prospective tenants and others about the organisation. 	<ul style="list-style-type: none"> Residents feedback highlighted the need for a review of the current website and the development of a 'user friendly' website. Residents were involved in the planning and development of the website, including selecting a web design company. A range of services will be available to access via the new website including rent payment, reporting anti-social behaviour and reporting repairs. Over 20 residents attended the Website Testing Session. Positive feedback was received from this session. 	<p>Improved Accountability</p> <ul style="list-style-type: none"> Access to information online (e.g. Annual Report, Performance Reports, Status of repairs) will help residents evaluate Trident's service efficiency. <p>Improved Services</p> <ul style="list-style-type: none"> The website has been developed to meet Disability Discrimination Act (DDA) guidelines. The website went live in April 2009. An evaluation will be conducted during 2009/2010 to establish its effectiveness and accessibility. 	<p>Budget : £300</p> <p>Input:</p> <p>Staff Commitment: (includes preparation, planning, writing reports and meetings).</p> <p>Staff involved included Senior Management and members of Organisational Development's ICT and Executive Support Teams.</p> <p>Residents' Time: 3 days.</p> 