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| Nov-19 | Regs drafted for inclusion in Full Council report. To be signed off by Legal beforehand. |
| | Engage with IEG4 about shortened form |
| | Full Council |
| | Comms plan drafted |
| | Northgate release including CTS functionality delivered and in TEST system |
| | Draft test plan |
| Dec-19 | New scheme built in Northgate TEST system |
| | Comms plan agreed |
| | Testing of new scheme in Northgate |
| | Agree what indicative information will be sent to customers |
| | New notification letters drafted and format of flatfile for printers agreed |
| Jan-20 | First full caseload TEST for the CTS scheme |
| | Business Objects to be upgraded (TBC) |
| | Test IEG4 solution for shortened form |
| | Public Events |
| | First batch of communications to customers about new scheme (additional resource for phones, CSC etc) |
| Feb-20 | Full system YEAR END test |
| | Public Events |
| | Second batch of communications to customers about new scheme (additional resource for phones, CSC etc) |
| Mar-20 | Annual billing |
| | Public Events |
| Apr-20 | Scheme live |
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