

Report Date 06/11/2019

Input Services Group (Vehicles, Drivers & Medical)			
Work Stream	Oldest Date	Oldest Date Volume	Total Volume
CREDIS	05/11/2019	6,731	6,731
CREDIS work to Scanning		0	0
Other Vehicles/Drivers Mail	01/11/2019	2,600	31,367
Medical Mail (inc. Emails & Faxes)	04/11/2019	3,149	8,274
Kfi Front-End Scanning	05/11/2019	3,400	3,400
Medical Scanning		0	0
VSC's	01/11/2019	4,466	16,176
V62s	28/10/2019	1,220	13,872
Disposals	01/11/2019	200	4,776
Vehicles Miscellaneous & Other	29/10/2019	400	45,893
Triage	25/10/2019	525	5,300
Commercial Vehicles (incs Casework)	31/10/2019	667	1,742
All Other Vehicles Input	01/11/2019	200	17,820
First Reg - New	04/11/2019	82	211
First Reg - Other	23/10/2019	165	4,007
PR Processing	01/11/2019	321	1,054
EPOS	05/11/2019	2,852	2,852
Trade Licensing	31/10/2019	16	113
CCU/LS - All Other	01/11/2019	59	536
SOM	04/11/2019	28	28
FAP	31/10/2019	280	1,826
ODL	31/10/2019	5,261	40,083
VOC	31/10/2019	764	4,370
TACHO	01/11/2019	177	1,079
DLO	28/10/2019	800	19,056

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

Contact Centre Performance						
05/11/2019	Target / Threshold	Drivers	Drivers Medical	Vehicles	Contact Centre	Actual YTD
Calls Queued to Advisor		12,078	5,053	22,616	39,826	6,673,976
E-mails Answered by Advisor		410		403	813	171,418
Web Chats		1,362		1,327	2,689	247,316
SLA 300 Secs %		100.00%	100.00%	92.87%	95.95%	95.22%
SLA 300 Secs % MTD	95%	99.81%	99.75%	93.48%	95.99%	
SLA 300 Secs % YTD		99.06%	97.26%	92.74%		
Unmet Demand %	<20%	1.92%	1.21%	2.32%	2.13%	9.55%
Occupancy	80-88%	78.00%		96.00%	83.00%	92.86%

OSG Performance			
	Target	05/11/2019	Actual YTD
HRC	95%	100.00%	99.63%
POL	95%	100.00%	99.13%
Payable Orders	95%	100.00%	99.93%
Tacho Cards	95%	100.00%	98.52%
Work Received		289,103	
Documents Despatched		348,595	
Machine Serviceability		99.95%	

CAEG (Vehicles)						
Work Stream	Total Unallocated	Unallocated Oldest Date	Unallocated Oldest Date Volume	User Q's	B/F's	Total Live Registry
Keeper Team	2,824	04/11/2019	1,042	2,442	7,053	12,319
Sensitive Team	2,653	04/11/2019	819	3,802	3,156	9,611
Kits and Rebuilds	35	05/11/2019	29	71	294	400
Vehicle Team	1,902	04/11/2019	544	1,861	3,831	7,594
Direct Debit	908	01/11/2019	62	145	228	1,281
Licensing Team	2,611	31/10/2019	150	926	977	4,514
Refunds Team	4,829	31/10/2019	1,230	1,413	1,609	7,851
CT	219	05/11/2019	133	316	756	1,291
MST	392	01/11/2019	46	409	114	915
Exports	343	04/11/2019	225	781	269	1,393
AA Pool Mail and Keying	3,038	04/11/2019	1,160	-	-	3,038
MOT (993)	11,423	07/10/2019	9,047	-	-	11,423
TOTAL	31,177		14,487	12,166	18,287	61,630
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	2,451	04/11/2019	309	838	2,314	5,603
Courts	1,204	05/11/2019	-	800	998	3,002
Driver Enquiries	1,025	04/11/2019	381	13	-	1,038
Vehicle Enquiries (incs. Keying)	6,841	29/10/2019	389	216	687	7,744
Other Drivers CASP Casework	91	01/11/2019	9	29	6	126
Other Drivers Non CASP Casework	727	04/11/2019				727
TOTAL	12,339		1,088	1,896	4,005	18,240

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	2,950	25/07/2018	1		2,950
Medical ODL Casework	14,492	06/07/2017	1	48,047	62,539
Medical VOC Casework	1,844	22/06/2018	1	7,526	9,370
Doctors Casework	19,577	20/01/2018	1		19,577
Other Medical Casework	6,502			2,754	9,256
Live Registry	45,365			58,327	103,692

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	
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)