

Report Date 08/11/2019

Input Services Group (Vehicles, Drivers & Medical)			
Work Stream	Oldest Date	Oldest Date Volume	Total Volume
CREDIS	07/11/2019	2,705	2,705
CREDIS work to Scanning		0	0
Other Vehicles/Drivers Mail	06/11/2019	3,356	16,833
Medical Mail (inc. Emails & Faxes)	06/11/2019	967	6,157
Kfi Front-End Scanning	07/11/2019	6,000	6,000
Medical Scanning		0	0
VSC's	04/11/2019	3,000	21,276
V62s	01/11/2019	2,170	13,639
Disposals	05/11/2019	2,496	14,277
Vehicles Miscellaneous & Other	01/11/2019	4,125	36,234
Triage	30/10/2019	975	5,375
Commercial Vehicles (incs Casework)	05/11/2019	810	1,482
All Other Vehicles Input	04/11/2019	100	21,150
First Reg - New	06/11/2019	62	62
First Reg - Other	28/10/2019	149	3,032
PR Processing	05/11/2019	438	1,203
EPOS	06/11/2019	1,911	4,817
Trade Licensing	01/11/2019	21	185
CCU/LS - All Other	05/11/2019	167	789
SOM	05/11/2019	27	27
FAP	05/11/2019	484	1,601
ODL	04/11/2019	321	35,266
VOC	04/11/2019	577	3,792
TACHO	05/11/2019	358	918
DLO	30/10/2019	629	17,697

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

Contact Centre Performance						
07/11/2019	Target / Threshold	Drivers	Drivers Medical	Vehicles	Contact Centre	Actual YTD
Calls Queued to Advisor		10,844	4,586	20,330	35,853	6,747,504
E-mails Answered by Advisor		151		566	717	173,074
Web Chats		992		1,205	2,197	251,685
SLA 300 Secs %		100.00%	100.00%	97.51%	98.59%	95.25%
SLA 300 Secs % MTD	95%	99.87%	99.84%	94.39%	96.61%	
SLA 300 Secs % YTD		99.07%	97.28%	92.77%		
Unmet Demand %	<20%	2.07%	5.46%	1.85%	2.16%	9.47%
Occupancy	80-88%	78.00%		95.00%	84.67%	92.86%

OSG Performance			
	Target	07/11/2019	Actual YTD
HRC	95%	100.00%	99.64%
POL	95%	100.00%	99.14%
Payable Orders	95%	100.00%	99.93%
Tacho Cards	95%	100.00%	98.54%
Work Received		163,177	
Documents Despatched		200,014	
Machine Serviceability		100.00%	

CAEG (Vehicles)						
Work Stream	Total Unallocated	Unallocated Oldest Date	Unallocated Oldest Date Volume	User Q's	B/F's	Total Live Registry
Keeper Team	1,537	06/11/2019	476	2,402	7,363	11,302
Sensitive Team	2,946	06/11/2019	922	3,175	3,219	9,340
Kits and Rebuilds	22	07/11/2019	22	88	320	430
Vehicle Team	1,728	06/11/2019	561	1,985	3,665	7,378
Direct Debit	821	07/11/2019	13	245	177	1,243
Licensing Team	2,381	06/11/2019	432	901	1,329	4,611
Refunds Team	3,776	02/11/2019	766	1,640	1,633	7,049
CT	233	06/11/2019	40	197	708	1,138
MST	319	06/11/2019	170	174	126	619
Exports	300	06/11/2019	174	746	267	1,313
AA Pool Mail and Keying	3,638	05/11/2019	675	-	-	3,638
MOT (993)	11,365	09/10/2019	9,026	-	-	11,365
TOTAL	29,066		13,277	11,553	18,807	59,426
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	1,860	07/11/2019	978	1,179	2,272	5,311
Courts	852	07/11/2019	-	955	1,006	2,813
Driver Enquiries	1,771	05/11/2019	644	20	-	1,791
Vehicle Enquiries (incs. Keying)	7,205	01/11/2019	572	237	674	8,116
Other Drivers CASP Casework	54	05/11/2019	10	23	4	81
Other Drivers Non CASP Casework	984	06/11/2019				984
TOTAL	12,726		2,204	2,414	3,956	19,096

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	1,900	04/12/2018	1		1,900
Medical ODL Casework	14,978	08/02/2018	1	48,398	63,376
Medical VOC Casework	1,605	03/05/2018	1	7,818	9,423
Doctors Casework	19,311	20/01/2018	1		19,311
Other Medical Casework	6,935			2,734	9,669
Live Registry	44,729			58,950	103,679

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)