



Driver & Vehicle Agency

Measures to Support the Timeliness of Service Delivery to Customers

		Target 2007-08	Outcome
Vehicle Licensing			
Registration Document	To dispatch 96% of registration documents for newly registered vehicles	12 working days	Achieved
Refunds	To dispatch 96% of refunds	9 working days	Achieved
Postal Licensing	To dispatch 96% of licences	5 working days	Achieved
Driver Licensing			
	To dispatch 94% of driver licences	10 working days	Not Achieved**
Taxi Plating			
	To dispatch 96% of taxi plates on receipt of all documentation	6 working days	Achieved
Change Of Keeper V5			
	To process 96% of change of keeper (V5c) notifications and dispatch a new HRC	8 working days	Achieved
Road Freight Vehicle Licences			
	To dispatch 95% of road freight vehicle licences on receipt of all documentation	6 working days	Achieved
Local Office Waiting Times			
	Average waiting time	14 minutes	Achieved

Other areas of work

Customer satisfaction survey results 2007	95% of the customers who returned the questionnaire were satisfied with the overall service received from DVA
Complaints and Compliments	413 complaints and 107 compliments were received by the Agency in 2007/08

** Driver Licensing Division failed to meet its annual Ministerial target, although performance against the target had been exceeded in 9 of the 12 months of the year. Severe system problems in the last quarter of 2007/08 and an increase in transaction volumes resulted in a backlog of work which took about three months to recover.



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CUSTOMER SERVICE EXCELLENCE