

Appendix 5 - Communications & Engagement Plan

| Task | By whom | How | Start | End | Officer Responsible |
|---|-------------------|-----------------------|----------|----------|----------------------------|
| 1-2-1 discussion with customer re: change in payment/contact method | Customer Services | Face to face at OSS | 16/01/20 | 31/03/20 | Asst Cust Services Manager |
| Posters re: Allpay Housing at all sites | Customer Services | Posters | 01/12/19 | 31/03/20 | Asst Cust Services Manager |
| Posters re: Allpay Council Tax at all sites | Customer Services | Posters | 16/01/20 | 31/03/20 | Asst Cust Services Manager |
| Posters in OSS at outer offices and Town Hall | Customer Services | Posters | 16/01/20 | 31/03/20 | Asst Cust Services Manager |
| Amendment to council tax letter templates | Council Tax | | 01/01/20 | 31/01/20 | Revenues Asst Manager |
| Letters to customers who may not present after January due to 10 monthly instalment (Council Tax) | Customer Services | Letter / payment data | 16/01/20 | 31/03/20 | Asst Cust Services Manager |
| Email notice to housing staff | Customer Services | Email | 16/01/20 | 31/03/20 | Asst Cust Services Manager |
| Press Release promoting Allpay Housing | Comms Team | Press Release | 07/12/19 | 31/03/20 | Comms Manager |
| Orb Notice to staff (internal) re closure | Comms Team | Online | 16/01/20 | 31/03/20 | Comms Manager |
| Orb Notice to staff to change literature if applicable | Comms Team | Online | 16/01/20 | 31/03/20 | Comms Manager |
| Standard / Advertiser Press Release | Comms Team | Press Release | 16/01/20 | 31/03/20 | Comms Manager |
| Facebook/Twitter Notices | Comms Team | Online | 16/01/20 | 31/03/20 | Comms Manager |
| Website alert re: closure | Web team | Online | 16/01/20 | 31/03/20 | Web Team |
| Update website content | Web team | Online | 16/01/20 | 31/03/20 | Web Team |
| Notice to relevent community Groups | Policy Team | Letter / Email | 16/01/20 | 31/03/20 | Policy Manager |
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