

Report Date 13/11/2019

Input Services Group (Vehicles, Drivers & Medical)			
Work Stream	Oldest Date	Oldest Date Volume	Total Volume
CREDIS	12/11/2019	13,006	13,006
CREDIS work to Scanning		0	0
Other Vehicles/Drivers Mail	11/11/2019	8,016	19,739
Medical Mail (inc. Emails & Faxes)	11/11/2019	338	5,212
Kfi Front-End Scanning	12/11/2019	5,500	5,500
Medical Scanning		0	0
VSC's	08/11/2019	4,725	25,010
V62s	04/11/2019	169	11,446
Disposals	11/11/2019	2,600	2,600
Vehicles Miscellaneous & Other	05/11/2019	3,050	43,735
Triage	04/11/2019	325	5,075
Commercial Vehicles (incs Casework)	07/11/2019	400	1,053
All Other Vehicles Input	07/11/2019	100	20,175
First Reg - New	11/11/2019	130	130
First Reg - Other	01/11/2019	280	3,457
PR Processing	08/11/2019	482	2,048
EPOS	11/11/2019	4,875	5,121
Trade Licensing	07/11/2019	30	182
CCU/LS - All Other	07/11/2019	76	1,071
SOM	11/11/2019	25	25
FAP	08/11/2019	149	1,421
ODL	07/11/2019	225	38,356
VOC	07/11/2019	307	3,313
TACHO	08/11/2019	169	918
DLO	05/11/2019	3183	18,139

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

Contact Centre Performance						
12/11/2019	Target / Threshold	Drivers	Drivers Medical	Vehicles	Contact Centre	Actual YTD
Calls Queued to Advisor		11,217	5,006	18,571	34,872	6,834,470
E-mails Answered by Advisor		135		413	548	176,274
Web Chats		1,081		1,141	2,222	259,176
Resolved by Chat Bot		557		594	1,151	TBC
SLA 300 Secs %	95%	100.00%	99.92%	100.00%	99.98%	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%	2.33%	6.56%	1.69%	2.37%	9.41%
Occupancy	80-88%	82.00%		88.00%	84.00%	92.86%

OSG Performance			
	Target	12/11/2019	Actual YTD
HRC	95%	100.00%	99.64%
POL	95%	99.78%	99.15%
Payable Orders	95%	100.00%	99.93%
Tacho Cards	95%	100.00%	98.56%
Work Received		191,501	
Documents Despatched		551,099	
Machine Serviceability		98.38%	

CAEG (Vehicles)						
Work Stream	Total Unallocated	Unallocated Oldest Date	Unallocated Oldest Date Volume	User Q's	B/F's	Total Live Registry
Keeper Team	1,567	11/11/2019	540	1,955	6,190	9,712
Sensitive Team	4,468	08/11/2019	941	3,231	3,046	10,745
Kits and Rebuilds	19	12/11/2019	18	60	350	429
Vehicle Team	1,955	11/11/2019	654	1,911	2,890	6,756
Direct Debit	649	08/11/2019	305	271	173	1,093
Licensing Team	291	12/11/2019	88	598	1,318	2,207
Refunds Team	2,590	08/11/2019	583	1,917	1,497	6,004
CT	285	11/11/2019	66	282	683	1,250
MST	298	11/11/2019	72	268	102	668
Exports	575	08/11/2019	81	630	246	1,451
AA Pool Mail and Keying	3,555	11/11/2019	1,622	-	-	3,555
MOT (993)	11,414	14/10/2019	8,384	-	-	11,414
TOTAL	27,666		13,354	11,123	16,495	55,284
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	1,975	11/11/2019	25	1,050	2,311	5,336
Courts	969	12/11/2019	-	769	979	2,717
Driver Enquiries	639	11/11/2019	413	14	-	653
Vehicle Enquiries (incs. Keying)	4,156	07/11/2019	259	314	554	5,024
Other Drivers CASP Casework	57	11/11/2019	11	108	3	168
Other Drivers Non CASP Casework	851	12/11/2019				851
TOTAL	8,647		708	2,255	3,847	14,749

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	2,833	31/10/2018	1		2,833
Medical ODL Casework	15,180	27/02/2017	1	44,370	59,550
Medical VOC Casework	1,909	18/04/2018	1	7,748	9,657
Doctors Casework	18,521	20/01/2018	1		18,521
Other Medical Casework	6,555			6,103	12,658
Live Registry	44,998			58,221	103,219

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)