it - Full Service Roll out

#	Pre implementation	Responsible	Status/comments	Timeline (highlighted cells)
	1. Awareness/updates and training			
1.1	Develop communications Plan	Tracy/Andy		
1.2	Identify key people in each service to act as contact	Tracy/USDL group		May 1 – June 19 (yellow)
1.3	Establish list of people who need awareness of UC and what level (pre-implementation) inclduing external partners.	Comms reps		May 1 – July 10 (yellow)
1.4	Develop basic awareness sessions covering basics (libaries, ASC, Family Partners, customer service, housing, engagement, childrens services, Leaving Care Team, external partners etc)	Jill	first draft presentation of basic awareness to USDL group 16.05.17	May 15 (16); July 10 – July 31 (yellow)
1.5	Deliver training on basics of UC (calculation of UC, claims that don't fall under UC, mitigating key risks UC and CTAX scheme etc - delivered by Escalla	Escalla		July 17 (19, 20, 21)
1.6	Deliver basic awareness sessions (	Jill	2 session per week for basic awareness (date sto be added)	Sept 25 – Jan 8 (yellow)
1.7	Awareness of managing an UC on line account)	Jill/Job Centre managers	On line account awareness to be ran in each of the Job centres	Dec 4 – Jan 1 (yellow)
1.8	Deliver basic awareness mop up basic session	Jill Robson		Jan 8 – Jan 29 (yellow)
1.9	Develop and Deliver detailed UC training (operational) benefits	Jill/Tracy/Jane		
1.2	Develop and Deliver detailed UC training (operational) housing	Jill/Tracy/Ian		
1.21	**Provide comms through:**			
	Internal			
	Mayors Task Group	Andt/Ian/Tracy		June 19 (21); Aug 7 (2)
	SLT	Andy/janice		May 22 (23)
	Lead Members - Cabinet/Council/Housing Committee	Andy/Ian/Tracy		July 24 (24)
	Senior Leadership Forum	Andy/ Janice		
	Housing Committee	Andy/Ian		Oct 2 (24)
	Members newsletter	Tracy/Andy		Sept 4
	All members briefings	Andy/Tracy		Oct 2 (3,4)
	Staff (to include, engagement, ASC, leisure, policy, Mayoral Team, Revenues)	Jill Robson /Tracy		
	Customer service and libraries	Jill		Oct 23 (5); Oct 30 (11)
	Housing staff	Jill/Tracy/Ian		
	Benefits	Jill/Tracy		Nov 20 (21); Nov 27 (30)
	Leaving Care Team	Jill		Nov 13 (8)
	Locality Teams	Jill		
	Family Partners	Jill		
	Staff (teamwork article)	Tracy/Comms Team		
	Headteachers/ Schools	Jill/Tracy/Andy		Nov 20
1.22	**External**			
	Sign group	Felicity/Tracy/ Jill		
	Community and voluntary sector (including Voda)	Felicity/Tracy/ Jill		Oct 30 (31); Nov 6 (7)
	Homeless Prevention Forum	Jill/Tracy		Oct 23 (27)
	Northumbria Police	Felicity		
	NTSP	Andy/ Felicity		
	RSL's housing providers (Is this still necessary as will have covered most of these with Newcastle and gateshead roll out)	Tracy/Jill		
	Other External stakeholder groups	Felicity/Tracy/Jill		
	Private landlords - forum and NLA	Tracy/Jill		July 10 (9); Nov 20 (2)
	Bangladesh Community	Felicity?		

Item	Task	Owner	Notes
	Hard to Reach (inclduing those with sensory difficulties and other disability groups	Jill /John Myers (DWP)	
	Health and Wellbeing Group Board (Margeret Hall - Lead member)	Andy/Tracy	(milestone **16p**)
	Health and Well being practitioners (GP's health care practitioners)	Tracy/Jill/ Hugo Minnie	
	YOT,	Jill	
	Employability Partners /Employment and Skills	Jill	
1.23	**Customers**		
	Develop website information	Tracy/Ian	
	Residents magazine	Tracy/ Ian/coms team (Angela Melvin)	delivery
2. Literature and information material			
	Review and agree national literature for suitability of use - standard offer in council buildings	C&V group/Marketing	
	Develop localised material (Desk Aid)	UC Group/Comms Team	
	General UC information leaflet (customised)?	Tracy/UC group/C&V sector	
	IT support leaflet	Claire Dunn/Mark Barrett	shared with C&V sector to update their details
	Personal Budgetting support leaflet	Tracy /Felicity/ Mark Almond	
	Distribute communications to customer service/libraries/childrens centres/staff across services.	Tracy/Elaine ONeil/Paul Bell/susan gent/Ian Bi...	
	Distribute Quids in magazine	Tracy	
3. Additional Supporting communcations			
3.1	Develop FAQ on UC	Jill Robson /Tracy	(yellow bar)
3.2	Update Desk aid for staff of DWP contacts telephone numbers for APA, provision of evidence, negotiating Debt,UC, advance payments, differences in full service to live service. ICT support and PBS process for referral	Tracy /Jill	(yellow bar)
4. Meeting with DWP to plan UC roll out			
4.1	Sign off 'Business Readiness' certificate for North Tyneside	Andy	
5. Develop offer of Personal Budgeting Support -			
5.1	Develop model for PBS and referral process	Andy/Tracy/ Mark	(yellow bar)
6. Develop offer of ICT			
6.1	Develop model for ADS and referral process	Andy/Tracy/ Claire	(yellow bar)
7. Develop data collection and invoicing to DWP			
7.1	Sumit MI data to DWP	Tracy,Claire, Mark	national management of MI data and payments (red markers Q1, Q2, Q3)
8. Internal process for Revenues and Benefits and Customer contact points			
8.2	Discuss and arrange operation presentation by Jill for	Tracy/Jill	
9. DHP			
9.1	Develop northgate system to manage UC claims for housing costs	Jane/Revs and Bens technical team	(yellow bar)
10. Financial impact of UC on the Council			
10.1	Explore impact of reduced HB admin grant on Benefits	Andy/Mick/Tracy	
10.2	Explore impact on income from HB overpayment recovery when Hb receoeery passed to PDP	Andy/Tracy/Richard Gray	
10.3	PDP - Continue to develop process for recovery of HB debt from UC	Jane	(yellow bar)
10.4	Explore impact on cash flow follwing reduced Hb payments	Andy/Tracy/Margaret Keith	
11. eform			

Milestone - Full service live date

11.1	Update e form to reflect UC	Jane			
12. LCTS					
12.1	consider changes to CTS scheme to manage UC on a greater scale.	Andy/Tracy/Jane/Mick		15	
12.2	Timtablefor LCTS process through Cabinet-consultation to Council	Tracy/Andy		14 8 week consultation period　7　14　21	
13. wider council impacts					
13.1	Need to understand the wider implications of UC against other passported benefits ie free school meal,	Andy/Tracy			
13.2	Ensure other services such as ALA and Ease card are aware of UC and potential impact of UC on their offer. Include impact as part of breifing to SLT	Andy/Tracy			
14. Housing					
9.3	Develop more DD dates for collection of rent from UC	Ian			
9.4	Develop process for APA and identify vulnerable who need an APA immediately	Ian			
15. Welfare Provision					
15.1	Develop process for supporting UC claimants	Ros			
16. Family Partners					
16.1	Develop support for troubles families	Susan/Emma			

	April
26	

End of Financial Year

Q4