

1. Telephone Calls

The volume of telephone calls increased slightly following the Christmas break and has returned to the underlying workload over the past 2 months. Figures for February are not available from the system due to modifications being made to the ACD system and an upgrade to the reporting and monitoring tools. However, the general trend in call volumes would indicate that this did not significantly change during this period and the team continue to respond to ~75% of calls

2. New Applications

The Team continues to receive a higher volume of applications. The last few months have seen an exponential increase in the volume of new grandparenting applications received. This would be in line with the July deadline. The majority of this volume increase relates specifically to Chiropody/Podiatry applications.

3. Applications processing times

Processing times have again been affected over the past few months by the increase in applications being received. The Team is still making the deadline to enter the details onto the LISA system within 48hrs but the acknowledgment timeframe laid out in EU legislation will continue to be affected. Focus is being placed on finding solutions to manage this short “blip” in the workload with the assistance of the Team.

4. Flexible Working

Work began prior to Christmas to look at the loading of registration work and to find practical solutions for managing the registration resource more effectively especially during renewal period. The first stage of the process in which the workloads and timings of registration work where identified resulted in the Registration Managers presenting the Management Team & Registration Teams with a model for flexible working that would share resource between the Teams at a no-cost solution to the business.

5. Assessor training

Assessor training continues to be a high priority for the Registration Team. Further improvements have been made to providing feedback loops between Fitness to Practise Registration Appeals & the International Team/Registration Assessors. This now includes Assessors being provided with an anonymized copy of the original assessment form and the registration appeal panel decision. In addition, we continue to look out for particular problem areas and have focused attention during the recent Registration Assessor Review days on looking for further verification before rejecting an applicant. Assessors have actively participated in these events and the Executive have found this to be an extremely mutually beneficial process making the events more relaxed but focused to improving the processes.

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2

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