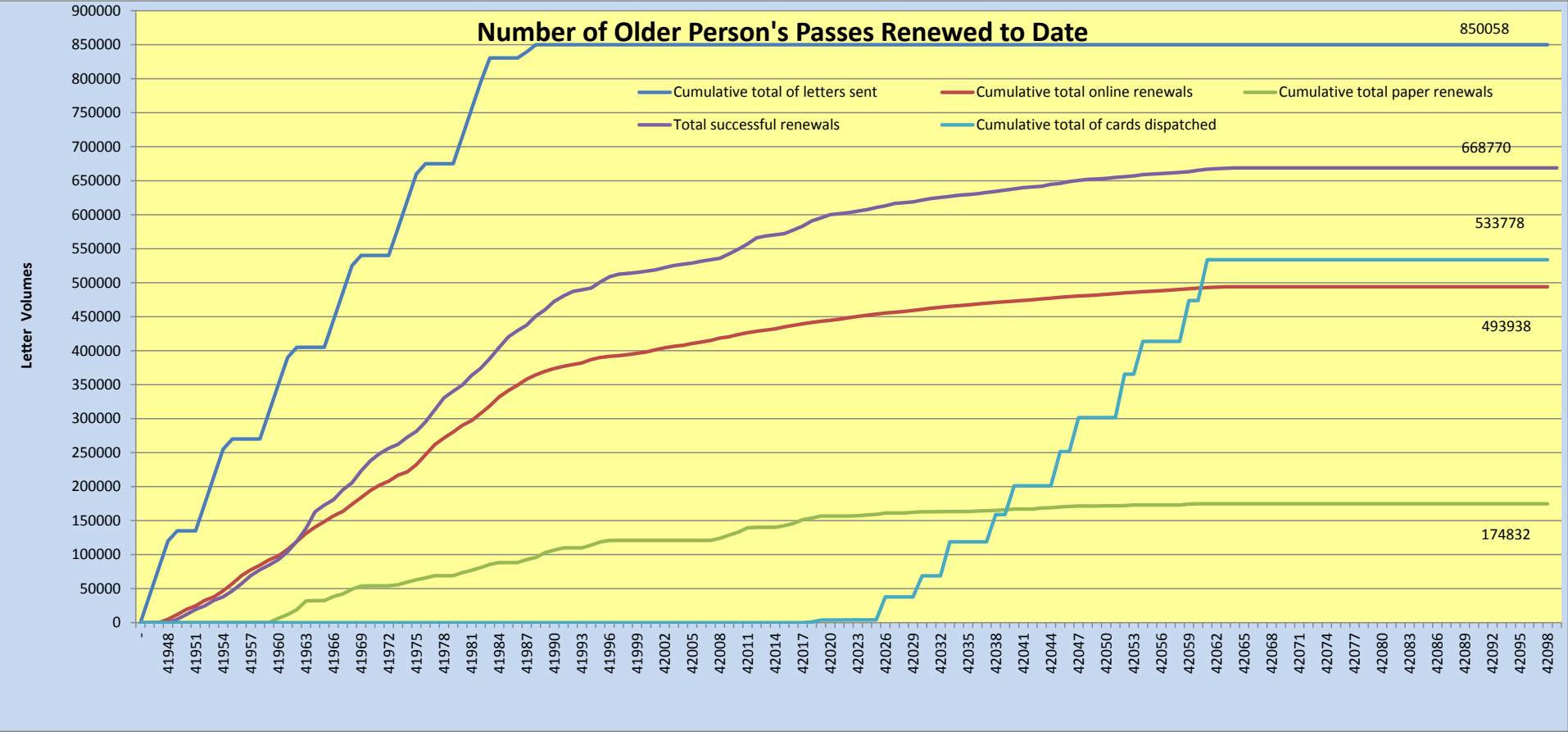


APPENDIX 1 - NUMBER OF RENEWALS AND PASSES DISPATCHED BY 1 MARCH 2015



APPENDIX 2 - NUMBER OF RENEWALS IN EACH BOROUGH BY 1 MARCH 2015

	Number Renewed Online	% renewed online	Number Renewed Paper	% Renewed Paper	Borough Automatic Renewals	% Renewed Automatic	Total Number Renewed	Total % Passes Renewed	Number of Passes Expiring 2015
Borough									
Barking & Dagenham	7891	52.14%	4785	31.62%	0	0.00%	12676	83.76%	15134
Barnet	26640	60.71%	8216	18.72%	0	0.00%	34856	79.43%	43882
Bexley	22476	63.11%	8248	23.16%	0	0.00%	30724	86.27%	35612
Brent	17549	55.63%	6401	20.29%	0	0.00%	23950	75.92%	31548
Bromley	32826	63.97%	10541	20.54%	0	0.00%	43367	84.51%	51313
Camden	100	0.51%	2493	12.70%	15205	77.70%	17798	90.69%	19625
City of London	707	57.95%	220	18.03%	0	0.00%	927	75.98%	1220
City of Westminster	12155	51.84%	4390	18.72%	0	0.00%	16545	70.56%	23448
Croydon	26699	60.96%	8616	19.67%	0	0.00%	35315	80.64%	43794
Ealing	20601	58.33%	7272	20.59%	0	0.00%	27873	78.92%	35317
Enfield	22578	61.06%	7360	19.91%	0	0.00%	29938	80.97%	36974
Greenwich	14052	57.14%	5751	23.38%	0	0.00%	19803	80.52%	24593
Hackney	8352	50.30%	3986	24.01%	0	0.00%	12338	74.31%	16604
Hammersmith and Fulham	8439	56.34%	3475	23.20%	0	0.00%	11914	79.54%	14979
Haringey	12521	57.15%	4589	20.95%	0	0.00%	17110	78.10%	21908
Harrow	20141	63.23%	5541	17.40%	0	0.00%	25682	80.63%	31853
Havering	24623	62.47%	8996	22.82%	0	0.00%	33619	85.29%	39416
Hillingdon	20390	62.34%	7125	21.78%	0	0.00%	27515	84.13%	32707
Hounslow	15880	60.43%	5356	20.38%	0	0.00%	21236	80.81%	26278
Islington	9223	56.45%	4084	25.00%	0	0.00%	13307	81.44%	16339
Kensington and Chelsea	9374	51.48%	3696	20.30%	0	0.00%	13070	71.77%	18210
Kingston upon Thames	12084	60.87%	4099	20.65%	0	0.00%	16183	81.52%	19851
Lambeth	11572	51.20%	5209	23.05%	0	0.00%	16781	74.24%	22603
Lewisham	13318	56.31%	5611	23.73%	0	0.00%	18929	80.04%	23650
Merton	13114	58.38%	4896	21.80%	0	0.00%	18010	80.18%	22463
Newham	9913	50.75%	4169	21.34%	0	0.00%	14082	72.09%	19534
Redbridge	18509	58.09%	6456	20.26%	0	0.00%	24965	78.35%	31863
Richmond upon Thames	15600	63.90%	4627	18.95%	0	0.00%	20227	82.85%	24415
Southwark	10785	50.06%	5173	24.01%	0	0.00%	15958	74.08%	21543
Sutton	21189	82.98%	0	0.00%	0	0.00%	21189	82.98%	25536
Tower Hamlets	7007	47.26%	3172	21.39%	0	0.00%	10179	68.65%	14827
Waltham Forest	13086	55.67%	5548	23.60%	0	0.00%	18634	79.27%	23508
Wandsworth	14440	55.46%	5249	20.16%	0	0.00%	19689	75.63%	26035
Total	493834	57.65%	175350	20.47%	15205	1.78%	684389	79.90%	856582

APPENDIX 3 - TIMELINE FOR NEW APPLICATION PROCEDURES

Area	Activity	Person (OP) or Disabled Person	Description	Owner	Date	RAG	Comment
Development	Agree online spec for new application process	OP	Revised spec using the current online process used for renewal but removing the Experian check and adding photo, sending proof by post and duplicate checking	ESP	27-Feb		See proposed process flows. Further confirmation needed from ESP about those not able to upload proofs
	Possible online spec for online disabled 1st time applications	DP	Online process for 1st time disabled applicants. Need to have a standardised online form for all the boroughs				LC and ESP to have a discussion meeting to look at possible work flows and procedures for the different borough.
	CMS	OP & DP	Duplicated checking process	ESP	15-May		This will be part of ESP's dedicated new application release
	Online Portal	OP	Re-work to the portal in order to cater for those applicants that cannot upload proofs	ESP	15-May		This will be part of ESP's dedicated new application release
	CMS	OP	Add new functionality into the CMS so that ESP can accept and reject brand new applications	ESP	15-May		This will be part of ESP's dedicated new application release
	CMS	OP	Functionality to allow an applicant to create an account	ESP	15-May		
	CMS	DP	Ability for boroughs to add Disabled applications to the CMS	ESP	15-May		This will be part of ESP's dedicated new application release
	CMS	DP	New categories to be added to disability type	ESP	15-May		This will be part of ESP's dedicated new application release
	CMS	DP	Reassessment Due field	ESP	15-May		This will be part of ESP's dedicated new application release
	CMS	DP	Reassessment due report	ESP	15-May		This will be part of ESP's dedicated new application release
	CMS	DP	Reassessment tick box report	ESP	15-May		This will be part of ESP's dedicated new application release
	CMS	OP	Functionality to enable pass holders to make payment for replacement lost cards online. Go live	ESP	08-Apr		Note that 7 April is Public Holiday
	Application form	OP	Printed forms for testing sent to ESP and tested through machinery	ESP	16-Mar		
	Application form	OP	ESP to request any final amends to the form	ESP	20-Mar		
	Application form	OP	ESP to confirm if application form can be added as a downloadable item to	ESP	07-Apr		
	Freedom pass website changes	OP	ESP to supply download link (or document?) to allow uniquely barcoded application forms to be downloadable from website	ESP	05-May		Provide to website contractors at same time as other page amends
	Testing	OP	Release UAT Portal	ESP	15-May		Awaiting revised dates
	Testing	OP	London Councils UAT	ESP	15-May		Awaiting revised dates
	Testing	DP	Boroughs to UAT testing for the Disabled online application	ESP	15-May		
	Portal	OP	Guidance for applicants to upload proofs and documents including video	ESP/LC Com	06-May		Discussed with comms need further meeting to assess feasibility
	Portal	OP	Online portal go live	ESP	15-May		Awaiting revised dates
	Postal process	OP	New applicants who can't apply online. Post application form straight to ESP with proofs	ESP	15-May		
	Freedom pass website changes	OP	Ask ESP if an application form can be added as a download option	ESP	02-Mar		2 March: Rob asked to investigate if possible to create PDFs with unique barcodes for download
cation	PO BOX address	OP	Set up a PO BOX address with the Royal Mail for customers to send application form directly to ESP	LC	04-Mar		This will be the address on the application form.
	Application form	OP	Design and amendments to designer	LC comms	04-Mar		Final amendments discussed internally and at the last working group
	Application form	OP	Final proof signed-off by London Councils	LC comms	06-Mar		
	Application form	OP	Printed forms for testing sent to ESP and tested through machinery	ESP	16-Mar		Printers require 5 days to print 'live' proofs suitable for testing
	Application form	OP	ESP to request any final amends to the form	ESP	20-Mar		
	Application form	OP	Amends made & second set of form proofs printed	comms	23-Mar		Allow 7 working days for design and print
	Application form	OP	Second set of test forms sent to ESP and tested through machinery	ESP	01-Apr		This stage only required if amends have been requested by ESP following their previous testing of the form
	Application form	OP	ESP and LC sign-off forms for print	ESP	07-Apr		
	Application form	OP	ESP to confirm if application form can be added as a downloadable item to website	ESP	07-Apr		
	Application form	OP	Print and production of forms	LC comms	08-Apr		

Communi	Application form	OP	Forms distributed by printer to single point of contact in each boroughs	LC comms	22-Apr		Allow for a further week internal distribution within each borough
	Freedom pass website changes	OP & DP	Text and information on new application process provided to Comms to update website	LC	05-May		This will need to be early May so can be completed before online application goes live. Need to match with Hannah's timetable though
	Freedom pass website changes	OP	ESP to supply download link (or document?) to allow uniquely barcoded application forms to be downloadable from website	ESP	05-May		Provide to website contractors at same time as other page amends
	Freedom pass website changes	OP & DP	Website contractor provided with amends and makes changes in backend system ready to go live on launch date.	LC	06-May		Give web contractors 2 weeks to complete.
	Portal	OP	Guidance for applicants to upload proofs and documents including video	ESP/LC Com	06-May		Discussed with comms need further meeting to assess feasibility
	Portal	OP	Online portal go live	ESP	15-May		Awaiting revised dates
	Publicity	OP	Press release announcing launch of new online application process	LC comms	18-May		
Stakeholder Engagement	BOLG	OP & DP	Quarterly meetings, May, September and December	LC			
	Post Office	OP	LC to provide memo text instructions for new applicants advising them how to apply	LC	30-May		
	Post Office	OP	Old stock of application forms to be destroyed	PO	01-Jun		
	Post Office	OP & DP	End of contract	PO	30-Jun		
	New application working Group Meetings	OP	2 meetings per month, March, April, May, June, July	LC			This group was established since September with borough officers to discuss the development of these procedures, with the two main methods of applying for the older person's pass. Online via the portal and or by completing an application form and posting it to ESP.
	New application working Group Meetings	DP	Consult with boroughs at next meeting about having a standardised online application form and online process	LC	17-Mar		Agenda item and discussion
	Briefings	OP & DP	Members briefing sent to all London Councillors and forwarded to CEXs for information	LC			LC standard member briefing distributed to all members explaining the new process
	Application form	OP	Application form stock levels address and main contact at borough	BOROUGHs	27-Feb		Information to keep record of borough stock levels
	Data sharing agreement with boroughs			LC			Boroughs to agree on form of wording. Tick box to be development on CMS
	Consult/advise voluntary, advocacy suport groups	OP & DP	Arrange meeting with Tranport for All and Age UK	LC	04-Mar		
	Journey Call script	OP & DP	Provide an updated script for JC agents	LC	04-Mar		
	Guidance manual	OP & DP	Produce manual for borough officers and JC staff		04-Mar		
	User testing	OP	User testing with Webcredible	LC	15-Mar		
	Training or Presentation	OP & DP	Training or presentation to borough officers on the new application process	LC	18-May		