

Report Date 19/11/2019

Input Services Group (Vehicles, Drivers & Medical)			
Work Stream	Oldest Date	Oldest Date Volume	Total Volume
CREDIS	18/11/2019	17,443	17,443
CREDIS work to Scanning		0	0
Other Vehicles/Drivers Mail	15/11/2019	1,930	20,694
Medical Mail (inc. Emails & Faxes)	15/11/2019	307	6,799
Kfi Front-End Scanning	18/11/2019	11,000	11,000
Medical Scanning		0	0
VSC's	13/11/2019	1,348	15,114
V62s	11/11/2019	408	10,093
Disposals	14/11/2019	700	4,968
Vehicles Miscellaneous & Other	11/11/2019	600	31,977
Triage	08/11/2019	700	5,600
Commercial Vehicles (incs Casework)	12/11/2019	292	1,305
All Other Vehicles Input	18/11/2019	20,863	20,863
First Reg - New	15/11/2019	102	170
First Reg - Other	07/11/2019	48	3,074
PR Processing	14/11/2019	555	1,945
EPOS	15/11/2019	764	3,706
Trade Licensing	12/11/2019	1	197
CCU/LS - All Other	12/11/2019	130	1,329
SOM	13/11/2019	20	75
FAP	14/11/2019	388	1,179
ODL	14/11/2019	7,355	29,503
VOC	14/11/2019	1,262	2,893
TACHO	14/11/2019	189	744
DLO	12/11/2019	3200	14,989

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

Contact Centre Performance						
18/11/2019	Target / Threshold	Drivers	Drivers Medical	Vehicles	Contact Centre	Actual YTD
Calls Queued to Advisor		13,785	6,009	25,392	45,269	7,026,156
E-mails Answered by Advisor		368		684	1,052	179,926
Web Chats		1,120		1,455	2,575	268,447
Resolved by Chat Bot		631		669	1,300	TBC
SLA 300 Secs %	95%	99.79%	97.95%	99.92%	99.62%	95.41%
SLA 300 Secs % MTD		99.68%	97.34%	97.32%	98.03%	
SLA 300 Secs % YTD		99.09%	97.22%	93.04%		
Unmet Demand %	<20%	3.10%	34.83%	2.03%	6.01%	9.30%
Occupancy	80-88%	92.00%	90.00%	93.00%	91.67%	92.86%

OSG Performance			
	Target	18/11/2019	Actual YTD
HRC	95%	100.00%	99.65%
POL	95%	94.37%	99.14%
Payable Orders	95%	100.00%	99.93%
Tacho Cards	95%	100.00%	98.59%
Work Received		201,178	
Documents Despatched		548,166	
Machine Serviceability		98.50%	

CAEG (Vehicles)						
Work Stream	Total Unallocated	Unallocated Oldest Date	Unallocated Oldest Date Volume	User Q's	B/F's	Total Live Registry
Keeper Team	2,600	15/11/2019	404	2,808	7,054	12,462
Sensitive Team	3,645	13/11/2019	649	3,850	2,657	10,152
Kits and Rebuilds	32	18/11/2019	26	140	346	518
Vehicle Team	1,665	15/11/2019	266	1,848	3,540	7,053
Direct Debit	764	14/11/2019	46	278	68	1,110
Licensing Team	755	18/11/2019	52	528	2,185	3,468
Refunds Team	2,250	14/11/2019	467	1,780	1,410	5,440
CT	153	18/11/2019	83	256	591	1,000
MST	175	18/11/2019	79	222	117	514
Exports	395	15/11/2019	197	627	235	1,257
AA Pool Mail and Keying	2,986	15/11/2019	1,220	-	-	2,986
MOT (993)	10,456	20/10/2019	6,970	-	-	10,456
TOTAL	25,876		10,459	12,337	18,203	56,416
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	2,754	18/11/2019	1,515	527	2,314	5,595
Courts	725	18/11/2019	-	969	1,085	2,779
Driver Enquiries	396	18/11/2019	396	12	-	408
Vehicle Enquiries (incs. Keying)	4,565	14/11/2019	1,132	452	559	5,576
Other Drivers CASP Casework	28	18/11/2019	25	108	4	140
Other Drivers Non CASP Casework	702	18/11/2019				702
TOTAL	9,170		3,068	2,068	3,962	15,200

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	3,037	12/04/2019	1		3,037
Medical ODL Casework	16,978	08/11/2018	1	43,234	60,212
Medical VOC Casework	1,486	19/05/2018	1	7,932	9,418
Doctors Casework	17,502	20/01/2018	1		17,502
Other Medical Casework	6,043			6,620	12,663
Live Registry	45,046			57,786	102,832

Comments
OSG: POL failed target as one entire batch (1,997 items) was scrapped and sent for reprint due to large numbers of Cards being rejected.

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)