## Customer Service Measures 2012-13

| TO BE MONITORED BY CHIEF EXECUTIVE | 2012-13 Target | April | May | June | July | August | September | October | November | December | January | February | March | 2012-13 year to date |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Customer Service Excellence Standard - Retain accreditation of the CSE standard | End of year comment | Met | | | | | | | | | | | | |
| Customer Contact Association standard - Retain accreditation of the CCA standard | End of year comment | Met in September | | | | | | | | | | | | |
| **Driving licences** | | | | | | | | | | | | | | |
| To deliver a first driving licence within 8 working days | 98% | 99.3% | 98.3% | 98.6% | 97.5% | 98.5% | 97.9% | 97.7% | 97.7% | 99.3% | 98.7% | 97.5% | 98.4% | 98.2% |
| To deliver a vocational licence within 8 working days | 98% | 99.7% | 99.5% | 99.6% | 99.6% | 99.4% | 99.5% | 99.4% | 99.6% | 99.7% | 99.5% | 99.5% | 99.6% | 99.5% |
| To deliver an ordinary driving licence within 10 working days | 98% | 99.8% | 99.7% | 99.5% | 99.0% | 99.4% | 98.5% | 96.9% | 98.6% | 99.7% | 98.2% | 98.4% | 98.4% | 98.8% |
| To deliver a digital tachograph renewal in 8 working days | 98% | 99.4% | 99.5% | 99.8% | 100.0% | 99.5% | 98.7% | 94.9% | 99.0% | 99.9% | 99.6% | 99.4% | 99.9% | 99.1% |
| **Medical investigations[1]** | | | | | | | | | | | | | | |
| To conclude a simple case within 15 working days | 90% | 97.9% | 83.2% | 66.8% | 91.4% | 77.3% | 71.5% | 85.0% | 94.0% | 98.2% | 90.1% | 98.7% | 98.5% | 87.4% |
| To conclude a complex case (one that requires further medical investigation) within 90 working days | 88% | 89.4% | 88.5% | 90.2% | 89.0% | 88.9% | 91.2% | 90.3% | 91.3% | 90.8% | 88.8% | 91.8% | 92.1% | 90.2% |
| **Vehicle registration document** | | | | | | | | | | | | | | |
| To deliver a first registration document, excluding cherished transfers, within 14 working days | 95% | 99.6% | 99.6% | 99.7% | 99.7% | 99.6% | 99.9% | 99.6% | 99.7% | 99.7% | 99.5% | 99.7% | 99.9% | 99.7% |
| To deliver a change on a registration certificate within 14 working days | 95% | 99.0% | 99.0% | 97.9% | 97.8% | 98.5% | 98.6% | 96.2% | 98.8% | 96.0% | 96.4% | 98.9% | 98.2% | 98.0% |
| To deliver a registration document from an application (notifying changes to the registration certificate) within 30 working days | 95% | 98.6% | 98.7% | 98.4% | 98.6% | 98.7% | 98.8% | 98.8% | 98.6% | 98.5% | 98.8% | 99.1% | 98.9% | 98.7% |
| **Vehicle excise duty refunds** | | | | | | | | | | | | | | |
| To deliver a refund due within 30 working days | 95% | 99.7% | 99.8% | 99.6% | 99.8% | 99.6% | 99.5% | 99.2% | 99.2% | 99.4% | 98.9% | 99.6% | 99.4% | 99.5% |
| **Customer service** | | | | | | | | | | | | | | |
| To answer call demand [2] | 95% | 98.6% | 98.7% | 98.3% | 99.1% | 98.8% | 98.1% | 99.3% | 99.3% | 99.5% | 99.1% | 99.3% | 99.2% | 98.9% |
| To deliver a recognised quality of service standard in the Contact Centre | 85% | 85.8% | 85.4% | 86.7% | 87.4% | 87.3% | 85.7% | 85.9% | 85.5% | 89.5% | 88.9% | 87.5% | 86.2% | 86.8% |
| To answer an email within 3 working days | 95% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Keep average local office queuing time to no more than 15 minutes [3] | 15:00 | 11:42 | 11:01 | 11:30 | 12:04 | 09:50 | 11:09 | 09:48 | 08:29 | 12:29 | 10:52 | 11:59 | 12:38 | 11:06 |
| To deliver a Cherished Transfer within 7 working days [4] | 95% | 99.8% | 100.0% | 99.1% | 97.1% | 98.5% | 96.6% | 90.6% | 100.0% | 99.7% | 99.6% | 100.0% | 99.8% | 98.3% |
| **Customer complaints** | | | | | | | | | | | | | | |
| To acknowledge a complaint within 1 working day | 100% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| To maintain or improve on last year's performance sending a substantive response within 10 working days | 98% | 99.6% | 99.7% | 100.0% | 97.2% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 99.5% | 99.5% | 100.0% | 99.6% |
| **MP correspondence** | | | | | | | | | | | | | | |
| To acknowledge correspondence within 1 working day | 100% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |

1 Turnaround data may be subject to change, as the medical investigations management information is currently subject to internal analysis
2 To answer calls queued to an advisor (95%)
3 This CSM only measures 31 out of the 39 Local Offices
4 This CSM relates to the part of the transaction undertaken in the Local Offices only
Turnaround times from receipt by DVLA to receipt by the customer include three days for postage