

Report Date 15/11/2019

Input Services Group (Vehicles, Drivers & Medical)			
Work Stream	Oldest Date	Oldest Date Volume	Total Volume
CREDIS	14/11/2019	7,401	7,401
CREDIS work to Scanning		0	0
Other Vehicles/Drivers Mail	13/11/2019	3,736	15,945
Medical Mail (inc. Emails & Faxes)	12/11/2019	213	4,188
Kfi Front-End Scanning	14/11/2019	3,000	3,000
Medical Scanning		0	0
VSC's	12/11/2019	3,443	17,176
V62s	08/11/2019	2,418	12,485
Disposals	13/11/2019	800	2,297
Vehicles Miscellaneous & Other	08/11/2019	5,050	35,000
Triage	07/11/2019	1,000	5,425
Commercial Vehicles (incs Casework)	08/11/2019	359	1,075
All Other Vehicles Input	11/11/2019	100	21,594
First Reg - New	13/11/2019	107	108
First Reg - Other	06/11/2019	426	3,242
PR Processing	12/11/2019	514	1,794
EPOS	14/11/2019	297	297
Trade Licensing	11/11/2019	34	170
CCU/LS - All Other	11/11/2019	168	1,095
SOM	13/11/2019	20	20
FAP	12/11/2019	166	1,171
ODL	11/11/2019	159	30,685
VOC	11/11/2019	165	2,967
TACHO	12/11/2019	191	672
DLO	08/11/2019	1552	14,484

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

Contact Centre Performance						
14/11/2019	Target / Threshold	Drivers	Drivers Medical	Vehicles	Contact Centre	Actual YTD
Calls Queued to Advisor		10,272	4,496	19,723	34,566	6,937,922
E-mails Answered by Advisor		167		541	708	177,706
Web Chats		929		1,050	1,979	263,451
Resolved by Chat Bot		509		555	1,064	TBC
SLA 300 Secs %	95%	100.00%	85.38%	99.47%	97.80%	95.36%
SLA 300 Secs % MTD		99.78%	97.48%	96.78%	97.77%	
SLA 300 Secs % YTD		99.09%	97.22%	92.96%		
Unmet Demand %	<20%	2.53%	37.40%	1.98%	6.12%	9.34%
Occupancy	80-88%	84.00%	88.00%	94.00%	88.67%	92.86%

OSG Performance			
	Target	14/11/2019	Actual YTD
HRC	95%	100.00%	99.65%
POL	95%	100.00%	99.16%
Payable Orders	95%	100.00%	99.93%
Tacho Cards	95%	100.00%	98.58%
Work Received		178,372	
Documents Despatched		517,584	
Machine Serviceability		99.18%	

CAEG (Vehicles)						
Work Stream	Total Unallocated	Unallocated Oldest Date	Unallocated Oldest Date Volume	User Q's	B/F's	Total Live Registry
Keeper Team	1,899	13/11/2019	525	2,194	5,625	9,718
Sensitive Team	3,974	12/11/2019	1,355	3,214	2,939	10,127
Kits and Rebuilds	30	14/11/2019	22	149	396	575
Vehicle Team	1,964	13/11/2019	517	1,888	2,793	6,645
Direct Debit	634	11/11/2019	51	303	124	1,061
Licensing Team	435	14/11/2019	63	907	2,058	3,400
Refunds Team	2,479	12/11/2019	784	1,904	1,413	5,796
CT	228	13/11/2019	89	251	664	1,143
MST	306	13/11/2019	86	316	105	727
Exports	530	12/11/2019	190	661	256	1,447
AA Pool Mail and Keying	2,728	12/11/2019	103	-	-	2,728
MOT (993)	11,081	16/10/2019	7,805	-	-	11,081
TOTAL	26,288		11,590	11,787	16,373	54,448
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	1,318	14/11/2019	428	644	2,400	4,362
Courts	926	14/11/2019	-	876	1,026	2,828
Driver Enquiries	740	13/11/2019	695	22	-	762
Vehicle Enquiries (incs. Keying)	5,322	12/11/2019	681	387	677	6,386
Other Drivers CASP Casework	20	14/11/2019	15	68	3	91
Other Drivers Non CASP Casework	878	13/11/2019				878
TOTAL	9,204		1,819	1,997	4,106	15,307

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	3,278	12/04/2018	1		3,278
Medical ODL Casework	16,580	26/03/2018	1	43,454	60,034
Medical VOC Casework	1,961	28/02/2018	1	7,968	9,929
Doctors Casework	18,393	20/01/2018	1		18,393
Other Medical Casework	6,502			6,415	12,917
Live Registry	46,714			57,837	104,551

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 (VSC)
POL	Photocard on Licenses
Payable Orders	Refund Cheques
EVL	Electronic Vehicle Licensing (Tax Discs)