Task ID	Task Description	Task	Task	Plan Start	Plan Finish	Days	Dependencies		Apr	2016		May-2						Jun-2016			Jul-2016			Aug-2016				
TUOKID		Status	Owner	1 Iun oture		Dujo	Dependencies	04-Apr	11-Apr	18-Apr	25-Apr	02-May	09-May	16-May	23-May	30-May	06-Jun	13-Jun	20-Jun	27-Jun	04-Jul	11-Jul	18-Jul	25-Jul	01-Aug	08-Aug	15-Aug	22-Aug 29-Aug
A037	Plan refresher training post subsidy checking 2014/15 errors.		KW/JH	04-Apr-16	05-Aug-16		QA Issues - QA to work actively with the operational teams to bring about operational improvements in quality and performance.																					
A038	Awareness session ran for Operational staff post subsidy completion		JH	04-Apr-16	04-Apr-16	COMPLETE																						
A039	Earned income - refresher training		KW	03-May-16	28-Oct-16		Effective Training needs to be delivered.																					
A040	Effective Dates - Refresher Training		ĸw	03-May-16	28-Oct-16		Effective Training needs to be delivered.																					
A040	Revision & Supersession decisions - Refresher Training		кw	03-May-16	28-Oct-16		Effective Training needs to be delivered.																					
A041	Overpayment Classifications, understanding LA Error & Subsidy - Training refresher (Included within separate OP plan)		KW/BB	03-May-16	28-Oct-16		Effective Training needs to be delivered.																					
A042	Underlying Entitlement - effective op recovery management (Included within separate OP plan)		ĸw	03-May-16	28-Oct-16		Effective Training needs to be delivered.																					
A043	Evaluate refresher training		JH	28-Oct-16	25-Nov-16																							
A044	Rent Account System - Identfied Subsidy Risk & impact on days to process target		MSo	18/01/16	Ongoing		Issues. 1 Northgate, operational delays (performance) due to rent account information not being available																					
A045	Rent Account System - Identified Subsidy risk.		MSo	04/07/16	20-Jul-16		QA have identified an issue where the numbers of bedrooms in a LA tenancy may not have transferred correctly onto HB. Limitations of Civica & Northgate to produce reports																					
A048	Target to reduce volumes od outstanding New Claims un- processed.		Managers	04/04/16	30-Jun-16		Target: Q1 (400), Q2 (450), Q3 (400), Q4 (400). Need to ensure resources are balanced on all HB teams													676								
A049	Target to reduce volume of outstanding Change of Circumstances work items.		Managers		30-Jun-16		Target: Q1 (5500), Q2 (5500), Q3 (5500), Q4 (5700).Need to ensure resources are balanced on all HB teams													5386								
A050	Target for days to process for New Claims		Managers		30-Jun-16		Target: Q1 (22), Q2 (20), Q3 (20), Q4 (20). Need to ensure resources are balanced on all HB teams													22								
A051	Target for days to process for Change of Circumstances		Managers		30-Jun-16		Q1 (13), Q2 (12), Q3 (12), Q4 (12). Need to ensure resources are balanced on all HB teams													11								