Appendix 2: Draft Transition Plan timetable

	Apr-25					May-25				Jun-25				Jul-25					Aug-25				Sep-25				
	31	7	14	21	28	5	12	19	26	2	9	16	23	30	7	14	21	28	4	11	18	25	1	8	15	22	27

Completion of legal agreement — bar spanning Jun 2 – Jun 23 (red)

Transfer of Careline service-users to Colchester Helpline
- Confirmation of technical process for data transfer — Apr 14 – Apr 28 (green)
- JonTek/UMO put on notice to carry out the data transfer — May 5 – May 12 (green)
- Data sharing agreement between TDC and Amphora completed — May 12 – May 19 (green)
- Formal notification to service users of intended transfer — May 26 – Jun 16 (green)
- Migration of service-user data from Careline to Helpline operating system — Jun 2 – Jul 21 (green)
- Support and advice for service-users looking to opt out — Jul 21 – Aug 4 (green)
- Formal transfer of service-users from Careline to Helpline (Service-User Transfer Date) — Aug 4 – Aug 11 (green)

Digitisation and upgrade to service-user devices
- Confirmation of how many service-user devices require upgrading — Apr 14 – May 5 (grey)
- Confirmation of level of upgrading required for sheltered housing schemes — May 5 – May 26 (grey)
- TDC 'Finiancial Contribution to Digitisation Payment to Amphora — Aug 4 – Aug 11 (grey)
- Upgrading carried out — Aug 4 onwards, "Ongoing by Amphora" (grey)

Transfer of Careline Staff to Colchester Helpline
- Formal staff consultation on TUPE transfer — Mar 31 – Jun 16 (yellow)
- Confirmation and agreement between TDC, CCC and Amphora on terms of transfer — Jun 16 – Jul 21 (yellow)
- Transfer of TDC staff to Colchester Helpline (Staff Transfer Date) — Jul 21 – Aug 4 (yellow)
- Payment of Disturbance Travel Allowance Financial Contribution to CCC — Jul 21 – Aug 4 (yellow)

Interim staff resource measures
- Use of Careium to provide all-handling staff resource during periods of shortage — Mar 31 – Aug 4 (purple)
- Use of Stockport Homes to provide call-handlingstaff resource during periods of shortage — May 5 – Aug 4 (purple)
- Support from Helpline on response during periods of shortage — Mar 31 – Aug 4 (purple)
- Support from Helpline on call-handling during periods of shortage — May 19 – Aug 4 (purple)

Services provided to third-parties
- Notifce of termination of contracts on 16-weeks notice — May 5 – May 12 (blue)
- 16-week notice period of termination — May 12 – Aug 25 (blue)
- Notifce of termination of contracts on 3-months notice — May 12 – May 19 (blue)
- 3 month notice period of termination — May 19 – Aug 18 (blue)
- Payment of Contract Resolution Payment to Amphora — Jul 21 – Aug 11 (blue)
- Third party contracts come to an end — Aug 11 – Aug 25 (blue)

Provision of Out-of-Hours and CCTV monitoring service
- Agreement of specification for out of hours and CCTV monitoring service — Apr 14 – Jun 9 (orange)
- Relevant approvals sought and fee structure agreed — Jun 2 – Jul 21 (orange)
- Payment of Transitional Service Payment to CCC — Jul 21 – Aug 4 (orange)
- Out of Hours & CCTV service transfers to Helpline — Jul 21 – Aug 4 (orange)
- Provision of Out of Hours & CCTV monitoring to TDC by Amphora — Aug 4 onwards, "Ongoing by Amphora until March 2028" (orange)

Barnes House responder outpost
- Negotiate terms of Barnes House accomodation licence agreement — May 19 – Jun 16 (green)
- Relevant approvals sought and fee levels agreed — Jun 2 – Jul 21 (green)
- First fee payment under licence from Helpline to TDC for Barnes House — Jul 21 – Aug 4 (green)
- Helpline outpost established — Jul 21 – Aug 4 (green)

Ending Tendring Careline
- Review position of all remaining customer contracts with external suppliers — May 5 – Jun 2 (red)
- Bring remaining customer contracts with external suppliers to a close — Jun 2 – Aug 25 (red)
- Formally report the ceasing of the Tendring Careline service — Aug 25 – Sep 8 (red)