

Report Date

12/11/2019

Input Services Group (Vehicles, Drivers & Medical)			
Work Stream	Oldest Date	Oldest Date Volume	Total Volume
CREDIS	11/11/2019	12,575	12,575
CREDIS work to Scanning		0	0
Other Vehicles/Drivers Mail	08/11/2019	1,997	22,706
Medical Mail (inc. Emails & Faxes)	08/11/2019	736	8,220
Kfi Front-End Scanning	11/11/2019	4,800	4,800
Medical Scanning		0	0
V5C's	07/11/2019	2,125	16,613
V62s	04/11/2019	2,018	10,763
Disposals	08/11/2019	2,087	2,087
Vehicles Miscellaneous & Other	05/11/2019	4,700	37,789
Triage	31/10/2019	525	5,650
Commercial Vehicles (incs Casework)	07/11/2019	453	1,744
All Other Vehicles Input	07/11/2019	100	20,275
First Reg - New	08/11/2019	99	99
First Reg - Other	30/10/2019	194	3,623
PR Processing	07/11/2019	452	1,776
EPOS	07/11/2019	2,078	6,775
Trade Licensing	04/11/2019	1	184
CCU/LS - All Other	06/11/2019	20	1,073
SOM	07/11/2019	39	58
FAP	06/11/2019	26	1,504
ODL	06/11/2019	1,433	35,422
VOC	06/11/2019	635	3,452
TACHO	07/11/2019	273	757
DLO	04/11/2019	3035	17,640

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

Contact Centre Performance						
11/11/2019	Target / Threshold	Drivers	Drivers Medical	Vehicles	Contact Centre	Actual YTD
Calls Queued to Advisor		13,560	5,616	23,731	42,967	6,834,470
E-mails Answered by Advisor		268		486	754	175,726
Web Chats		1,275		1,295	2,570	256,954
Resolved by Chat Bot		691		675	1,366	TBC
SLA 300 Secs %	95%	99.07%	95.85%	99.62%	98.95%	95.30%
SLA 300 Secs % MTD		99.70%	98.99%	95.80%	97.34%	
SLA 300 Secs % YTD		99.07%	97.28%	92.86%		
Unmet Demand %	<20%	2.42%	37.65%	4.03%	7.10%	9.41%
Occupancy	80-88%	93.00%		94.00%	93.33%	92.86%

OSG Performance			
	Target	11/11/2019	Actual YTD
HRC	95%	100.00%	99.64%
POL	95%	99.09%	99.14%
Payable Orders	95%	100.00%	99.93%
Tacho Cards	95%	100.00%	98.55%
Work Received		188,055	
Documents Despatched		243,205	
Machine Serviceability		99.55%	

CAEG (Vehicles)						
Work Stream	Total Unallocated	Unallocated Oldest Date	Unallocated Oldest Date Volume	User Q's	B/F's	Total Live Registry
Keeper Team	2,129	08/11/2019	478	2,371	7,346	11,846
Sensitive Team	3,612	07/11/2019	194	3,324	3,148	10,084
Kits and Rebuilds	13	11/11/2019	9	209	323	545
Vehicle Team	2,205	08/11/2019	374	2,182	3,562	7,949
Direct Debit	768	08/11/2019	475	339	163	1,270
Licensing Team	2,119	08/11/2019	200	942	1,561	4,622
Refunds Team	1,881	08/11/2019	592	2,854	1,501	6,236
CT	332	11/11/2019	197	240	683	1,255
MST	226	08/11/2019	44	205	115	546
Exports	620	09/11/2019	291	662	238	1,520
AA Pool Mail and Keying	3,278	08/11/2019	1,486	-	-	3,278
MOT (993)	10,750	13/10/2019	8,270	-	-	10,750
TOTAL	27,933		12,610	13,328	18,640	59,901
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	2,653	08/11/2019	35	1,012	2,345	6,010
Courts	827	08/11/2019	-	544	1,009	2,380
Driver Enquiries	911	06/11/2019	288	13	-	924
Vehicle Enquiries (incs. Keying)	6,722	06/11/2019	781	344	540	7,606
Other Drivers CASP Casework	135	08/11/2019	44	85	4	224
Other Drivers Non CASP Casework	452	11/11/2019				452
TOTAL	11,700		1,148	1,998	3,898	17,596

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	4,288	06/08/2018	1		4,288
Medical ODL Casework	15,664	27/10/2018	1	44,009	59,673
Medical VOC Casework	2,062	20/02/2018	1	7,581	9,643
Doctors Casework	18,743	20/01/2018	1		18,743
Other Medical Casework	6,450			5,907	12,357
Live Registry	47,207			57,497	104,704

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	
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)