

Jan – April

Proposed mechanisms for communications with new residents and businesses, plus existing residents and businesses.

Tool	Frequency	Start date	Actions to be taken
Press release	At key milestones	As and when needed	Any releases issued by LBC, CBC and DOE could also be re-issued if relevant,
City Matters residents' magazine	January and April 2015 editions	Scheduled for January 2014 edition	Jan 2015 edition will be the first to go to all households in the new council area and contain a four page section on our LGR preparations.
BCC website	Ongoing, but use homepage at key milestones, and regularly during 2015	In place	Regular updates and booked into homepage as required Behind the scenes preparation for transferring assets and powers web copy to go live from 1 April 2015.
Social media	At key milestones	From 2015	
A-Z guide for residents, businesses and community groups	One-off publication	Post April 2015	Distribution date to be agreed and then project plan, detailing timings and resource requirements to be developed and implemented.
Welcome pack for new residents and businesses	One-off publication	Suggest January 2015?	Budget and resources needed to pull this together, and agreement needed over timing. Also, will require household distribution lists from Lisburn and Castlereagh.

Tool	Frequency	Start date	Actions to be taken
Belfast 2015 eshot	Monthly, or as required	Jan 2015	Work with departments to gather relevant and timely information on preparations and engagement activity
Business eshot	As required	Feb 2015	Work with LGR office to establish data protected contact database Work with departments to gather relevant information for eshot(s)
Signage	List and priority list to be drawn up	Ongoing	Replacement signage will be required at new sites coming under BCC control. These need to be prioritised and booked in for design and then installation.
Uniforms	Transferring staff		Decisions needed on whether to carry our branding on NSL traffic attendants uniforms
Community roadshows, information days/stands or public meetings	TBC	From January 2015	Resource dependent Budget and resources needed around this, and a full timetable of activity drawn up. They need to include info for existing and new customers, and should include new venues, as well as older ones.
Breakfast seminars or briefings for old and new business customers	TBC	From January 2015	Resource dependent Budget and resources needed around this, and a full timetable of activity drawn up. They need to include info for existing and new customers, and should include new venues, as well as older ones.

Tool	Frequency	Start date	Actions to be taken
Specific events for community groups and associations	TBC	From January 2015	<p>Resource dependent</p> <p>Budget and resources needed around this, and a full timetable of activity drawn up. They need to include info for existing and new customers, and should include new venues, as well as older ones.</p>
Publications, door knocking, etc to announce any changes to service delivery	TBC	From January 2015	<p>Service led for waste collection</p> <p>Budget and resources needed around this as it could result in significant extra work. Also, will require household distribution lists from Lisburn and Castlereagh.</p>
Community roadshows, information days/stands or public meetings	TBC	From January 2015	<p>Resource dependent</p> <p>Budget and resources needed around this, and a full timetable of activity drawn up. They need to include info for existing and new customers, and should include new venues, as well as older ones.</p>

