

Report Date

18/11/2019

Input Services Group (Vehicles, Drivers & Medical)			
Work Stream	Oldest Date	Oldest Date Volume	Total Volume
CREDIS	15/11/2019	15,229	15,229
CREDIS work to Scanning		0	0
Other Vehicles/Drivers Mail	14/11/2019	1,966	9,079
Medical Mail (inc. Emails & Faxes)	13/11/2019	351	3,765
Kfi Front-End Scanning	15/11/2019	9,000	9,000
Medical Scanning		0	0
V5C's	13/11/2019	2,527	9,625
V62s	08/11/2019	225	12,255
Disposals	14/11/2019	900	900
Vehicles Miscellaneous & Other	11/11/2019	5,350	35,300
Triage	07/11/2019	700	5,475
Commercial Vehicles (incs Casework)	11/11/2019	274	976
All Other Vehicles Input	13/11/2019	175	21,138
First Reg - New	15/11/2019	3	3
First Reg - Other	06/11/2019	68	3,367
PR Processing	13/11/2019	530	1,629
EPOS	14/11/2019	1,972	4,167
Trade Licensing	11/11/2019	3	175
CCU/LS - All Other	12/11/2019	261	1,203
SOM	13/11/2019	20	53
FAP	13/11/2019	336	1,189
ODL	12/11/2019	2,807	30,558
VOC	12/11/2019	653	3,115
TACHO	13/11/2019	343	785
DLO	11/11/2019	2064	14,447

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

Contact Centre Performance						
16/11/2019	Target / Threshold	Drivers	Drivers Medical	Vehicles	Contact Centre	Actual YTD
Calls Queued to Advisor		9,741	4,438	19,051	33,284	6,980,887
E-mails Answered by Advisor		96		424	520	178,180
Web Chats		890		1,096	1,986	265,507
Resolved by Chat Bot		449		470	919	TBC
SLA 300 Secs %	95%	98.41%	94.52%	99.82%	98.70%	95.38%
SLA 300 Secs % MTD		99.67%	97.28%	97.06%	97.87%	
SLA 300 Secs % YTD		99.08%	97.21%	93.00%		
Unmet Demand %	<20%	2.79%	28.75%	2.54%	5.30%	9.31%
Occupancy	80-88%	89.00%	89.00%	88.00%	88.67%	92.86%

OSG Performance			
	Target	15/11/2019	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%	98.59%
Work Received		241,129	
Documents Despatched		489,117	
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	1,850	14/11/2019	581	2,851	6,908	11,609
Sensitive Team	4,111	12/11/2019	834	3,945	2,764	10,820
Kits and Rebuilds	25	17/11/2019	20	110	376	511
Vehicle Team	1,791	14/11/2019	453	2,348	2,776	6,915
Direct Debit	787	12/11/2019	68	230	96	1,113
Licensing Team	541	18/11/2019	541	864	2,066	3,471
Refunds Team	1,490	14/11/2019	474	2,384	1,375	5,249
CT	180	15/11/2019	78	269	603	1,052
MST	250	14/11/2019	56	273	100	623
Exports	557	13/11/2019	176	1,026	235	1,818
AA Pool Mail and Keying	3,001	13/11/2019	88	-	-	3,001
MOT (993)	10,610	19/10/2019	7,796	-	-	10,610
TOTAL	25,193		11,165	14,300	17,299	56,792
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	2,416	15/11/2019	247	588	2,425	5,429
Courts	725	15/11/2019	-	987	1,000	2,712
Driver Enquiries	411	13/11/2019	396	30	-	441
Vehicle Enquiries (incs. Keying)	5,339	13/11/2019	509	447	1,031	6,817
Other Drivers CASP Casework	19	15/11/2019	17	60	2	81
Other Drivers Non CASP Casework	971	15/11/2019				971
TOTAL	9,881		1,169	2,112	4,458	16,451

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	3,116	12/04/2018	1		3,116
Medical ODL Casework	17,327	14/08/2018	1	43,080	60,407
Medical VOC Casework	1,671	20/02/2018	1	7,869	9,540
Doctors Casework	17,623	20/01/2018	1		17,623
Other Medical Casework	6,246			6,434	12,680
Live Registry	45,983			57,383	103,366

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