

Report Date 20/11/2019

Input Services Group (Vehicles, Drivers & Medical)			
Work Stream	Oldest Date	Oldest Date Volume	Total Volume
CREDIS	19/11/2019	11,365	11,365
CREDIS work to Scanning		0	0
Other Vehicles/Drivers Mail	19/11/2019	15,879	15,879
Medical Mail (inc. Emails & Faxes)	18/11/2019	1,655	6,199
Kfi Front-End Scanning	19/11/2019	6,000	6,000
Medical Scanning		0	0
VSC's	15/11/2019	4,350	27,515
V62s	12/11/2019	434	10,401
Disposals	18/11/2019	6,140	10,381
Vehicles Miscellaneous & Other	12/11/2019	100	25,831
Triage	12/11/2019	950	4,525
Commercial Vehicles (incs Casework)	12/11/2019	546	1,834
All Other Vehicles Input	19/11/2019	12,372	12,372
First Reg - New	19/11/2019	17	17
First Reg - Other	07/11/2019	48	3,235
PR Processing	15/11/2019	500	1,906
EPOS	18/11/2019	2,385	2,594
Trade Licensing	13/11/2019	2	280
CCU/LS - All Other	13/11/2019	156	1,345
SOM	15/11/2019	21	45
FAP	18/11/2019	436	1,156
ODL	15/11/2019	1,485	24,719
VOC	15/11/2019	150	2,494
TACHO	15/11/2019	187	810
DLO	12/11/2019	552	16,819

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

Contact Centre Performance						
19/11/2019	Target / Threshold	Drivers	Drivers Medical	Vehicles	Contact Centre	Actual YTD
Calls Queued to Advisor		11,044	4,760	19,155	35,033	7,061,189
E-mails Answered by Advisor		345		587	932	180,856
Web Chats		1,005		1,073	2,078	270,561
Resolved by Chat Bot		495		594	1,089	TBC
SLA 300 Secs %	95%	99.88%	95.58%	100.00%	99.36%	95.43%
SLA 300 Secs % MTD		99.70%	97.22%	97.49%	98.12%	
SLA 300 Secs % YTD		99.09%	97.21%	93.08%		
Unmet Demand %	<20%	2.35%	9.06%	1.68%	2.56%	9.27%
Occupancy	80-88%	80.00%	80.00%	86.00%	82.00%	92.86%

OSG Performance			
	Target	19/11/2019	Actual YTD
HRC	95%	100.00%	99.65%
POL	95%	99.92%	99.14%
Payable Orders	95%	100.00%	99.93%
Tacho Cards	95%	100.00%	98.60%
Work Received		327,520	
Documents Despatched		581,624	
Machine Serviceability		99.76%	

CAEG (Vehicles)						
Work Stream	Total Unallocated	Unallocated Oldest Date	Unallocated Oldest Date Volume	User Q's	B/F's	Total Live Registry
Keeper Team	2,752	18/11/2019	1,089	2,703	7,013	12,468
Sensitive Team	4,359	13/11/2019	644	3,783	2,630	10,772
Kits and Rebuilds	19	19/11/2019	17	155	420	594
Vehicle Team	1,691	18/11/2019	356	1,829	3,251	6,771
Direct Debit	701	15/11/2019	160	323	106	1,130
Licensing Team	136	20/11/2019	136	603	1,655	2,394
Refunds Team	2,092	16/11/2019	108	1,978	1,490	5,560
CT	181	19/11/2019	15	222	593	996
MST	179	18/11/2019	44	278	138	595
Exports	450	18/11/2019	229	361	259	1,070
AA Pool Mail and Keying	2,752	17/11/2019	279	-	-	2,752
MOT (993)	10,238	21/10/2019	7,107	-	-	10,238
TOTAL	25,550		10,184	12,235	17,555	55,340
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	960	19/11/2019	20	575	2,548	4,083
Courts	811	19/11/2019	-	1,055	1,086	2,952
Driver Enquiries	8	19/11/2019	8	15	-	23
Vehicle Enquiries (incs. Keying)	2,835	15/11/2019	144	368	397	3,600
Other Drivers CASP Casework	75	18/11/2019	8	56	4	135
Other Drivers Non CASP Casework	483	19/11/2019				483
TOTAL	5,172		180	2,069	4,035	11,276

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	2,078	11/07/2018	1		2,078
Medical ODL Casework	16,788	08/11/2018	1	43,659	60,447
Medical VOC Casework	1,961	17/05/2018	1	7,853	9,814
Doctors Casework	17,458	20/01/2018	1		17,458
Other Medical Casework	5,874			6,875	12,749
Live Registry	44,159			58,387	102,546

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)