

Report Date 04/12/2019

Input Services Group (Vehicles, Drivers & Medical)			
Work Stream	Oldest Date	Oldest Date Volume	Total Volume
CREDIS	03/12/2019	3,447	3,447
CREDIS work to Scanning		0	0
Other Vehicles/Drivers Mail	03/12/2019	7,955	7,955
Medical Mail (inc. Emails & Faxes)	02/12/2019	2,437	5,999
Kfi Front-End Scanning	03/12/2019	1,600	1,600
Medical Scanning		0	0
VSC's	28/11/2019	1,100	17,819
V62s	27/11/2019	74	7,365
Disposals	29/11/2019	600	3,925
Vehicles Miscellaneous & Other	27/11/2019	1,200	27,609
Triage	26/11/2019	375	3,425
Commercial Vehicles (incs Casework)	25/11/2019	607	1,618
All Other Vehicles Input	03/12/2019	4,200	4,200
First Reg - New	02/12/2019	60	79
First Reg - Other	25/11/2019	199	2,828
PR Processing	02/12/2019	807	865
EPOS	03/12/2019	2,005	2,005
Trade Licensing	26/11/2019	1	266
CCU/LS - All Other	26/11/2019	146	1,553
SOM	28/11/2019	17	60
FAP	03/12/2019	230	230
ODL	02/12/2019	8,642	16,741
VOC	02/12/2019	1,165	1,767
TACHO	02/12/2019	281	435
DLO	27/11/2019	2002	11,337

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

Contact Centre Performance						
03/12/2019	Target / Threshold	Drivers	Drivers Medical	Vehicles	Contact Centre	Actual YTD
Calls Queued to Advisor		10,317	4,485	19,912	34,816	7,437,563
E-mails Answered by Advisor		535		682	1,217	190,358
Web Chats		956		1,218	2,174	293,316
Resolved by Chat Bot		515		670	1,185	143,091
SLA 300 Secs %	95%	100.00%	98.88%	99.98%	99.85%	95.59%
SLA 300 Secs % MTD		99.68%	99.33%	98.81%	99.12%	
SLA 300 Secs % YTD		99.09%	97.18%	93.37%		
Unmet Demand %	<20%	2.06%	2.49%	1.68%	1.88%	9.01%
Occupancy	80-88%	83.00%	78.00%	89.00%	83.33%	92.86%

OSG Performance			
	Target	03/12/2019	Actual YTD
HRC	95%	100.00%	99.67%
POL	95%	99.97%	99.19%
Payable Orders	95%	100.00%	99.94%
Tacho Cards	95%	100.00%	98.67%
Work Received		239,576	
Documents Despatched		501,866	
Machine Serviceability		99.35%	

CAEG (Vehicles)						
Work Stream	Total Unallocated	Unallocated Oldest Date	Unallocated Oldest Date Volume	User Q's	B/F's	Total Live Registry
Keeper Team	2,326	02/12/2019	598	2,573	7,218	12,117
Sensitive Team	3,102	29/11/2019	791	4,310	2,109	9,521
Kits and Rebuilds	8	03/12/2019	5	52	674	734
Vehicle Team	1,250	03/12/2019	538	1,942	3,373	6,565
Direct Debit	663	04/12/2019	153	93	204	960
Licensing Team	900	03/12/2019	255	759	2,019	3,678
Refunds Team	2,721	30/11/2019	365	2,068	1,442	6,231
CT	105	03/12/2019	40	224	538	867
MST	158	03/12/2019	41	270	144	572
Exports	251	03/12/2019	227	600	191	1,042
AA Pool Mail and Keying	3,320	29/11/2019	164	-	-	3,320
MOT (993)	9,560	04/11/2019	5,906	-	-	9,560
TOTAL	24,364		9,083	12,891	17,912	55,167
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	1,035	04/12/2019	1,035	555	2,221	3,811
Courts	688	03/12/2019	-	1,187	1,234	3,109
Driver Enquiries	732	29/11/2019	103	64	-	796
Vehicle Enquiries (incs. Keying)	4,894	02/12/2019	1,086	284	496	5,674
Other Drivers CASP Casework	114	02/12/2019	17	123	-	237
Other Drivers Non CASP Casework	855	03/12/2019				855
TOTAL	8,318		2,241	2,213	3,951	14,482

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	3,043	06/12/2018	1		3,043
Medical ODL Casework	13,439	16/10/2018	1	45,059	58,498
Medical VOC Casework	1,361	04/04/2018	1	8,380	9,741
Doctors Casework	15,805	26/01/2018	1		15,805
Other Medical Casework	6,590			6,779	13,369
Live Registry	40,238			60,218	100,456

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 (V5C)
POL	Photocard on Licenses
Payable Orders	Refund Cheques
EVL	Electronic Vehicle Licensing (Tax Discs)