

Report Date

22/11/2019

Input Services Group (Vehicles, Drivers & Medical)			
Work Stream	Oldest Date	Oldest Date Volume	Total Volume
CREDIS	21/11/2019	6,755	6,755
CREDIS work to Scanning		0	0
Other Vehicles/Drivers Mail	20/11/2019	2,300	15,600
Medical Mail (inc. Emails & Faxes)	20/11/2019	783	6,682
Kfi Front-End Scanning	21/11/2019	6,000	6,000
Medical Scanning		0	0
V5C's	19/11/2019	3,350	16,456
V62s	15/11/2019	1,657	10,572
Disposals	20/11/2019	561	2,383
Vehicles Miscellaneous & Other	15/11/2019	1,100	39,886
Triage	14/11/2019	825	4,950
Commercial Vehicles (incs Casework)	15/11/2019	398	1,806
All Other Vehicles Input	21/11/2019	3,375	3,375
First Reg - New	20/11/2019	97	202
First Reg - Other	13/11/2019	265	3,022
PR Processing	19/11/2019	795	1,889
EPOS	21/11/2019	1,983	1,983
Trade Licensing	14/11/2019	1	317
CCU/LS - All Other	14/11/2019	229	1,478
SOM	18/11/2019	24	65
FAP	19/11/2019	127	1,240
ODL	19/11/2019	1,627	21,746
VOC	20/11/2019	1,568	2,056
TACHO	19/11/2019	73	614
DLO	14/11/2019	578	16,469

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

Contact Centre Performance						
21/11/2019	Target / Threshold	Drivers	Drivers Medical	Vehicles	Contact Centre	Actual YTD
Calls Queued to Advisor		10,004	4,456	18,222	32,751	7,129,781
E-mails Answered by Advisor		164		540	704	182,238
Web Chats		906		925	1,831	274,507
Resolved by Chat Bot		489		466	955	TBC
SLA 300 Secs %	95%	100.00%	95.46%	100.00%	99.38%	95.46%
SLA 300 Secs % MTD		99.68%	97.08%	97.76%	98.26%	
SLA 300 Secs % YTD		99.10%	97.20%	93.14%		
Unmet Demand %		2.32%	16.00%	1.39%	3.00%	9.21%
Occupancy	80-88%	83.00%	84.00%	81.00%	82.67%	92.86%

OSG Performance			
	Target	21/11/2019	Actual YTD
HRC	95%	100.00%	99.66%
POL	95%	100.00%	99.15%
Payable Orders	95%	100.00%	99.93%
Tacho Cards	95%	100.00%	98.62%
Work Received		198,210	
Documents Despatched		450,029	
Machine Serviceability		99.31%	

CAEG (Vehicles)						
Work Stream	Total Unallocated	Unallocated Oldest Date	Unallocated Oldest Date Volume	User Q's	B/F's	Total Live Registry
Keeper Team	2,531	19/11/2019	307	2,778	6,984	12,293
Sensitive Team	3,856	18/11/2019	763	3,782	2,449	10,087
Kits and Rebuilds	24	21/11/2019	21	117	533	674
Vehicle Team	1,496	20/11/2019	504	2,028	3,707	7,231
Direct Debit	503	19/11/2019	148	279	109	891
Licensing Team	613	21/11/2019	167	932	2,030	3,575
Refunds Team	1,860	20/11/2019	624	2,197	1,536	5,593
CT	59	22/11/2019	59	188	608	855
MST	237	20/11/2019	68	245	91	573
Exports	228	20/11/2019	121	396	253	877
AA Pool Mail and Keying	4,235	18/11/2019	628	-	-	4,235
MOT (993)	9,877	23/10/2019	6,604	-	-	9,877
TOTAL	25,519		10,014	12,942	18,300	56,761
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	881	21/11/2019	12	397	2,340	3,618
Courts	790	21/11/2019	-	656	1,158	2,604
Driver Enquiries	-	22/11/2019	-	15	-	15
Vehicle Enquiries (incs. Keying)	4,161	20/11/2019	774	328	672	5,161
Other Drivers CASP Casework	110	19/11/2019	10	86	3	199
Other Drivers Non CASP Casework	551	20/11/2019				551
TOTAL	6,493		796	1,482	4,173	12,148

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	1,262	11/07/2018	1		1,262
Medical ODL Casework	15,799	05/01/2019	1	44,259	60,058
Medical VOC Casework	1,769	22/05/2018	1	8,187	9,956
Doctors Casework	17,465	26/01/2018	1		17,465
Other Medical Casework	6,074			7,015	13,089
Live Registry	42,369			59,461	101,830

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	
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	
SLA	Service Level Agreement
IVR	Interactive Voice Recognition
AHT	Average Handling Time
AWDL	Average Working Days Lost

Key	
HRC	Harmonised Registration Certificates (V5C)
POL	Photocard on Licenses
Payable Orders	Refund Cheques
EVL	Electronic Vehicle Licensing (Tax Discs)