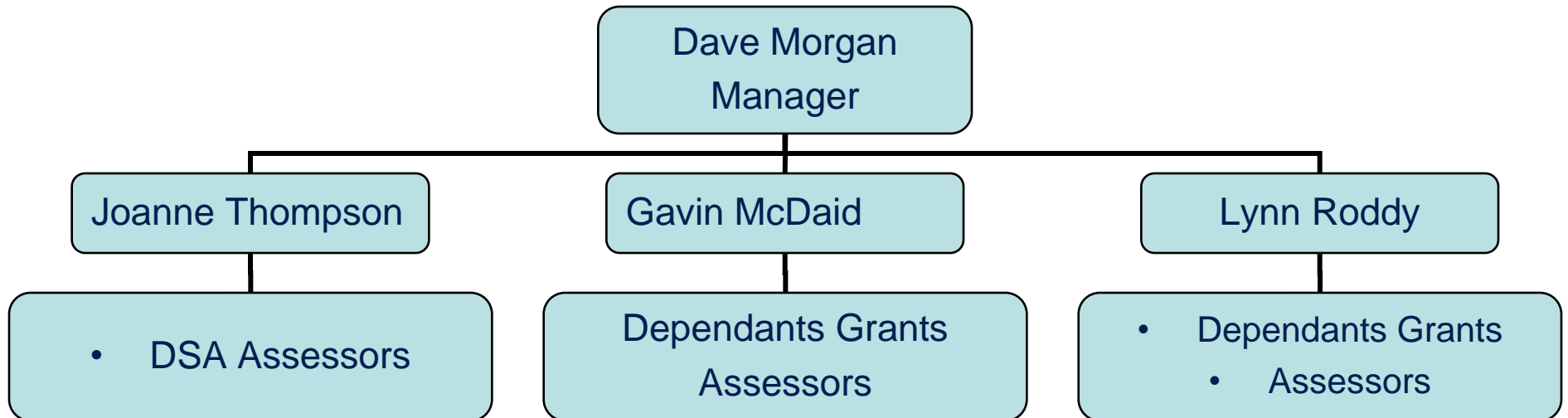
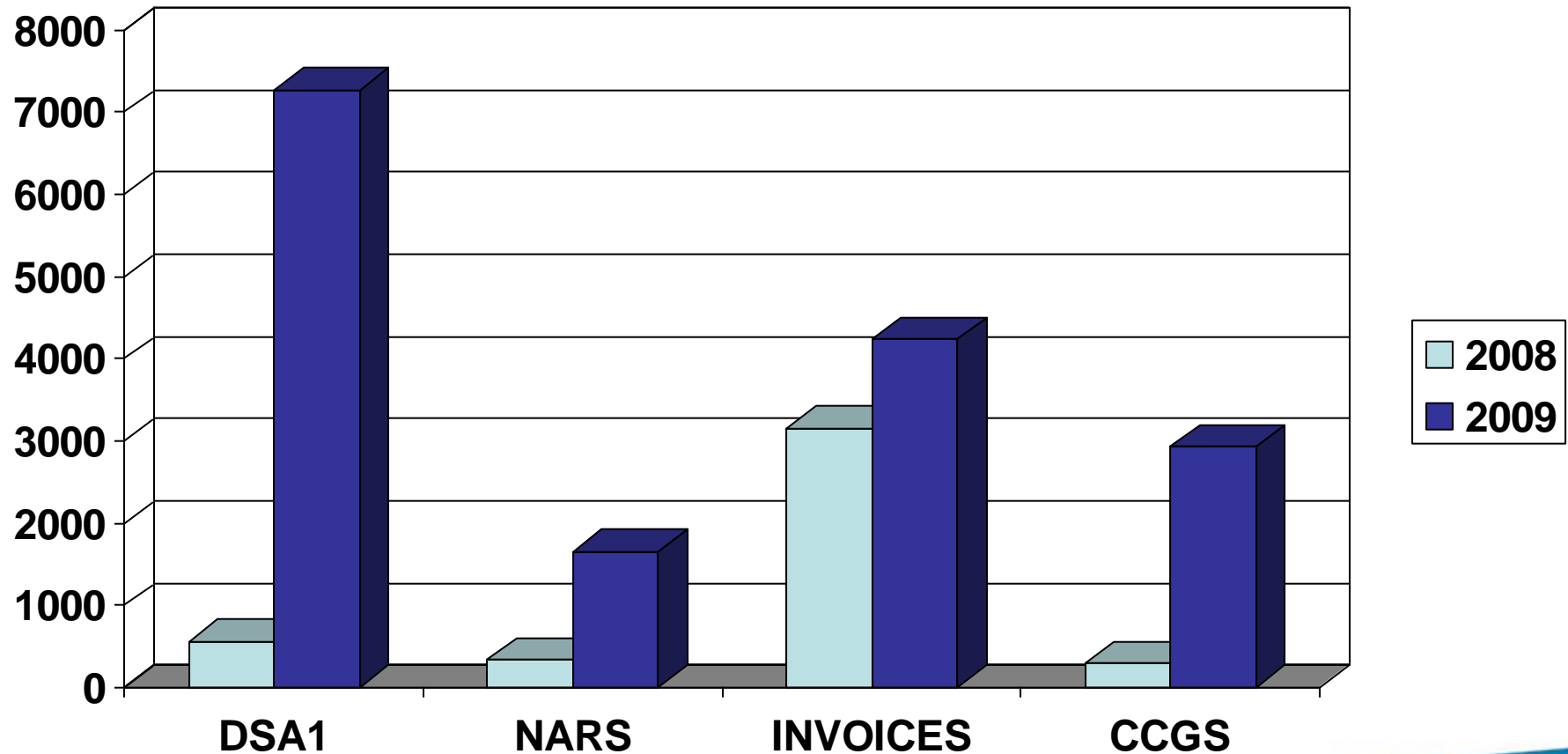


Elaine Urquhart
Head of Processing Services

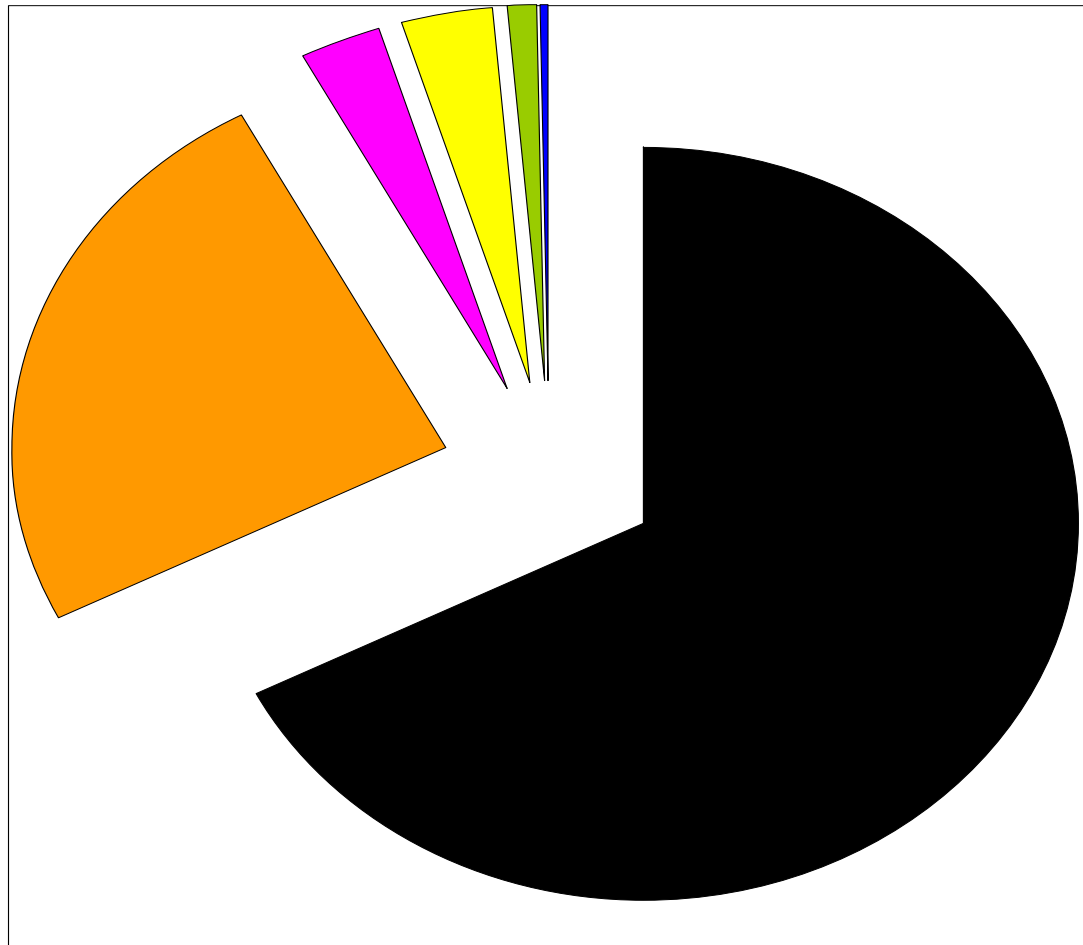
The Team



COMPARISON 2008 - 2009



MISSING 2000 EXERCISE



- 1318 NO INFO
- 482 ASS REC
- 59 LA
- 62 APPOINT ONLY
- 21 UNKNOWN
- 7 REQUEST RESEND

CHANGES AT SFE

- **2 QUOTES FOR NON MEDICAL HELP**
- **3 QUOTES FOR EQUIPMENT**
- **REVIEWING DSA 1 LETTER TO CUSTOMERS**
- **SLC ARE REVIEWING WORKING PRACTICES**
- **DSA SLIM LINE FORMS**
- **PROVIDED FEEDBACK TO NAC ON APPROVAL/REJECTED**
- **PGP – ENCRYPTED E-MAILS**

CONTACT DETAILS

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Steve Bryson – Team Leader