

Executive Summary

This paper provides an update from the International & Grandparenting Registration Department for the period from 1st February 2006 – 28th February 2006.

Telephone Calls

The team received 3,095 calls from applicants during this period, with an average 81% answer rate over the whole period. Calls were answered on average in 14 seconds.

International Registration Application

International Registration Applications are currently being received at 350 per month, this amount has increased as in previous years during January & February. Total number of International Registrations over the period was 286. The international work backlog has now almost been cleared and waiting times are dropping accordingly. Currently at 16 weeks, down from 20 weeks in January.

Grandparenting Registration Application

Following the end of the transitional period for the first 12 professions the team have made good progress in dealing with outstanding Grandparenting Applications. Most are now processed with only 200 awaiting further information to allow the team to complete processing. Registrations in February totalled at 135.

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