

Report Date 02/12/2019

Input Services Group (Vehicles, Drivers & Medical)			
Work Stream	Oldest Date	Oldest Date Volume	Total Volume
CREDIS	29/11/2019	9,899	9,899
CREDIS work to Scanning		0	0
Other Vehicles/Drivers Mail	29/11/2019	10,674	10,674
Medical Mail (inc. Emails & Faxes)	28/11/2019	957	5,938
Kfi Front-End Scanning	29/11/2019	1,600	1,600
Medical Scanning		0	0
VSC's	26/11/2019	1,150	15,725
V62s	25/11/2019	355	5,953
Disposals	27/11/2019	900	900
Vehicles Miscellaneous & Other	25/11/2019	3,600	33,894
Triage	22/11/2019	225	3,525
Commercial Vehicles (incs Casework)	25/11/2019	483	1,414
All Other Vehicles Input		0	0
First Reg - New	27/11/2019	55	117
First Reg - Other	21/11/2019	40	2,735
PR Processing	27/11/2019	430	1,114
EPOS	29/11/2019	78	78
Trade Licensing	26/11/2019	8	183
CCU/LS - All Other	22/11/2019	312	1,584
SOM	25/11/2019	41	103
FAP	28/11/2019	58	283
ODL	27/11/2019	1,351	19,452
VOC	28/11/2019	1,369	1,819
TACHO	28/11/2019	222	351
DLO	25/11/2019	1426	11,492

Data Input Rag Status	
Well Within Target	
1 Day Within Target	
On Last Day of Target	
Outside of Target	

Contact Centre Performance						
30/11/2019	Target / Threshold	Drivers	Drivers Medical	Vehicles	Contact Centre	Actual YTD
Calls Queued to Advisor		2,775	838	6,503	10,116	7,355,354
E-mails Answered by Advisor		6		206	212	187,893
Web Chats		164		230	394	288,395
Resolved by Chat Bot		81		200	281	140,415
SLA 300 Secs %	95%	98.63%	98.56%	100.00%	99.50%	95.55%
SLA 300 Secs % MTD		99.41%	96.78%	98.03%	98.29%	
SLA 300 Secs % YTD		99.08%	97.16%	93.31%		
Unmet Demand %	<20%	0.00%	0.00%	0.00%	0.00%	9.08%
Occupancy	80-88%	73.00%	74.00%	75.00%	74.00%	92.86%

OSG Performance			
	Target	29/11/2019	Actual YTD
HRC	95%	100.00%	99.67%
POL	95%	100.00%	99.18%
Payable Orders	95%	100.00%	99.93%
Tacho Cards	95%	100.00%	98.66%
Work Received		187,984	
Documents Despatched		238,380	
Machine Serviceability		99.69%	

CAEG (Vehicles)						
Work Stream	Total Unallocated	Unallocated Oldest Date	Unallocated Oldest Date Volume	User Q's	B/F's	Total Live Registry
Keeper Team	1,832	28/11/2019	502	2,310	7,275	11,417
Sensitive Team	3,190	26/11/2019	303	3,972	2,290	9,452
Kits and Rebuilds	14	29/11/2019	14	160	631	805
Vehicle Team	1,224	29/11/2019	270	1,803	3,044	6,071
Direct Debit	261	29/11/2019	127	237	143	641
Licensing Team	1,189	28/11/2019	88	651	1,815	3,655
Refunds Team	2,554	28/11/2019	853	2,055	1,437	6,046
CT	158	28/11/2019	57	201	560	919
MST	281	28/11/2019	53	277	111	669
Exports	184	29/11/2019	184	492	224	900
AA Pool Mail and Keying	2,837	27/11/2019	1,042	-	-	2,837
MOT (993)	9,574	02/11/2019	5,716	-	-	9,574
TOTAL	23,298		9,209	12,158	17,530	52,986
CAEG (Enquiries and Drivers)						
Work Stream	Total Unallocated	Unallocated Oldest Date	Unallocated Oldest Date Volume	User Q's	B/F's	Total Live Registry
Drivers Casework	2,591	02/12/2019	2,591	340	2,236	5,167
Courts	1,042	29/11/2019	453	884	1,088	3,014
Driver Enquiries	482	26/11/2019	63	34	-	516
Vehicle Enquiries (incs. Keying)	2,200	28/11/2019	196	470	327	2,997
Other Drivers CASP Casework	218	28/11/2019	87	180	1	399
Other Drivers Non CASP Casework	720	28/11/2019				720
TOTAL	7,253		3,390	1,908	3,652	12,813

CAEG (Vehicles) Key	
Unallocated	Live Registry
≤ 2 days	≤ 58k
3 days	> 58k - 65k
≥ 4 days	> 65k

CAEG (Enquiries and Drivers) Key	
Unallocated	Live Registry
≤ 2 days	26k
3 days	>26k & < 31.2k
≥ 4 days	31.2k

Drivers Medical					
Work Stream	Work in DM	Work in DM Oldest Date	Work in DM Oldest Date Volume	Work with GP/3rd Parties	Total Live Registry
Medical Triage	3,370	07/01/2019	1		3,370
Medical ODL Casework	14,628	13/01/2018	1	44,473	59,101
Medical VOC Casework	1,928	22/06/2018	1	8,117	10,045
Doctors Casework	15,888	26/01/2018	1		15,888
Other Medical Casework	5,884			6,631	12,515
Live Registry	41,698			59,221	100,919

Comments

Key	
MODS	Mail Opening and Distribution
VSC	Vehicle Registration Document
V62	Application for a duplicate Registration Certificate
FAP	First Application of a Driving Licence
ODL	Ordinary Driving Licences
VOC	Vocational Driving Licences
TACHO	Smart Tacho Cards
DLO	2nd Stage Online Applications
DG/DF	3rd party returns for Medical Casework
First Reg - New	First Registrations of Brand New Vehicles
First Reg - Other	First Registrations of personal imports, kit-builds, etc
PR	Personalised Registrations - transfers, retentions, etc
EPOS	CCU/LS processing - involves cheques and VED discs
MOT	CCU/LS processing- involves the issue of an MOT cert
TLS	Trade Licences - issuing trade plates to motor dealers

Key	
SLA	Service Level Agreement
IVR	Interactive Voice Recognition
AHT	Average Handling Time
AWDL	Average Working Days Lost

Key	
VC	Vehicles Casework - Generalist Work
RC	Refunds Casework - dealing specifically with VED refunds
SC	Sensitive Casework - dealing with deaths, bailiffs, etc
MOT	MOT Casework - dealing specifically with MOT updates
Drivers Casework	All Work on Drivers Casework and Triage Teams
Courts	All CASP work on Courts and Courts Triage
Medical ODL Casework	Medical Casework - Ordinary Driving Licence
Medical VOC Casework	Medical Casework - Vocational Drivers
Doctors Casework	Medical Casework - Licensing decision to be made by Doctors
Other Medical Casework	Work with Business Change, Development, MedEO's, Payment Team etc
BF	Cases pending

Key	
HRC	Harmonised Registration Certificates (VSC)
POL	Photocard on Licenses
Payable Orders	Refund Cheques
EVL	Electronic Vehicle Licensing (Tax Discs)