

Report Date 05/11/2019

Input Services Group (Vehicles, Drivers & Medical)			
Work Stream	Oldest Date	Oldest Date Volume	Total Volume
CREDIS	04/11/2019	17,125	17,125
CREDIS work to Scanning		0	0
Other Vehicles/Drivers Mail	31/10/2019	2,658	28,595
Medical Mail (inc. Emails & Faxes)	31/10/2019	572	23,316
Kfi Front-End Scanning	04/11/2019	7,000	7,000
Medical Scanning		0	0
V5C's	30/10/2019	910	14,271
V62s	25/10/2019	100	14,930
Disposals	31/10/2019	3,750	8,636
Vehicles Miscellaneous & Other	28/10/2019	4,750	34,007
Triage	24/10/2019	1,750	10,400
Commercial Vehicles (incs Casework)	29/10/2019	690	2,845
All Other Vehicles Input	29/10/2019	100	18,395
First Reg - New	01/11/2019	117	117
First Reg - Other	22/10/2019	355	4,089
PR Processing	01/11/2019	681	681
EPOS	01/11/2019	3,226	7,725
Trade Licensing	29/10/2019	2	140
CCU/LS - All Other	31/10/2019	118	1,127
SOM		0	0
FAP	30/10/2019	89	1,470
ODL	29/10/2019	470	41,257
VOC	30/10/2019	1,294	4,381
TACHO	30/10/2019	50	874
DLO	25/10/2019	1040	18,478

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

Contact Centre Performance						
04/11/2019	Target / Threshold	Drivers	Drivers Medical	Vehicles	Contact Centre	Actual YTD
Calls Queued to Advisor		14,282	6,105	28,289	48,767	6,634,150
E-mails Answered by Advisor		232		654	886	170,643
Web Chats		1,285		1,583	2,868	244,608
SLA 300 Secs %		99.62%	100.00%	97.02%	98.16%	95.22%
SLA 300 Secs % MTD	95%	99.72%	99.65%	93.71%	96.01%	
SLA 300 Secs % YTD		99.05%	97.24%	92.73%		
Unmet Demand %	<20%	2.34%	2.29%	2.84%	2.62%	9.59%
Occupancy	80-88%	87.00%		97.00%	88.00%	92.86%

OSG Performance			
	Target	04/11/2019	Actual YTD
HRC	95%	100.00%	99.63%
POL	95%	99.87%	99.12%
Payable Orders	95%	100.00%	99.93%
Tacho Cards	95%	100.00%	98.51%
Work Received		178,952	
Documents Despatched		229,472	
Machine Serviceability		99.65%	

CAEG (Vehicles)						
Work Stream	Total Unallocated	Unallocated Oldest Date	Unallocated Oldest Date Volume	User Q's	B/F's	Total Live Registry
Keeper Team	2,856	01/11/2019	560	2,950	7,008	12,814
Sensitive Team	2,735	01/11/2019	1,020	3,858	3,214	9,807
Kits and Rebuilds	14	04/11/2019	11	101	306	421
Vehicle Team	2,165	01/11/2019	541	2,872	3,778	8,815
Direct Debit	875	31/10/2019	40	126	230	1,231
Licensing Team	3,489	29/10/2019	82	988	956	5,433
Refunds Team	4,174	31/10/2019	1,292	2,406	1,606	8,186
CT	260	04/11/2019	92	291	717	1,268
MST	338	31/10/2019	73	171	126	635
Exports	494	01/11/2019	81	703	246	1,443
AA Pool Mail and Keying	3,402	31/10/2019	1,026	-	-	3,402
MOT (993)	11,393	06/10/2019	8,985	-	-	11,393
TOTAL	32,195		13,803	14,466	18,187	64,848
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	2,434	04/11/2019	1,341	1,250	2,453	6,137
Courts	1,429	01/11/2019	-	1,126	895	3,450
Driver Enquiries	1,067	30/10/2019	423	21	-	1,088
Vehicle Enquiries (incs. Keying)	8,543	28/10/2019	586	296	528	9,367
Other Drivers CASP Casework	103	01/11/2019	81	35	6	144
Other Drivers Non CASP Casework	1,047	01/11/2019				1,047
TOTAL	14,623		2,431	2,728	3,882	21,233

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	3,928	23/05/2019	1		3,928
Medical ODL Casework	14,369	06/07/2017	1	47,527	61,896
Medical VOC Casework	2,015	28/02/2018	1	7,385	9,400
Doctors Casework	19,802	20/01/2018	1		19,802
Other Medical Casework	6,721			2,743	9,464
Live Registry	46,835			57,655	104,490

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	
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)