

Report Date 29/11/2019

Input Services Group (Vehicles, Drivers & Medical)			
Work Stream	Oldest Date	Oldest Date Volume	Total Volume
CREDIS	28/11/2019	9,055	9,055
CREDIS work to Scanning		0	0
Other Vehicles/Drivers Mail	27/11/2019	1,050	12,589
Medical Mail (inc. Emails & Faxes)	27/11/2019	124	5,925
Kfi Front-End Scanning	27/11/2019	5,000	5,000
Medical Scanning		0	0
V5C's	26/11/2019	4,766	16,684
V62s	22/11/2019	93	7,360
Disposals	27/11/2019	1,000	1,000
Vehicles Miscellaneous & Other	22/11/2019	3,800	38,811
Triage	21/11/2019	225	3,450
Commercial Vehicles (incs Casework)	25/11/2019	508	1,471
All Other Vehicles Input	26/11/2019	300	300
First Reg - New	27/11/2019	127	137
First Reg - Other	20/11/2019	11	2,701
PR Processing	26/11/2019	691	1,402
EPOS	28/11/2019	2,715	2,715
Trade Licensing	25/11/2019	7	151
CCU/LS - All Other	21/11/2019	119	1,541
SOM	22/11/2019	46	132
FAP	28/11/2019	267	267
ODL	26/11/2019	769	18,181
VOC	27/11/2019	991	1,658
TACHO	27/11/2019	256	358
DLO	22/11/2019	350	11,815

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

Contact Centre Performance						
28/11/2019	Target / Threshold	Drivers	Drivers Medical	Vehicles	Contact Centre	Actual YTD
Calls Queued to Advisor		10,557	4,237	17,714	32,612	7,313,722
E-mails Answered by Advisor		323		316	639	187,171
Web Chats		996		1,090	2,086	285,934
Resolved by Chat Bot		633		551	1,184	139,439
SLA 300 Secs %	95%	96.24%	98.15%	98.62%	97.79%	95.55%
SLA 300 Secs % MTD		99.46%	97.06%	98.09%	98.37%	
SLA 300 Secs % YTD		99.09%	97.19%	93.29%		
Unmet Demand %	<20%	2.33%	6.15%	1.86%	2.32%	9.10%
Occupancy	80-88%	92.00%	80.00%	93.00%	88.33%	92.86%

OSG Performance			
	Target	28/11/2019	Actual YTD
HRC	95%	100.00%	99.66%
POL	95%	100.00%	99.18%
Payable Orders	95%	100.00%	99.93%
Tacho Cards	95%	100.00%	98.66%
Work Received		190,946	
Documents Despatched		236,269	
Machine Serviceability		98.42%	

CAEG (Vehicles)						
Work Stream	Total Unallocated	Unallocated Oldest Date	Unallocated Oldest Date Volume	User Q's	B/F's	Total Live Registry
Keeper Team	1,630	27/11/2019	315	1,926	6,232	9,788
Sensitive Team	2,737	25/11/2019	211	3,617	2,482	8,836
Kits and Rebuilds	22	28/11/2019	16	63	655	740
Vehicle Team	797	28/11/2019	183	1,795	3,363	5,955
Direct Debit	166	28/11/2019	75	178	151	495
Licensing Team	837	28/11/2019	328	835	2,078	3,750
Refunds Team	2,471	27/11/2019	1,046	1,579	1,635	5,685
CT	182	28/11/2019	115	146	576	904
MST	290	27/11/2019	128	226	135	651
Exports	91	28/11/2019	91	530	247	868
AA Pool Mail and Keying	2,885	26/11/2019	200	-	-	2,885
MOT (993)	9,598	30/10/2019	6,245	-	-	9,598
TOTAL	21,706		8,953	10,895	17,554	50,155
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	925	27/11/2019	10	227	2,315	3,467
Courts	961	28/11/2019	-	758	1,196	2,915
Driver Enquiries	476	27/11/2019	445	19	-	495
Vehicle Enquiries (incs. Keying)	2,387	28/11/2019	2,361	415	419	3,221
Other Drivers CASP Casework	239	26/11/2019	6	99	1	339
Other Drivers Non CASP Casework	829	28/11/2019				829
TOTAL	5,817		2,822	1,518	3,931	11,266

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	1,931	06/06/2019	1		1,931
Medical ODL Casework	13,354	08/03/2018	1	45,689	59,043
Medical VOC Casework	1,875	07/10/2017	1	8,381	10,256
Doctors Casework	16,434	26/01/2018	1		16,434
Other Medical Casework	5,938			6,900	12,838
Live Registry	39,532			60,970	100,502

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)