

Report Date 11/11/2019

Input Services Group (Vehicles, Drivers & Medical)			
Work Stream	Oldest Date	Oldest Date Volume	Total Volume
CREDIS	08/11/2019	4,550	4,550
CREDIS work to Scanning		0	0
Other Vehicles/Drivers Mail	07/11/2019	2,563	8,844
Medical Mail (inc. Emails & Faxes)	07/11/2019	1,180	6,217
Kfi Front-End Scanning	08/11/2019	6,000	6,000
Medical Scanning		0	0
V5C's	06/11/2019	3,918	23,680
V62s	01/11/2019	125	13,717
Disposals	07/11/2019	3,927	5,227
Vehicles Miscellaneous & Other	01/11/2019	800	42,128
Triage	30/10/2019	525	5,775
Commercial Vehicles (incs Casework)	06/11/2019	473	1,241
All Other Vehicles Input	06/11/2019	200	20,375
First Reg - New	07/11/2019	95	95
First Reg - Other	29/10/2019	139	3,658
PR Processing	05/11/2019	113	1,145
EPOS	08/11/2019	117	117
Trade Licensing	01/11/2019	1	172
CCU/LS - All Other	05/11/2019	88	1,067
SOM	06/11/2019	16	54
FAP	06/11/2019	504	1,446
ODL	05/11/2019	3,559	34,411
VOC	05/11/2019	902	3,463
TACHO	06/11/2019	153	824
DLO	31/10/2019	349	17,326

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

Contact Centre Performance						
09/11/2019	Target / Threshold	Drivers	Drivers Medical	Vehicles	Contact Centre	Actual YTD
Calls Queued to Advisor		3,257	742	5,374	9,373	6,791,503
E-mails Answered by Advisor		553		548	1,101	174,978
Web Chats		220		344	564	254,364
SLA 300 Secs %		99.23%	100.00%	100.00%	99.73%	95.28%
SLA 300 Secs % MTD	95%	99.82%	99.57%	95.20%	97.07%	
SLA 300 Secs % YTD		99.07%	97.29%	92.82%		
Unmet Demand %	<20%	5.44%	5.15%		3.20%	9.42%
Occupancy	80-88%	75.00%		84.00%	74.67%	92.86%

OSG Performance			
	Target	08/11/2019	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		166,268	
Documents Despatched		199,101	
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	2,283	07/11/2019	518	2,524	7,242	12,049
Sensitive Team	4,183	06/11/2019	542	3,452	3,147	10,782
Kits and Rebuilds	15	10/11/2019	14	51	321	387
Vehicle Team	2,055	07/11/2019	310	1,972	3,652	7,679
Direct Debit	829	08/11/2019	714	252	163	1,244
Licensing Team	1,621	07/11/2019	190	917	1,481	4,019
Refunds Team	2,590	06/11/2019	786	2,450	1,550	6,590
CT	191	08/11/2019	81	255	682	1,128
MST	283	07/11/2019	76	244	104	631
Exports	542	07/11/2019	46	656	234	1,432
AA Pool Mail and Keying	3,665	06/11/2019	493	-	-	3,665
MOT (993)	11,421	12/10/2019	8,286	-	-	11,421
TOTAL	29,678		12,056	12,773	18,576	61,027
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	3,140	07/11/2019	127	1,176	2,282	6,598
Courts	739	07/11/2019	-	1,272	941	2,952
Driver Enquiries	936	06/11/2019	338	17	-	953
Vehicle Enquiries (incs. Keying)	6,774	05/11/2019	1,243	273	695	7,742
Other Drivers CASP Casework	99	05/11/2019	8	61	4	164
Other Drivers Non CASP Casework	579	08/11/2019				579
TOTAL	12,267		1,716	2,799	3,922	18,988

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	3,015	09/01/2019	1		3,015
Medical ODL Casework	15,296	04/08/2018	1	44,446	59,742
Medical VOC Casework	2,154	25/11/2017	1	7,472	9,626
Doctors Casework	18,891	20/01/2018	1		18,891
Other Medical Casework	6,695			5,965	12,660
Live Registry	46,051			57,883	103,934

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 Licences
Payable Orders	Refund Cheques
EVL	Electronic Vehicle Licensing (Tax Discs)