



STAGE 1 - Business Contingency Solution	Mon 01/04/19
<ul style="list-style-type: none">• Business continuity solution in place for Issue Reporting	
STAGE 2 – Issue Reporting	Wed 01/05/19
<ul style="list-style-type: none">• Issue Reporting (limited nr. of clients) – via Migrant Help’s First Response Centre (FRC)• Outreach services – delivered by Migrant Help at this stage• Communication with clients<ul style="list-style-type: none">▪ Information letter (to be distributed to clients transitioning to AASC/AIRE)▪ Updated complaints and feedback policy and forms▪ General update on Migrant Help’s website outlining upcoming changes to services	
STAGE 3 - Issue Reporting / A&G / Inductions	Mon 03/06/19
<ul style="list-style-type: none">• Advice and guidance available to transitioning clients• Communication with clients<ul style="list-style-type: none">▪ Induction briefings (initial and dispersal accommodation) will be agreed by 3 June	
STAGE 4 – Move On	Mon 01/07/19
<ul style="list-style-type: none">• Move On services<ul style="list-style-type: none">▪ Positive – delivered by Reed in Partnership, Welsh Refugee Council, Scottish Refugee Council, Bryson Intercultural in respective countries▪ Negative – delivered by Migrant Help• Communication with clients<ul style="list-style-type: none">▪ Move On sections of the advice booklet updated	
STAGE 5– Eligibility / CofC	Fri 30/08/19
<ul style="list-style-type: none">• Eligibility (asylum support applications, change of circumstances)• Full service operational• Communication with clients<ul style="list-style-type: none">▪ Full advice booklet updated and translated into 10 languages▪ Migrant Help website fully updated	