

### **Incoming Telephone Calls**

The amounts of calls offered by the UK Team for the month of August is 13,165 of these 8359 were answered. The service level is 63.5%. As previously stated in prior reports, the trend seems to be that, every time a profession goes into renewal status the volume of calls escalates. The added factor at this time of the year is the new graduates. As we have now closed off the date for the last of the profession to renew their two year cycle and the bulk of the new graduates have been processed. I would expect to see the service levels increased dramatically.

### **Registration Renewal**

All twelve professions have now completed the renewal process.

### **UK Manager/Team Leader**

The UK Manager will be returning from maternity leave on 6th September 2004. This will mean that the team leader will be able to devote more time to the everyday operations of the department. This outcome hopefully should be that the service levels from the team should be increased.

### **Support Team**

They have been valuable members of the UK team. They were brought in for a short period of time, potentially three months, this just increased as the each profession renewed the

registration. The majority of the team were with us for ten months. Without them, we would not have been able to process the volumes work that the new way of renewing. The support team's contract finished on 31<sup>st</sup> August 2004.

### **Return to Practise**

Due to the special CPSM application, there have not been many that have actually applied through this route. On the ones that have, some are appealing against the supervised practise. It seems that because, they have maintained their registration up until the point of renewing for the two-year cycle. The renewal process was not completed in full. They now have to readmit. One of the questions on the application form 1.12 asks: "When did you last practise? Depending on the answer, denotes, whether a 30 or 60 days return to practise is required.