

Report Date 21/11/2019

Input Services Group (Vehicles, Drivers & Medical)			
Work Stream	Oldest Date	Oldest Date Volume	Total Volume
CREDIS	20/11/2019	8,677	8,677
CREDIS work to Scanning		0	0
Other Vehicles/Drivers Mail	19/11/2019	2,623	17,383
Medical Mail (inc. Emails & Faxes)	19/11/2019	590	6,832
Kfi Front-End Scanning	20/11/2019	3,000	3,000
Medical Scanning		0	0
VSC's	18/11/2019	8,833	30,963
V62s	14/11/2019	1,271	10,117
Disposals	18/11/2019	2,800	10,061
Vehicles Miscellaneous & Other	15/11/2019	4,750	41,435
Triage	13/11/2019	925	4,950
Commercial Vehicles (incs Casework)	15/11/2019	473	1,880
All Other Vehicles Input	18/11/2019	150	150
First Reg - New	19/11/2019	158	188
First Reg - Other	12/11/2019	360	3,124
PR Processing	18/11/2019	796	2,223
EPOS	19/11/2019	272	3,241
Trade Licensing	13/11/2019	1	259
CCU/LS - All Other	14/11/2019	314	1,456
SOM	18/11/2019	24	36
FAP	18/11/2019	78	1,267
ODL	18/11/2019	495	24,577
VOC	18/11/2019	300	2,694
TACHO	18/11/2019	182	865
DLO	13/11/2019	1108	17,165

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

Contact Centre Performance						
20/11/2019	Target / Threshold	Drivers	Drivers Medical	Vehicles	Contact Centre	Actual YTD
Calls Queued to Advisor		10,464	4,478	20,836	35,841	7,097,030
E-mails Answered by Advisor		217		440	657	181,517
Web Chats		997		1,037	2,034	272,643
Resolved by Chat Bot		501		505	1,006	TBC
SLA 300 Secs %	95%	99.03%	96.73%	99.82%	99.21%	95.44%
SLA 300 Secs % MTD		99.66%	97.19%	97.64%	98.19%	
SLA 300 Secs % YTD		99.09%	97.21%	93.11%		
Unmet Demand %	<20%	2.04%	11.11%	1.34%	2.26%	9.24%
Occupancy	80-88%	90.00%	84.00%	90.00%	88.00%	92.86%

OSG Performance			
	Target	20/11/2019	Actual YTD
HRC	95%	100.00%	99.65%
POL	95%	100.00%	99.15%
Payable Orders	95%	100.00%	99.93%
Tacho Cards	95%	100.00%	98.61%
Work Received		204,734	
Documents Despatched		722,662	
Machine Serviceability		98.87%	

CAEG (Vehicles)						
Work Stream	Total Unallocated	Unallocated Oldest Date	Unallocated Oldest Date Volume	User Q's	B/F's	Total Live Registry
Keeper Team	2,370	18/11/2019	194	2,597	6,855	11,822
Sensitive Team	3,084	15/11/2019	440	3,827	2,592	9,503
Kits and Rebuilds	20	20/11/2019	16	105	467	592
Vehicle Team	1,518	19/11/2019	557	1,811	3,647	6,976
Direct Debit	449	18/11/2019	189	359	112	920
Licensing Team	357	21/11/2019	357	932	2,221	3,510
Refunds Team	2,738	16/11/2019	214	1,437	1,505	5,680
CT	124	20/11/2019	76	277	593	994
MST	129	19/11/2019	25	295	153	577
Exports	252	19/11/2019	83	219	259	730
AA Pool Mail and Keying	3,477	18/11/2019	1,308	-	-	3,477
MOT (993)	10,144	22/10/2019	6,559	-	-	10,144
TOTAL	24,662		10,018	11,859	18,404	54,925
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	833	20/11/2019	13	518	2,470	3,821
Courts	764	20/11/2019	-	862	1,094	2,720
Driver Enquiries	8	19/11/2019	8	15	-	23
Vehicle Enquiries (incs. Keying)	2,873	19/11/2019	591	320	570	3,763
Other Drivers CASP Casework	121	19/11/2019	33	95	4	220
Other Drivers Non CASP Casework	864	20/11/2019				864
TOTAL	5,463		645	1,810	4,138	11,411

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	755	24/04/2019	1		755
Medical ODL Casework	16,501	16/01/2018	1	44,114	60,615
Medical VOC Casework	1,875	20/02/2018	1	8,036	9,911
Doctors Casework	17,442	08/02/2018	1		17,442
Other Medical Casework	5,746			7,069	12,815
Live Registry	42,319			59,219	101,538

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)