

Report Date

03/12/2019

Input Services Group (Vehicles, Drivers & Medical)			
Work Stream	Oldest Date	Oldest Date Volume	Total Volume
CREDIS	02/12/2019	20,305	20,305
CREDIS work to Scanning		0	0
Other Vehicles/Drivers Mail	02/12/2019	17,240	17,240
Medical Mail (inc. Emails & Faxes)	29/11/2019	960	8,825
Kfi Front-End Scanning	02/12/2019	6,000	6,000
Medical Scanning		0	0
V5C's	28/11/2019	2,875	18,125
V62s	26/11/2019	127	6,605
Disposals		0	0
Vehicles Miscellaneous & Other	26/11/2019	4,100	33,217
Triage	25/11/2019	225	4,025
Commercial Vehicles (incs Casework)	25/11/2019	464	1,463
All Other Vehicles Input	02/12/2019	4,200	4,200
First Reg - New	29/11/2019	118	122
First Reg - Other	22/11/2019	42	2,734
PR Processing	28/11/2019	346	1,063
EPOS	02/12/2019	1,325	1,325
Trade Licensing	26/11/2019	1	229
CCU/LS - All Other	25/11/2019	312	1,694
SOM	27/11/2019	29	75
FAP	02/12/2019	420	420
ODL	28/11/2019	668	22,778
VOC	29/11/2019	948	1,971
TACHO	29/11/2019	213	513
DLO	26/11/2019	2221	12,089

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

Contact Centre Performance						
02/12/2019	Target / Threshold	Drivers	Drivers Medical	Vehicles	Contact Centre	Actual YTD
Calls Queued to Advisor		12,657	5,818	28,841	47,393	7,402,747
E-mails Answered by Advisor		354		843	1,197	189,095
Web Chats		1,105		1,738	2,843	291,112
Resolved by Chat Bot		534		957	1,491	141,906
SLA 300 Secs %	95%	99.42%	99.67%	98.00%	98.59%	95.57%
SLA 300 Secs % MTD		99.42%	99.67%	98.00%	98.59%	
SLA 300 Secs % YTD		99.09%	97.18%	93.34%		
Unmet Demand %	<20%	0.00%	0.00%	0.00%	0.00%	9.08%
Occupancy	80-88%	87.00%	81.00%	94.00%	87.33%	92.86%

OSG Performance			
	Target	02/12/2019	Actual YTD
HRC	95%	100.00%	99.67%
POL	95%	99.97%	99.19%
Payable Orders	95%	100.00%	99.93%
Tacho Cards	95%	100.00%	98.67%
Work Received		208,386	
Documents Despatched		313,818	
Machine Serviceability		99.53%	

CAEG (Vehicles)						
Work Stream	Total Unallocated	Unallocated Oldest Date	Unallocated Oldest Date Volume	User Q's	B/F's	Total Live Registry
Keeper Team	2,227	29/11/2019	450	2,371	7,362	11,960
Sensitive Team	3,224	28/11/2019	464	3,732	2,322	9,278
Kits and Rebuilds	7	02/12/2019	6	151	636	794
Vehicle Team	1,350	02/12/2019	665	1,856	3,281	6,487
Direct Debit	406	03/12/2019	90	230	174	810
Licensing Team	1,577	29/11/2019	86	780	1,866	4,223
Refunds Team	3,186	29/11/2019	981	2,188	1,425	6,799
CT	172	02/12/2019	10	242	557	971
MST	297	28/11/2019	47	169	130	596
Exports	217	02/12/2019	217	419	208	844
AA Pool Mail and Keying	3,253	28/11/2019	196	-	-	3,253
MOT (993)	9,641	03/11/2019	5,813	-	-	9,641
TOTAL	25,557		9,025	12,138	17,961	55,656
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	1,788	02/12/2019	666	837	2,176	4,801
Courts	1,027	01/12/2019	-	1,146	1,077	3,250
Driver Enquiries	362	29/11/2019	362	58	-	420
Vehicle Enquiries (incs. Keying)	2,915	29/11/2019	322	409	434	3,758
Other Drivers CASP Casework	159	29/11/2019	56	131	1	291
Other Drivers Non CASP Casework	536	29/11/2019				536
TOTAL	6,787		1,406	2,581	3,688	13,056

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	3,300	26/11/2018	1		3,300
Medical ODL Casework	14,115	29/08/2018	1	44,682	58,797
Medical VOC Casework	2,076	20/02/2018	1	8,099	10,175
Doctors Casework	15,871	26/01/2018	1		15,871
Other Medical Casework	6,202			6,655	12,857
Live Registry	41,564			59,436	101,000

Comments

Key	
MODS	Mail Opening and Distribution
V5C	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	
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	
SLA	Service Level Agreement
IVR	Interactive Voice Recognition
AHT	Average Handling Time
AWDL	Average Working Days Lost

Key	
HRC	Harmonised Registration Certificates (V5C)
POL	Photocard on Licenses
Payable Orders	Refund Cheques
EVL	Electronic Vehicle Licensing (Tax Discs)