

Report Date

28/11/2019

Input Services Group (Vehicles, Drivers & Medical)			
Work Stream	Oldest Date	Oldest Date Volume	Total Volume
CREDIS	27/11/2019	10,635	10,635
CREDIS work to Scanning		0	0
Other Vehicles/Drivers Mail	26/11/2019	5,450	20,007
Medical Mail (inc. Emails & Faxes)	26/11/2019	257	6,039
Kfi Front-End Scanning	27/11/2019	2,000	2,000
Medical Scanning		0	0
V5C's	25/11/2019	7,275	24,881
V62s	21/11/2019	20	8,319
Disposals	26/11/2019	894	7,256
Vehicles Miscellaneous & Other	21/11/2019	4,400	33,485
Triage	20/11/2019	175	3,400
Commercial Vehicles (incs Casework)	20/11/2019	486	1,470
All Other Vehicles Input	25/11/2019	100	100
First Reg - New	26/11/2019	48	97
First Reg - Other	20/11/2019	382	2,649
PR Processing	25/11/2019	702	1,573
EPOS	27/11/2019	3,582	3,582
Trade Licensing	20/11/2019	2	189
CCU/LS - All Other	20/11/2019	270	1,502
SOM	20/11/2019	30	159
FAP	26/11/2019	97	625
ODL	25/11/2019	259	20,340
VOC	26/11/2019	795	939
TACHO	26/11/2019	154	323
DLO	21/11/2019	1742	13,301

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

Contact Centre Performance						
27/11/2019	Target / Threshold	Drivers	Drivers Medical	Vehicles	Contact Centre	Actual YTD
Calls Queued to Advisor		9,915	4,351	18,389	32,740	7,281,110
E-mails Answered by Advisor		388		451	839	186,528
Web Chats		946		1,159	2,105	283,812
Resolved by Chat Bot		464		515	979	TBC
SLA 300 Secs %	95%	100.00%	99.14%	99.27%	99.48%	95.54%
SLA 300 Secs % MTD		99.61%	97.01%	98.06%	98.40%	
SLA 300 Secs % YTD		99.10%	97.19%	93.27%		
Unmet Demand %	<20%	2.48%	2.03%	1.27%	1.71%	9.13%
Occupancy	80-88%	85.00%	74.00%	89.00%	82.67%	92.86%

OSG Performance			
	Target	27/11/2019	Actual YTD
HRC	95%	100.00%	99.66%
POL	95%	100.00%	99.17%
Payable Orders	95%	100.00%	99.93%
Tacho Cards	95%	100.00%	98.65%
Work Received		191,728	
Documents Despatched		339,965	
Machine Serviceability		95.05%	

CAEG (Vehicles)						
Work Stream	Total Unallocated	Unallocated Oldest Date	Unallocated Oldest Date Volume	User Q's	B/F's	Total Live Registry
Keeper Team	2,043	26/11/2019	585	2,374	7,340	11,757
Sensitive Team	2,675	21/11/2019	25	3,888	2,570	9,133
Kits and Rebuilds	11	27/11/2019	9	48	681	740
Vehicle Team	915	26/11/2019	148	1,875	3,521	6,311
Direct Debit	114	28/11/2019	114	304	143	561
Licensing Team	828	27/11/2019	247	1,114	2,023	3,965
Refunds Team	2,555	26/11/2019	960	1,479	1,619	5,653
CT	12	28/11/2019	12	269	540	821
MST	271	26/11/2019	137	175	83	529
Exports	216	27/11/2019	216	408	254	878
AA Pool Mail and Keying	4,030	25/11/2019	1,100	-	-	4,030
MOT (993)	9,449	29/10/2019	6,189	-	-	9,449
TOTAL	23,119		9,742	11,934	18,774	53,827
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	928	27/11/2019	14	352	2,380	3,660
Courts	956	27/11/2019	-	806	1,180	2,942
Driver Enquiries	566	26/11/2019	495	18	-	584
Vehicle Enquiries (incs. Keying)	2,891	27/11/2019	2,811	311	524	3,726
Other Drivers CASP Casework	300	25/11/2019	5	140	1	441
Other Drivers Non CASP Casework	702	27/11/2019				702
TOTAL	6,343		3,325	1,627	4,085	12,055

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	1,698	17/11/2018	1		1,698
Medical ODL Casework	13,969	11/08/2017	1	45,484	59,453
Medical VOC Casework	1,812	23/06/2018	1	8,374	10,186
Doctors Casework	16,459	26/01/2018	1		16,459
Other Medical Casework	5,769			6,974	12,743
Live Registry	39,707			60,832	100,539

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)