

TIMELINE FOR FREEDOM PASS RENEWAL PROCESS 2010

ITEM	TASK	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10
1	BB & FP Newsletter sent out										
2	Reports to provide nos. of automatics/renewals required										
3	EDRMS solution implemented and rolled out					Go Live					
4	Re-assessment Letter; Application Form; Guidance Notes; pre paid envelope sent out										
5	2nd re-assessment letter - asking applicants to call in if they haven't received the 1st re-assessment letter and form										
6	Over 60s letter sent out explaining changes to operating times										
7	Initial Letter sent out to those who automatically qualify										
7	1 st article in Southwark Life & clarification										
8	Renewal forms sent out										
9	OT Assessments										
10	Forms processed										
11	Letters of Authorisation ready to send out										
12	Letters of Authorisation sent out										
13	Over 60s 'Post Office' reminder letter sent out										
14	Letters of Authorisation to be taken to the Post Office (in alphabetical order)										
15	Bureau starts issuing new style passes							Late Jan			
16	London Councils publicity campaign							04-Jan			
17	London Councils Roadshows										
18	Cross match of data										
19	London Council's contact anyone who hasn't taken their letter to the Post Office yet										
20	Old style Freedom Passes cease working									31-Mar	
21	New Passes Go Live										01-Apr