

Communications, Digital Services and Engagement Service Plan Key Service Objectives for 2023/24

See our website for the full [Communications service plan](#)

3.1 Service priorities we will deliver in 2023/24 which support the Council Plan Priorities; the Poverty Action Plan and Health & Wellbeing. (Carbon reduction activities see section 5 below)	Financial/ corporate resource	Lead Officers
Corporate team leading on the digital transformation work under the Financial Sustainability Model (FSM) with outputs to be delivered through the year.	Corporate	Digital team
Corporate team leading on the Performance Management Data work under the FSM with outputs to be delivered through the year	Corporate	Data Team
Supporting the corporate customer access strategy through the work of the digital and data team with outputs to be delivered through the year	Corporate	Digital and Data Team
Providing the data to enable the asset management strategy to produce effective results for the council by July 2023	Corporate	Data Team
Communications team will be focused to promote and communicate the actions identified in the council plan, poverty action plan, health and wellbeing and climate change throughout 2023/24.	Corporate	Communications Team
Through the community engagement team, we will support initiatives such as the poverty action plan to ensure maximum engagement with residents throughout 2023/24	Corporate	Community Engagement Team

Ongoing delivery of the Homes for Ukraine scheme and the management of the matching service provision by Citizens Advice East Devon throughout 2023/24.	Corporate	Homes for Ukraine Team
Review community engagement policy by December 2023	Corporate	Community Engagement Team

3.2 Service development / project * (this will be monitored in SPAR)	Expected outcome	Resources required
Establish an equality training and support programme for staff with training to be delivered by March 2024	To support the council to meet its legal obligations	Training provider
Link to Council Plan priorities	Better homes and communities	
Milestones	Due date	Lead officer
1. Identify a training provider	April 2023	Communications, Digital Services and Engagement Manager
2. Develop a training programme	July 2023	Community Engagement Team
3. Roll out the training programme across the council	March 2024	Community Engagement Team

3.2 Service development / project * (this will be monitored in SPAR)	Expected outcome	Resources required
Plan and develop the roll out Firmstep (GovServices) and power apps to improve organisational efficiency by April 2024	Improve efficiencies and save money across the council service	Team resource

Link to Council Plan priorities	Improve Council Services	
Milestones	Due date	Lead officer
1. Recruitment of dedicated resources to support this project	January 2023	Communications, Digital Services and Engagement Manager
2. Agree programme working with the customer access enabling lead	April 2023	Digital and Data Team
3. Roll out of new technologies to improve the efficiency of EDDC	April 2024	Digital and Data Team

3.2 Service development / project * (this will be monitored in SPAR)	Expected outcome	Resources required
Roll out of a training programme to support the Financial Sustainability Model (FSM). Including Agile, Change Management, System thinking training for appropriate staff by the summer 2023.	Improve efficiencies and save money across the council service	Training budget required to support this
Link to Council Plan priorities	Improve Council Services	
Milestones	Due date	Lead officer
1. Identify a training provider	April 2023	Communications, Digital Services and Engagement Manager
2. Identify who requires training	April 2023	Communications, Digital Services and Engagement Manager

3. Ensure those that need the training receive it	July 2023	Communications, Digital Services and Engagement Manager
4. Ongoing programme to be rolled out	March 2024	Communications, Digital Services and Engagement Manager