UK Registration Department – Claire Harkin (spring 2005)

1. Telephone Calls

The volume of telephone calls to the department continues to decrease month on month as anticipated. Overall, the team received a total of 7,474 during this period and achieved a 97% answer rate. Calls were answered in 12 seconds on average.

2. UK Registration/Readmission Applications

The number of applications received during March 2005 increased slightly but remains manageable. The number of days currently taken to process and register is approximately 3 working days, with some forms being processed on the day of receipt.

Certificates are being sent on a weekly basis and the team continue to promote the HPC online register as the safest and most effective way of checking registration status.

3. Registration Renewal Project

The project team continue to meet on a weekly basis. Members of the team, including Registration Officers are busy working on a number of different areas such as Intelligent Character Recognition (ICR).

There are no professions renewing their registration until June 2005.

4. Flexible Working Project

Flexible working is due to be introduced to the registration teams in June 2005. A working group has been established with representatives from both registration departments and Human Resources. The working group currently meets twice each week and are working through issues such as individual working patterns, annual leave and management of the system.

5. Registration Seminars, 2005

Eight registration seminars are being held around the UK again this year. Registration Managers plan to visit Glasgow, Belfast, Southampton, Cardiff, Salford, Birmingham and London in April and May 2005. The purpose of the seminars are to provide an overview of the registration application and renewal processes. They were very successful last year and we hope that attendees will find them as informative this year.