

Telephone Calls

The volume of telephone calls to the department increased during this period as anticipated due to the end of the transitional period for the first 12 professions. The team received 10,256 calls and achieved on average a 82% answer rate. On Average calls were answered in 25 seconds.

International Registration Application

The volume of International Applications remained constant throughout the period averaging approximately 400 per month. This was expected and should continue for the foreseeable future. International registrations have levelled off at around 300 per month and we would expect this to rise as we increase the amount of applications processed over the next few months.

Grandparenting Registration Application

The volume of Grandparenting applications received reached an all time high in July as anticipated for the end of the transitional period for the first 12 professions. The number of applications received peaked at 974 in July (this was for the first week only as the deadline was midnight on the 8th July) giving us a significant increase in workload over this period. The previous average for Grandparenting applications was approximately 200 per month.

To deal with the large increase in workload the Team have been averaging a 40% increase in application processing.

Assessors

Advice and guidance has been on-going to all assessor groups during this period following a number of assessor review days earlier on the year. In addition we have arranged “Assessing Days” with Paramedics to work through all outstanding Grandparenting applications. This has a double bonus effect as it gets the whole group of assessors together to

increases consistency but also allows for HPC advice to be on hand to assessors as and when needed.