



Registration and Advice Service

Agenda Item 10 Paper Ref Annex 08a

Registration application volumes

	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
2020/21	205	234	398	1174	775	1435	785	787	338	331	245	480
2021/22	392	533	431	1167								

Median registration processing times, working days

	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
2020/21	25	24	36	12	16	10	8	5	7	0	4	0
2021/22	1	0	1	0								

Telephone call volumes

	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
2020/21	1630	2683	2510	4340	4188	6747	6130	11014	5023	1475	1416	2234
2021/22	1527	1286	1443	1605								

Median telephone call queue times, minutes

	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
2020/21	3	8	8	7	5	7	8	15	9	2	1	1
2021/22	3	0	0	2								

Email volumes

	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
2020/21	2325	1788	1075	1986	1305	2468	2147	2173	901	783	825	1145
2021/22	1183	829	800	957								

Median email response times, working days

	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
2020/21	2.6	4.7	8.5	8.5	7.2	3.7	7.6	5.1	6.5	1.0	0.6	0.8
2021/22	0.7	0.4	0.4	0.7								

Registration year activity

Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
DD instalment taken		Removals for failure to make DD payment	Majority of UK graduate applications					Restorations following removals			
					Annual Renewal						
						DD instalment taken					

Profile 2022/23

	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Registration applications	299	384	415	1174	806	1492	816	818	352	344	254	499
Median application processing time (working days)	1	1	1	1	2	5	3	4	4	1	2	1
Median phone call queue time (minutes)	2	1	1	2	2	4	4	6	4	1	1	1
Median email response times (working days)	1	1	1	1	1	3	3	4	3	1	1	1