

Report Date

14/11/2019

Input Services Group (Vehicles, Drivers & Medical)			
Work Stream	Oldest Date	Oldest Date Volume	Total Volume
CREDIS	12/11/2019	572	9,878
CREDIS work to Scanning		0	0
Other Vehicles/Drivers Mail	12/11/2019	7,195	25,385
Medical Mail (inc. Emails & Faxes)	12/11/2019	684	5,882
Kfi Front-End Scanning	13/11/2019	3,000	3,000
Medical Scanning		0	0
V5C's	11/11/2019	8,430	28,122
V62s	07/11/2019	1,480	16,343
Disposals	11/11/2019	2,400	5,252
Vehicles Miscellaneous & Other	06/11/2019	900	42,067
Triage	06/11/2019	1,200	5,425
Commercial Vehicles (incs Casework)	08/11/2019	426	1,148
All Other Vehicles Input	12/11/2019	100	19,319
First Reg - New	12/11/2019	73	96
First Reg - Other	04/11/2019	163	3,524
PR Processing	08/11/2019	20	2,037
EPOS	12/11/2019	2,125	5,687
Trade Licensing	07/11/2019	1	196
CCU/LS - All Other	08/11/2019	131	951
SOM	12/11/2019	22	22
FAP	11/11/2019	157	1,435
ODL	11/11/2019	8,526	36,200
VOC	08/11/2019	392	2,956
TACHO	11/11/2019	195	985
DLO	06/11/2019	1194	16,212

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

Contact Centre Performance						
13/11/2019	Target / Threshold	Drivers	Drivers Medical	Vehicles	Contact Centre	Actual YTD
Calls Queued to Advisor		10,532	4,562	18,842	34,014	6,903,356
E-mails Answered by Advisor		241		476	717	176,991
Web Chats		1,104		1,071	2,175	261,428
Resolved by Chat Bot		527		485	1,012	TBC
SLA 300 Secs %	95%	100.00%	94.84%	100.00%	99.30%	95.35%
SLA 300 Secs % MTD		99.76%	98.67%	96.53%	97.77%	
SLA 300 Secs % YTD		99.08%	97.28%	92.93%		
Unmet Demand %		2.04%	11.47%	1.42%	2.48%	9.35%
Occupancy	80-88%	80.00%	77.00%	85.00%	80.67%	92.86%

OSG Performance			
	Target	13/11/2019	Actual YTD
HRC	95%	100.00%	99.64%
POL	95%	99.93%	99.15%
Payable Orders	95%	100.00%	99.93%
Tacho Cards	95%	100.00%	98.57%
Work Received		157,676	
Documents Despatched		483,231	
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	2,351	12/11/2019	680	2,623	7,296	12,270
Sensitive Team	4,261	11/11/2019	1,233	3,295	2,968	10,524
Kits and Rebuilds	22	13/11/2019	18	98	359	479
Vehicle Team	1,912	12/11/2019	564	2,151	2,671	6,734
Direct Debit	545	08/11/2019	128	328	149	1,022
Licensing Team	1,117	13/11/2019	145	1,229	1,893	4,239
Refunds Team	1,920	12/11/2019	677	2,832	1,419	6,171
CT	331	12/11/2019	101	298	641	1,270
MST	344	11/11/2019	55	246	106	696
Exports	664	11/11/2019	207	659	230	1,553
AA Pool Mail and Keying	2,983	12/11/2019	231	-	-	2,983
MOT (993)	11,016	15/10/2019	7,646	-	-	11,016
TOTAL	27,466		11,685	13,759	17,732	58,957
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	1,613	12/11/2019	14	820	2,433	4,866
Courts	676	13/11/2019	-	1,111	967	2,754
Driver Enquiries	998	11/11/2019	39	8	-	1,006
Vehicle Enquiries (incs. Keying)	3,955	08/11/2019	45	245	549	4,749
Other Drivers CASP Casework	24	13/11/2019	20	47	1	72
Other Drivers Non CASP Casework	408	12/11/2019				408
TOTAL	7,674		118	2,231	3,950	13,855

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	3,255	04/05/2018	1		3,255
Medical ODL Casework	16,392	27/02/2017	1	43,428	59,820
Medical VOC Casework	1,932	02/06/2018	1	7,749	9,681
Doctors Casework	18,466	20/01/2018	1		18,466
Other Medical Casework	6,480			6,213	12,693
Live Registry	46,525			57,390	103,915

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)