

**Executive Summary**

This paper provides an update from the International Registration Department during September - October 2004

**STAFF RECRUITMENT/RETENTION**

Three permanent appointments have been made to the Team during September.

Michael Calligy's secondment to Fitness to Practise was extended for a further 3 months. In line with the secondment opportunity International have made a temporary appointment of Simon Thompson to the role following Andrew Winder's permanent appointment to HPC.

Tanya Howell who originally worked with International earlier in 2004 returned to the Team to cover for a 2 month period whilst recruitment takes place for a permanent appointment. Tanya will be returning to live in Australia in early December. It is expected that an appointed following successful outcome of interviews will be made before Tanya's departure to allow time for training to take place.

**ASSESSOR TRAINING**

6 ODP Registration Assessors were trained during October in anticipation of the Register opening October 18<sup>th</sup> 2004. The need for further Assessors for this profession, will be kept under review. Their details have been added to our database of Assessors. In addition training sessions have included the final groups of Clinical Scientists to ensure all the modalities are covered by the HPC.

**PROCESS IMPROVEMENTS**

The implementation of the new rota in August has successfully enabled the Team to continue to stay on top of the daily workload. Some slippage occurred in the turn around time taken for HPC to assess the completeness of an application form and the Team are focussing heavily on once again reducing the timeframe to not less than 10 working days.

The old CPSM applications, which have been managed by 2 Registration Officers as a special project since October 2003 have finally started to wind up allowing one of the Team to return to the main processes with effect from mid-October. The final stages of the special old application project means that those applications for which no correspondence have been received will be withdrawn from the database and the files will be prepared for scanning and archiving.

**TEAM TRAINING**

Refresher training on the legal aspects of the Health Professions Order took place in October. The process of providing refresher training will continue on a 6-monthly basis.

**PERFORMANCE INDICATORS**

The new format statistical reports provided by IT have greatly assisted in reviewing and forecasting performance of the Registration area. Clearly, the report showing meantime from application to registration indicates a month-on-month improvement with the timeframe now coming down to on average 20 days across the 13 professions. Evidently clear improvements need to be made in the area of some professions and it is expected that the introduction of performance management for Partners in conjunction with PMS reviews for registration officers will delivery further progress.

**PMS REVIEWS**

During September the first official round of performance reviews took place for all Registration Staff. This experience was successful for all parties and review records have now all been updated in preparation for the Registration ISO audit in early November 2004. Whilst this was the first time this had taken place, it is expected that reviews will become an integral part of the process to ensure that performance indicators are achieved on an annual basis.