

Report Date 27/11/2019

Input Services Group (Vehicles, Drivers & Medical)			
Work Stream	Oldest Date	Oldest Date Volume	Total Volume
CREDIS	26/11/2019	18,590	18,590
CREDIS work to Scanning		0	0
Other Vehicles/Drivers Mail	25/11/2019	6,346	22,336
Medical Mail (inc. Emails & Faxes)	22/11/2019	115	6,073
Kfi Front-End Scanning			0
Medical Scanning		0	0
VSC's	22/11/2019	4,096	30,063
V62s	20/11/2019	1,305	7,572
Disposals	25/11/2019	200	3,684
Vehicles Miscellaneous & Other	19/11/2019	3,100	39,791
Triage	19/11/2019	825	3,675
Commercial Vehicles (incs Casework)	19/11/2019	845	1,934
All Other Vehicles Input	25/11/2019	100	4,750
First Reg - New	25/11/2019	72	180
First Reg - Other	18/11/2019	5	2,808
PR Processing	21/11/2019	323	1,426
EPOS	26/11/2019	2,371	2,371
Trade Licensing	19/11/2019	6	281
CCU/LS - All Other	19/11/2019	161	1,483
SOM	20/11/2019	31	204
FAP	25/11/2019	28	626
ODL	22/11/2019	167	18,864
VOC	25/11/2019	614	1,104
TACHO	25/11/2019	376	712
DLO	19/11/2019	569	15,422

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

Contact Centre Performance						
26/11/2019	Target / Threshold	Drivers	Drivers Medical	Vehicles	Contact Centre	Actual YTD
Calls Queued to Advisor		10,668	5,174	18,637	34,578	7,248,370
E-mails Answered by Advisor		383		549	932	185,709
Web Chats		967		1,227	2,194	281,679
Resolved by Chat Bot		509		505	1,014	TBC
SLA 300 Secs %	95%	100.00%	97.56%	100.00%	99.63%	95.52%
SLA 300 Secs % MTD		99.59%	96.91%	98.01%	98.35%	
SLA 300 Secs % YTD		99.10%	97.18%	93.24%		
Unmet Demand %	<20%	3.55%	15.88%	3.44%	4.66%	9.16%
Occupancy	80-88%	77.00%	86.00%	86.00%	83.00%	92.86%

OSG Performance			
	Target	26/11/2019	Actual YTD
HRC	95%	100.00%	99.66%
POL	95%	99.88%	99.17%
Payable Orders	95%	100.00%	99.93%
Tacho Cards	95%	100.00%	98.64%
Work Received		188,778	
Documents Despatched		228,100	
Machine Serviceability		94.10%	

CAEG (Vehicles)						
Work Stream	Total Unallocated	Unallocated Oldest Date	Unallocated Oldest Date Volume	User Q's	B/F's	Total Live Registry
Keeper Team	2,161	25/11/2019	698	2,613	7,144	11,918
Sensitive Team	2,456	21/11/2019	241	3,496	2,556	8,508
Kits and Rebuilds	20	26/11/2019	18	90	647	757
Vehicle Team	1,188	25/11/2019	366	2,034	3,739	6,961
Direct Debit	74	27/11/2019	74	298	132	504
Licensing Team	1,183	25/11/2019	204	1,035	1,524	3,742
Refunds Team	1,598	26/11/2019	975	2,384	1,604	5,586
CT	65	27/11/2019	65	222	554	841
MST	-		-	-	-	-
Exports	265	25/11/2019	179	671	246	1,182
AA Pool Mail and Keying	3,108	22/11/2019	280	-	-	3,108
MOT (993)	9,742	28/10/2019	6,243	-	-	9,742
TOTAL	21,860		9,343	12,843	18,146	52,849
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	1,593	26/11/2019	624	509	2,270	4,372
Courts	655	25/11/2019	-	817	1,216	2,688
Driver Enquiries	753	22/11/2019	245	28	-	781
Vehicle Enquiries (incs. Keying)	3,829	26/11/2019	3,796	373	440	4,642
Other Drivers CASP Casework	242	25/11/2019	35	176	3	421
Other Drivers Non CASP Casework	496	25/11/2019				496
TOTAL	7,568		4,700	1,903	3,929	13,400

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	916	15/02/2019	1		916
Medical ODL Casework	13,896	21/08/2017	1	45,661	59,557
Medical VOC Casework	1,167	22/05/2018	1	8,564	9,731
Doctors Casework	16,542	26/01/2018	1		16,542
Other Medical Casework	5,972			7,080	13,052
Live Registry	38,493			61,305	99,798

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)