

Communications, Digital Services & Engagement Service Plan key service objectives for 2022-23

See our website for the full [Communications, Digital Services & Engagement service plan](#)

Looking forward : what we will do in 2022-23 (service objectives)				
Key Service Objectives (please include consultation or procurement activity required) <i>Please highlight any projects so that they may be recorded and monitored in SPAR. See project guidance document for the definition of a project.</i>	Financial/ corporate resource	Lead Officers	Start date	End date
1) Better homes and communities for all				
Keep the Coronavirus community support information on the website hub up to date and relevant. Support the voluntary sector who are provide Covid-19 related support to its residents and community	Corporate resource	Jamie Buckley	Ongoing	Ongoing
Where S106 monies remain and are available to be spent by a community support the public engagement on how this is spent and help is given to enable easy access to funds	Corporate resource	Jamie Buckley	Ongoing	Ongoing
Distribution of grants to town and parish councils and the voluntary, community and social enterprise sector and providing associated support to enable them to provide community services and facilities	Corporate resource	Jamie Buckley	Ongoing	Ongoing
4) Other relevant considerations				
Develop performance reporting and produce reports to go alongside the new Council Plan	Corporate resource	Joanne Avery	Ongoing	Ongoing
Improve the delivery of digital communication channels to increase local resident interaction and engagement with the council	Corporate resource	Andrew Hopkins /	Ongoing	Ongoing

		Beth Sharp / Victoria Williams		
Work across departments to deliver the move of services to digital platforms	Corporate resource	Andrew Hopkins / David Martin / Postholder to be recruited / Marcus Roberts	Ongoing	Ongoing
Establish an equality training and support programme with associated systems in place to support the council meet its legal obligations	Corporate resource	Andrew Hopkins	Ongoing	Ongoing
Continue to develop existing lagan transactions into Firmstep/Gov Services; reducing cost and creating efficiencies in each process	Corporate resource	Postholder to be recruited / Andrew Hopkins	Ongoing	Ongoing
Support the HR and Payroll team with the new meta compliance policy reminder system	Corporate resource	Joanne Avery	Ongoing	Ongoing
Refresh 'Knowing East Devon' following the release of Census data from the 2021 census	Corporate resource	Joanne Avery	April 2022	September 2022
Develop Power BI dashboards and agree a corporate approach for the collation and delivery of this data	Corporate resource	David Martin	Ongoing	Ongoing
Following the Staff Survey in December 2021 carry out a review of staff communications channels including the intranet and newsletter. Investigate the creation of new ways to inform staff of the work of other departments at the council	Corporate resource	Marcus Roberts / Beth Sharp / Victoria Williams	April 2022	June 2022

Continuing to refresh the East Devon website and app to improve the users journey and access to online services as part of our channel shift project	Corporate resource	Marcus Roberts	Ongoing	Ongoing
Continue to carry out Staff Surveys regularly and support SMT+ and Councillors in creating Action Plans from the results	Corporate Resource	Jamie Buckley	Ongoing	Ongoing
Explore innovative digital ways of consulting our residents to establish snapshot views to help us improve our services	Corporate Resource	Jamie Buckley	Ongoing	Ongoing
Carry out a residents' viewpoint survey and develop an action plan to improve our services	Mainly Corporate Resource, but also financial implications of roughly £6,000.	Jamie Buckley	May 2022	March 2023
If funding for voluntary and community sector support is approved by Council will work with the voluntary sector to put this into place.	£60,000	Jamie Buckley	As soon as possible	October 2022
Renew the Community Engagement Policy.	Corporate Resource	Jamie Buckley	December 2021	September 2022
Organise and run the Working Together for the Future of East Devon event for voluntary and community groups and social enterprises.	If in person, financial resource of around £2,000. If virtual, just Corporate Resource	Jamie Buckley	July 2022	November 2022

