

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