

Operations Report to Finance & Resources Committee, 17th November 2008

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Registrations – Richard Houghton

Summary

This paper provides an update from the Registration Department for the period 1 August 2008 to 30 September 2008.

1) Operational Performance

a) Telephone Calls

i) UK Telephone Calls - During the period from 1 August 2008 to 30 September 2008 the team received a total of 13,572 telephone calls which is 851 more than the same period two years ago and also answered 1,503 more telephone calls when compared to this period. The team answered 97% of all telephone calls received.

ii) International Telephone Calls - During the period from 1 August 2008 to 30 September 2008 the team received a total of 1,942 telephone calls which is 1,551 less than the same period two years ago. The team answered 91% of telephone calls received.

b) Application Processing

i) UK Applications - A total of 3,287 new applications were received during this period which is 493 more than the same period last year and 3,344 individuals were registered which is 571 more than the same period in 2007. Applications took on average six working days to process which is well within our service standard of processing applications within ten working days of receipt. As at the 27 October 2008 the team were processing applications within five working days.

Applications for readmission took an average of five working days to process which is well within our service standard of processing applications within ten working days of receipt.

ii) International Applications - A total of 339 new international applications were received in this period and 236 individuals were registered. Applications were on average being processed within six weeks of receipt which exceeds our service standard of processing applications within three months of receipt of all documents.

c) Emails

i) UK Emails - The team received approximately 50/60 emails per day and responded to these on average within one day of receipt which is well within our service standard of five working days.

ii) International Emails - The team received approximately 30/40 emails per day and managed to respond to these within one day of receipt which compares favourably with our service standard of five working days response time.

d) Registration Renewal

At the start of September 2008 9,464 operating department practitioners were invited to renew their registration.

e) Continuing Professional Development (CPD) Audit

We requested CPD profiles from 5 per cent of chiropodists / podiatrists, the first profession to be audited for CPD, at the beginning of May 2008. We have held 6 CPD assessment days which have taken place over the summer and this approach has been very successful. At the beginning of September 2008 we requested CPD profiles from 5 per cent of operating department practitioners. The first assessment day for this profession is on the 31 October 2008.

2) Resource

a) Employees

The department is operating within the budgeted headcount.

3) National Customer Service Week (NCSW)

The Registration Department celebrated NCSW which is designed to raise awareness of customer service and the vital role it plays within an organisation. It is also an opportunity to say a big thank you to those who work in customer service for a job well done.

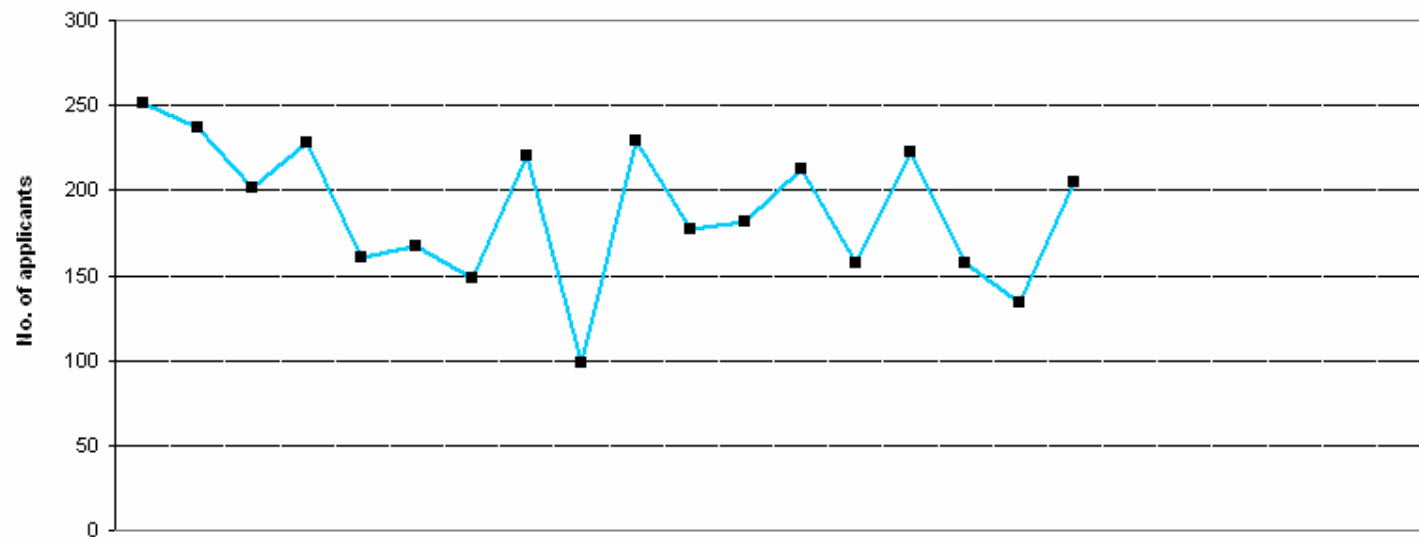
By supporting NCSW, we showed our dedication and support to customer service by highlighting its value to the HPC and sending out a meaningful message to others.

The weeks events were organised by volunteers from the team and supported by our colleagues from across the organisation. The events were chosen carefully to help us celebrate the success of the Registration Department Team whilst also being informative and fun.

The events included:

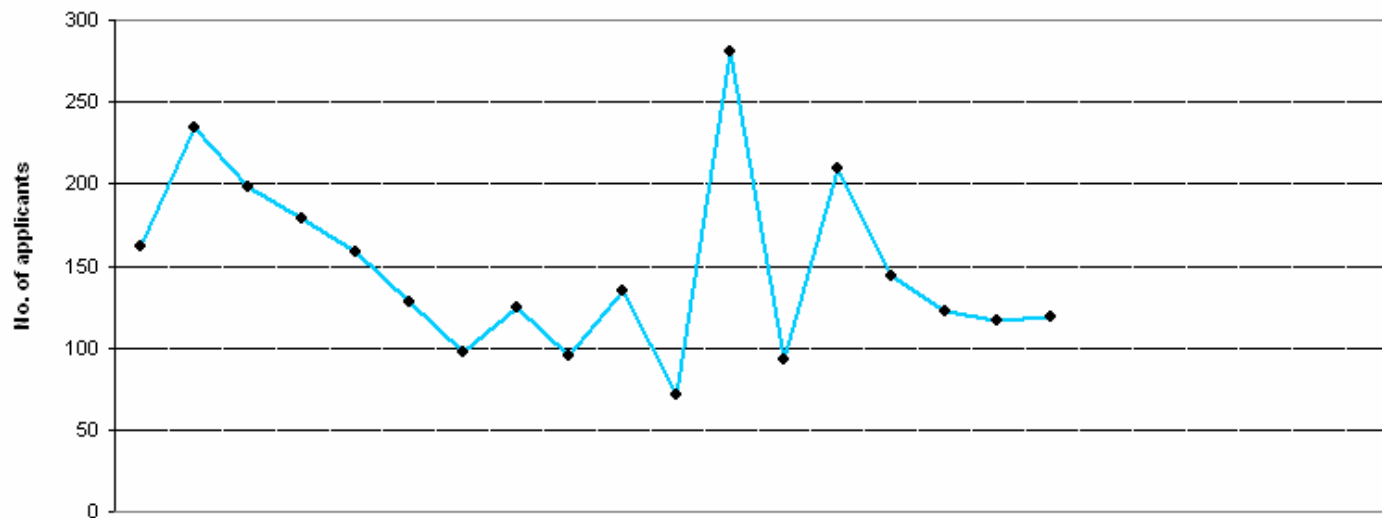
- Daily Quiz
- Job shadowing
- Presentations from other HPC departments
- Presentations from registrants
- Badge making
- Presentation from the Institute of Customer Service
- Positive customer feedback award ceremony

Health Professions Council New International Applications Received April 2007 - March 2009 International Registration Department



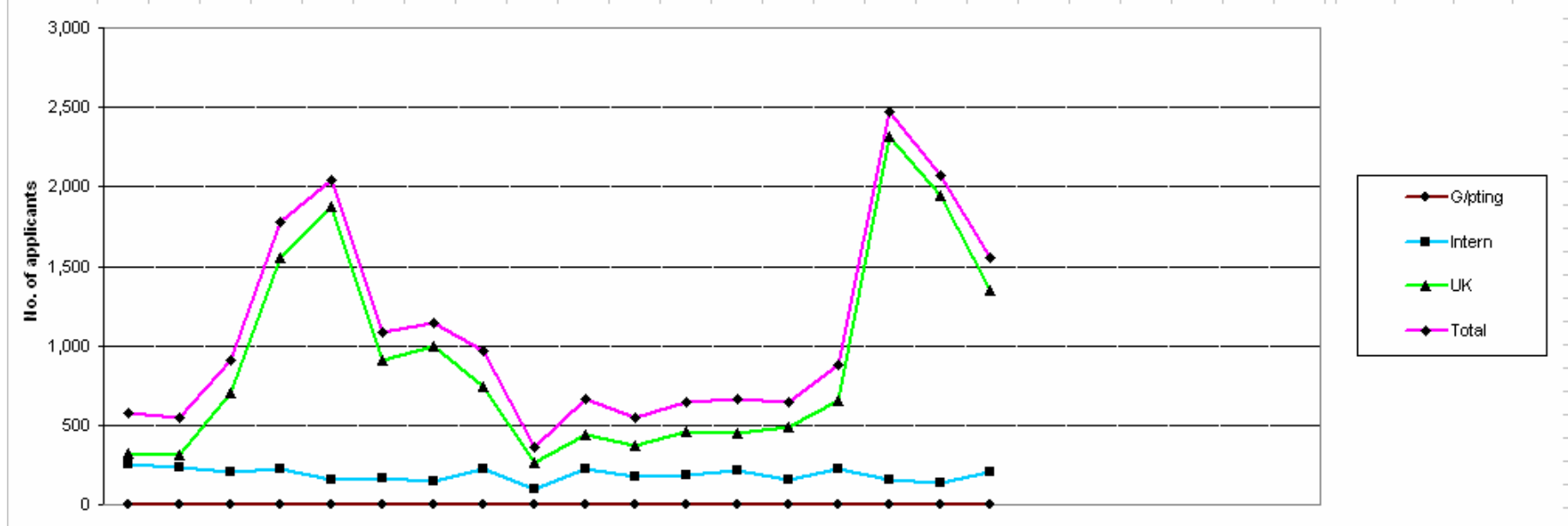
	2007			2008												2009			2005/6	2006/7	2007/8	2008/9						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
Arts Therapists	1	1	0	3	0	2	1	1	2	0	2	1	4	0	0	3	2	2							14	15	14	11
Bio. Scientists	35	38	31	32	30	23	19	27	11	29	20	28	22	19	34	28	19	30							756	496	323	152
CI Scientists	5	5	2	4	4	5	3	6	8	5	6	6	7	6	5	7	2	3							65	62	59	30
Chirops/ Pods	3	4	4	4	2	2	3	8	1	5	3	2	2	4	3	4	1	2							40	51	41	16
Dietitians	11	14	9	12	7	7	7	12	5	14	12	9	10	6	18	9	8	12							192	149	119	63
OTs	31	33	33	30	17	30	28	34	18	28	17	31	29	25	28	12	23	31							774	464	330	148
ODPs	3	0	1	0	1	0	0	0	1	0	0	0	0	2	0	1	0	2							29	25	6	5
Orthoptists	0	1	1	0	0	0	0	2	1	0	0	0	2	0	0	0	0	0							5	7	5	2
Paramedics	7	2	1	0	4	1	0	3	0	2	2	1	3	0	4	1	3	4							17	39	23	15
Physiotherapists	87	78	61	75	54	63	54	70	38	78	65	68	85	52	73	62	53	86							1,665	1,131	791	411
Prosth/Orthotists	0	0	0	1	1	3	0	0	0	1	0	0	1	1	0	0	1	0							10	9	6	3
Radiographers	51	49	40	57	34	21	29	45	5	46	38	29	34	32	49	21	19	25							810	903	444	180
SLTs	17	12	18	10	7	10	4	12	9	21	12	7	14	10	8	9	3	8							249	153	139	52
TOTAL	251	237	201	228	161	167	148	220	99	229	177	182	213	157	222	157	134	205							4,626	3,504	2,300	1,088

Health Professions Council International Registrations April 2007 - March 2009 International Registration Department



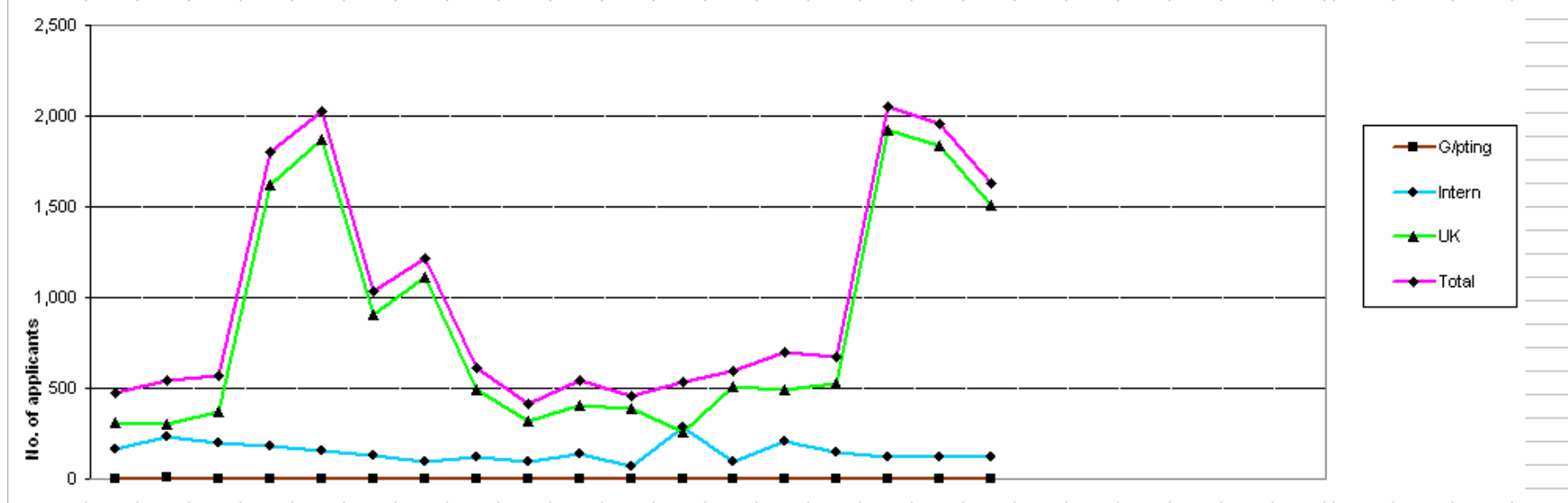
	2007			2008									2009			2005/6	2006/7	2007/8	2008/9									
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
Arts Therapists	2	0	2	0	0	0	1	0	1	2	0	0	0	0	2	0	0	1							3	6	8	3
Bio. Scientists	22	22	35	23	19	13	13	3	24	13	16	28	19	16	15	17	21	22							417	439	231	110
CI Scientists	2	4	2	2	3	0	0	4	1	3	1	8	1	0	3	4	5	1							26	35	30	14
Chirops/ Pods	7	3	2	3	8	2	2	2	1	5	1	3	1	4	2	1	6	1							25	37	39	15
Dietitians	6	3	7	15	7	8	7	6	4	10	5	16	2	1	2	17	7	9							93	138	94	38
OTs	29	32	23	31	23	15	7	48	16	28	9	41	23	28	17	24	19	8							615	509	302	119
ODPs	0	0	1	0	1	1	0	1	0	1	0	0	0	1	0	0	0	0							6	7	5	1
Orthoptists	0	0	1	0	0	3	0	0	0	0	0	0	0	0	1	0	0	0							3	3	4	1
Paramedics	3	0	2	2	0	1	1	0	3	0	0	2	0	0	2	1	1	1							6	16	14	5
Physiotherapists	26	110	62	56	42	42	35	27	28	47	25	67	8	134	61	31	32	45							1,193	985	567	311
Prosth/Orthotists	2	0	0	0	1	0	0	2	1	0	0	0	0	0	0	1	0	0							6	4	6	1
Radiographers	56	48	45	32	48	39	15	26	10	11	6	92	31	15	33	22	19	26							496	820	428	146
SLTs	7	12	16	15	6	4	16	5	6	15	8	24	8	10	6	4	7	5							218	173	134	40
TOTAL	162	234	198	179	158	128	97	124	95	135	71	281	93	209	144	122	117	119							3,107	3,172	1,862	804

Health Professions Council Application Types Received April 2007 - March 2009 International & UK Registration Departments

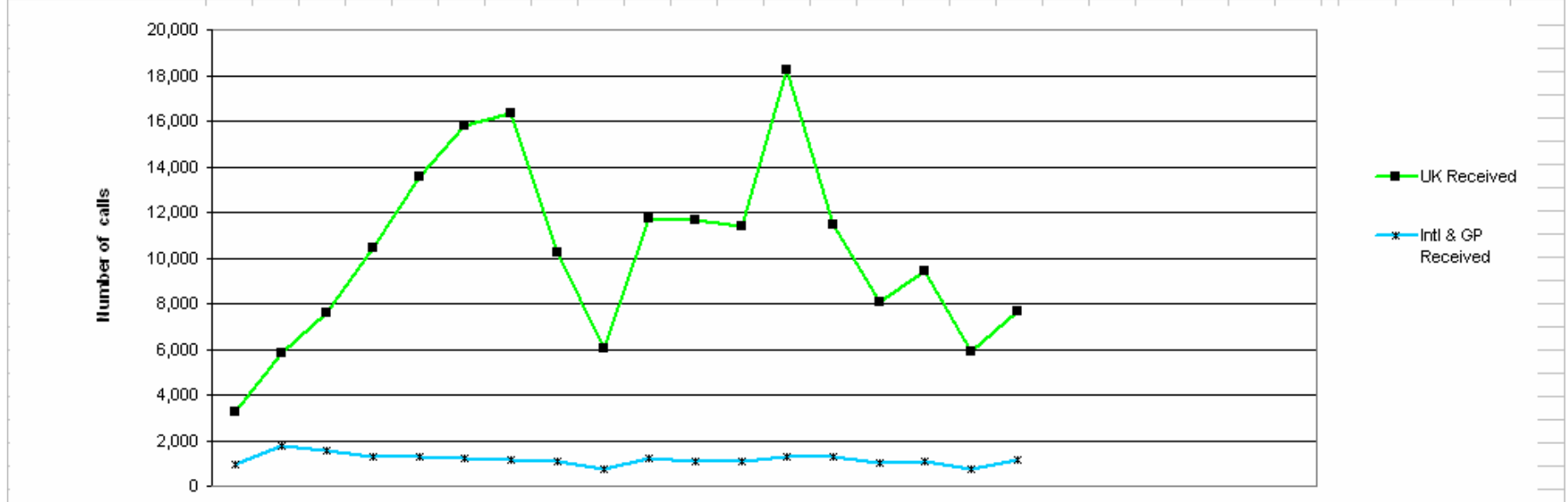


	2007									2008									2009			2005/6 FYE	2006/7 FYE	2007/8 FYE	2008/9 YTD				
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec					Jan	Feb	Mar	
G/pting	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0									2,479	20	0	0
Intern	251	237	201	228	161	167	148	220	99	229	177	182	213	157	222	157	134	205								4,626	3,504	2,300	1,088
UK	327	312	704	1,553	1,881	913	999	745	263	436	375	463	454	484	656	2,320	1,940	1,347								9,497	8,319	8,971	7,201
Total	578	549	905	1,781	2,042	1,080	1,147	965	362	665	552	645	667	641	878	2,477	2,074	1,552								16,602	11,843	11,271	8,289

Health Professions Council New Registrants April 2007 - March 2009 International & UK Registration Departments



	2007			2008												2009			2005/6	2006/7	2007/8	2008/9						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
G/pting	2	6	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0							2,295	283	9	0
Intern	162	234	198	179	158	128	97	124	95	135	71	281	93	209	144	122	117	119							3,107	3,172	1,862	804
UK	312	303	370	1,624	1,868	905	1,116	488	320	406	386	257	506	493	528	1,926	1,837	1,507							9,474	8,870	8,355	6,797
Total	476	543	569	1,803	2,026	1,033	1,213	612	415	541	457	538	599	702	672	2,048	1,954	1,626							14,876	12,325	10,226	7,601



	2007			2008												2009			2005/6	2006/7	2007/8	2008/9						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
Intl & GP																												
Intl & GP Received	968	1,764	1,590	1,259	1,303	1,195	1,162	1,094	730	1,222	1,063	1,078	1,306	1,298	999	1,078	762	1,180							40,070	19,612	14,428	6,623
Answered	943	1,675	1,504	1,188	1,150	1,038	1,108	1,036	668	1,157	990	931	1,068	1,046	948	1,047	725	1,018							33,467	17,896	13,388	5,852
Calls answered (%)	97	95	95	94	89	87	95	95	92	95	93	86	82	81	95	97	95	86							84	92	93	89
Adandoned	25	89	86	71	153	157	54	58	62	65	73	147	238	252	51	31	37	162							6,627	1,716	1,040	771
Avg answer time (sec)	11	10	8	11	14	14	12	9	9	12	16	24	15	46	33	26	28	47							25	14	13	33
Avg talk time (min)	3.10	2.58	2.43	2.49	2.44	2.53	2.40	2.57	3.29	3.28	3.14	3.20	3.22	3.26	3.25	3.03	3.10	3.21							2.32	2.64	2.79	3.18
UK																												
UK Received	3,248	5,808	7,622	10,448	13,576	15,827	16,371	10,232	6,041	11,752	11,675	11,367	18,235	11,490	8,058	9,432	5,892	7,680							70,233	72,488	123,967	60,787
Answered	3,207	5,598	7,360	9,105	9,924	8,640	10,429	8,460	4,626	7,849	9,549	7,176	8,322	9,297	7,765	9,001	5,662	7,517							50,518	67,493	91,923	47,564
Calls answered (%)	99	96	97	87	73	55	64	83	77	67	82	63	46	81	96	95	96	98							70	93	79	85
Adandoned	41	210	262	1,343	3,652	7,187	5,942	1,772	1,415	3,893	2,126	4,191	9,913	2,193	293	431	230	163							10,719	6,335	32,034	13,223
Avg answer time (sec)	20	30	21	29	103	161	267	74	75	71	95	272	520	179	52	70	57	18							64	45	102	149
Avg talk time (min)	2.02	2.08	2.27	2.19	2.35	3.00	3.06	2.43	3.12	3.05	3.00	3.19	3.28	3.16	2.47	2.34	2.52	2.42							1.78	2.16	2.65	2.70

HPC Major Projects November FY 2008/9 Narrative

No.	Project name	Commentary
MP3	On-boarding of Practitioner Psychologists	<ul style="list-style-type: none"> Project is being reported as amber as the Department of Health are indicating that further legislative delays may be encountered.
MP4	On-boarding of the Hearing Aid Council	<ul style="list-style-type: none"> Due to legislative delays the anticipated go-live date for Hearing Aid Audiologists is now 1st January 10 with a project completion date of 1st April 10
MP34	Online applications and renewals Phase 1	<ul style="list-style-type: none"> Analysis work of the infrastructure required to host online renewals has concluded that our current Internet Service Provider will not be able to provide our preferred architecture solution. Therefore an additional work package has been included in the project to allow for a tender process to appoint an additional Internet Service Provider to host the online renewals service, all other hosting will continue with the existing supplier. The impact of this additional piece of work has caused the go-live date for the system to be pushed out to 18th September 2009 and the project completion date to 1st November 2009 Please see separate report for further details.

HPC Major Projects 2008/9 Scorecard

No.	Priority	Project name	Project Description	Project Sponsor	Project Lead	Project Brief	Project Plan	Business Reqs (if IT)	08/09 Budget*	Due Date	Status
MP2	2b	Continuing Professional Development (CPD)	Implementation of processes to audit & track registrants' evidence of CPD.	G Ross-Sampson	R Houghton	Y	Y	Y		30/04/09	
MP3	2b	On-boarding of the Practitioner Psychologists	On-boarding of the Practitioner Psychologists	G Ross-Sampson	R Houghton	Y	Y	Y	£15 (C) £156 (O)	14/12/08 10/02/09 10/07/09 03/09/09	
MP4	2b	On-boarding of Hearing Aid Council	Absorption of the Hearing Aid Council	G Ross-Sampson	R Houghton	Y	Y	N	£15 (C) £19 (O)	01/04/09 01/04/10	
MP30	2c	Registration fee change 09	Realignment of registration fee charges	M Seale	S Leicester	Y	Y	NA	£2 (C) £14.5 (O)	15/06/09	
MP24	2d	Stannary street	Refurbishment of Stannary Street building	M Seale	S Hall	N	N	N		31/01/08 10/03/08	Complete subject to final invoice

HPC Major Projects 2008/9 Scorecard

No.	Priority	Project name	Project Description	Project Sponsor	Project Lead	Project Brief	Project Plan	Business Reqs (if IT)	08/09 Budget*	Due Date	Status
MP27	3	Replacement of Finance system Phase 2	Roll out of online purchase order approval system	S Leicester	M Cheema	Y	Y	Y	£5 (C)	18/07/08	Complete subject to lessons learned report
MP32	2b	Equality and Diversity Phase 2	Implementation of changes to allow HPC to provide demographic statistics of registrants to the DH	G Ross Sampson	R Houghton	Y	Y	Y	£30 (C) £9.5 (O)	28/02/09	
MP33	3	FTP Net regulate statuses rationalisation	Operational and technology changes to optimise use of registrations system within FTP	M Seale	K Johnson	Y	Y	Y	£64 (C)	30/04/09	
MP34	4	Online Applications and Renewals Phase 1	Providing registrants the ability to renew online	M Seale	G Ross-Sampson	Y	Y	Y	£300 (C) £22 (O)	20/03/09 01/11/09	

Facilities Management Report – Steve Hall

Staffing

There are six permanent employees including the Facilities Manager. Services provided include Reception, Building Maintenance, Post Room, Catering, Health and Safety, Insurance, and Building Project Management.

22-26 Stannary Street Building Project

The final invoice value for Phase 1 works is being negotiated on HPC's behalf by Davis Langdon, Cost Consultants and Quantity Surveyors for the project – see a separate paper. Phase 2 design work is progressing and a planning application has been lodged with the local authority. It is anticipated that the project will be tendered by the end of the current financial year.

Health and Safety Issues

A full compliment of combined Health & Safety and Fire Safety representatives is now in place and the Fire and Safety Team (FAST) will shortly be meeting for the first time.

Facilities Management survey

The employees of HPC where recently asked to take part in an on-line customer satisfaction survey in respect of the Facilities Department and the services it offers. The results are expected shortly and the outcomes will be shared with all employees.

Security

It is anticipated that the sliding doors to Stannary Street will be accessible for all employees within the next week. Access will only be via Swipe card between the hours of 08:00 – 18:00, Monday to Friday.

Business Improvement – Roy Dunn

Human Resources

No changes.

Quality Management System (QMS) review meetings and internal audits

Below is a list of recent quality management system reviews:

- Information & Data security / Evaluation of potential new systems review
- Procurement updates have been completed and subsequently audited.

QMS process updates

Project Management has been moved from Company wide processes to Support processes, reflecting its status as an operational department rather than just a process.

Information & Data security work across HPC – is ongoing
The Poynter Review on the HMRC data loss has been analysed for lessons we may glean from the review process across government departments. The content is being discussed internally.

The HPC response to CHRE's report on NMC has been evaluated as part of the ISO Risk based audit approach.

BSI Audit

The BSI audit was completed on 23rd October 2008. This external audit reviewed all Internal Quality Audits since April 2008, and then specifically audited Education - Approvals & Monitoring; Partner Appointments and Contracts; Secretariat;

Project Management; Management system organisation & review process.

Purchasing and Procurement were considered low risk and so a process description and evaluation of the scale of tendering sufficed.

We retain our certification. A copy of the report is attached. The next BSI Audit dates for 2009 will be circulated shortly.

Business Continuity

The Communications management plan is being enhanced to allow for multiple scenarios for which it may be used.

Further departmental tests are taking place over the next months, Education, Registrations, FTP. Details will be provided once testing has been completed.

Information & Data Management

Significant effort has been put into analysing the results of the first CPD audit. This work has been provided to the Education and Training Committee. We are evaluating additional insurance to cover our data protection requirements at the paper archive, due to the reluctance of suppliers to take on our required levels of liability.

The archive stakeholder group are examining the responses as part of the decision making process.

A view will be taken of security and cost to determine the winner of the tender process.

Assessment Report

Health Professions Council

Report Author
Lisa Clarke
Visit Start Date
23/10/2008



Introduction

This report has been compiled by Lisa Clarke and relates to the assessment activity detailed below:

Visit ref/Type/Date/Duration	Certificate/Standard	Site address
7093042 Continuing assessment 23/10/2008 1 day(s) No. Employees: 115	FS 83074 BS EN ISO 9001:2000	Health Professions Council Park House 184 Kennington Park Road London SE11 4BU United Kingdom

The objective of the assessment was to ensure that Health Professions Council continue to operate according to their ISO 9001:2000 compliant quality management system.

Management Summary

The areas assessed during the course of the visit were found to be effective.

There were no outstanding nonconformities to review from previous assessments.

No new nonconformities were identified during the assessment. Enhanced detail relating to the overall assessment findings is contained within subsequent sections of the report.

Areas Assessed & Findings

Secretariat

The various processes within secretariat are managed by way of a year calendar. All tasks are entered into the calendar and regular team meetings are held to discuss progress on the items in hand and any forthcoming work.

Monitoring of the work undertaken is informal and based on the experience of the staff within the team.

Education (Approvals & Monitoring)

The Education team number 10 and they are split into two further groups with a regional focus. Their responsibilities include new approvals, annual monitoring and major programme changes by education providers.

Work is managed through a series of electronic checklists which are completed in real time to show what progress has taken place. This also shows the status of tasks in hand. Team meetings are held regularly to discuss progress and ensure that all elements of the process are taking place on time so that timescales can be met as necessary.

Project Management

The project management team support the entire organisation in the implementation of large scale projects which would otherwise have a huge impact on the daily activities of other departments. They work on an annual plan and this is carefully prioritized according to strict criteria.

Each project has a charter which sets out the key information about how the project will be run. A sponsor and lead are also nominated. Again, checklists are used to record key stage actions which also shows the status of work in hand. Regular reviews are held to update the year plan to show progress on a weekly basis.

Purchasing & Supplier Evaluation

Major purchases which may impact on the service provided by the Health Professions Council are generally decided by way of tender. This formalised process ensures the relevant checks and approvals are made and includes ongoing review of service once the tender has been awarded. The tender process has recently taken place for travel services.

Partners are engaged on a contractual basis to assist with evaluation of records/information and assessment visits. There is a strict process to follow to ensure that relevant checks are made and references are gathered. Sampling of this process was undertaken and all necessary records were on file as required.

Any subsequent performance problems/feedback issues will in future be captured through the appraisal process. Clear communication has been organised to ensure that partners are no longer used if the decision has been taken to terminate their contract.

Assessment Participants

On behalf of the organisation:

Name	Position
Mr Roy Dunn	Head of Business Process Improvement
Mr Thomas Berrie	Information Services Manager
Ms Niamh O'Sullivan	Secretary to Council
Ms Abigail Creighton	Director of Education
Mrs Claire Reed	Project Manager
Ms Kathryn Neushafer	Partner Manager

The assessment was conducted on behalf of BSI by:

Name	Position
Lisa Clarke	Team leader

Continuing Assessment

The programme of continuing assessment is detailed below.

Site Address	Certificate Reference/Visit Cycle	
Health Professions Council Park House 184 Kennington Park Road London SE11 4BU United Kingdom	FS 83074	
	Visit interval:	6 months
	Visit duration:	7 hours
	Next re-certification:	01/04/2007

Re-certification by Strategic Review will be conducted on completion of the cycle, or sooner as required. The review will focus on the strengths and weaknesses of your Management System.

Certification Assessment Plan

		Visit 1	Visit 2	Visit 3	Visit 4	Visit 5	Visit 6
Business area/Location	Date (mm/yy):	10/07	04/08	10/08	04/09	10/09	04/10
	Duration (days):	1	1	1	1	1	1
Registrations UK		<input type="checkbox"/>					
Registrations International			<input type="checkbox"/>				
Registrations Grandparenting					<input type="checkbox"/>		
Communications						<input type="checkbox"/>	
Approvals & Monitoring				<input type="checkbox"/>			
Fitness to Practice					<input type="checkbox"/>		
HR/Partner Validation		<input type="checkbox"/>					
Purchasing & supplier evaluation				<input type="checkbox"/>			
Secretariat				<input type="checkbox"/>			
Customer Services						<input type="checkbox"/>	
Finance						<input type="checkbox"/>	
Management System Organisation and Review			<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>
Senior Management Interview							<input type="checkbox"/>
Preparation for Strategic Review						<input type="checkbox"/>	
Strategic Review							<input type="checkbox"/>
Staff development and Training		<input type="checkbox"/>		<input type="checkbox"/>			
Policy		<input type="checkbox"/>					

Next Visit Plan

Visit objectives:

The objective of the next visit is to sample from the areas detailed in the 3 year assessment plan to seek evidence of ongoing compliance to the quality system.

Visit scope:

This will be conducted as follows:

Date	Assessor	Time	Area/Process	Clause
	Lisa Clarke	09.30	Opening meeting	
	Lisa Clarke	10.15	Registrations - grandparenting	
	Lisa Clarke	11.15	Fitness to Practice	
	Lisa Clarke	12.30	Lunch	
	Lisa Clarke	13.30	Quality management system organisation and review	
	Lisa Clarke	15.00	Report writing and closing meeting	

Please note that BSI reserves the right to apply a charge equivalent to the full daily rate for cancellation of the visit by the organisation within 30 days of an agreed visit date. It is a condition of Registration that a deputy management representative be nominated. It is expected that the deputy would stand in should the management representative find themselves unavailable to attend an agreed visit within 30 days of its conduct.

Notes

The assessment was based on sampling and therefore nonconformities may exist which have not been identified.

If you wish to distribute copies of this report external to your organisation, then all pages must be included.

BSI, its staff and agents shall keep confidential all information relating to your organisation and shall not disclose any such information to any third party, except that in the public domain or required by law or relevant accreditation bodies. BSI staff, agents and accreditation bodies have signed individual confidentiality undertakings and will only receive confidential information on a 'need to know' basis.

'Just for Customers' is the website that we are pleased to offer our clients, designed to support you in maximising the benefits of your BSI registration - please go to www.bsi-emea.com/JustForCustomers to register. When registering for the first time you will need your client reference number and your certificate number (0047125084/FS 83074).

The Carbon Dioxide emissions due to the planning, delivery and administration of this assessment will be fully off-set through the BSI CarbonNeutral® project. For more information on CarbonNeutral® please visit www.bsigroup.co.uk/en/Assessment-and-Certification-services/Management-systems/News-and-Events/Carbon-Neutral.

Should you wish to speak with BSI in relation to your registration, please contact our Operations Support Team:

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