


























DVA Customer Charter Performance Report 2010/11

Customer Charter Standard	Performance Evidence	Achieved?	 
Communication			
When you phone us to book a vehicle or driving test we will			
Identify ourselves by name on the telephone	<ul style="list-style-type: none"> QMP – Performance Management System 	100% target 100% achieved	
Aim to answer 90% of calls within 20 seconds	<ul style="list-style-type: none"> Performance Statistics 	90% target 95.1% achieved	
Be polite	<ul style="list-style-type: none"> Customer satisfaction survey result 2010 	100% target 97.3% achieved	
When you phone us with an enquiry we will			
Aim to answer 70% of calls within 30 seconds	<ul style="list-style-type: none"> Performance Statistics 	70% target 73.37% achieved	
Be polite	<ul style="list-style-type: none"> Customer satisfaction survey result 2010 	100% target 97.3% achieved	
When you send us an written enquiry we will			
Aim to respond to your letter, fax or email within 10 working days of receipt	<ul style="list-style-type: none"> Weekly Progress Reports 	100% target 100% achieved	
Endeavour to respond clearly	<ul style="list-style-type: none"> Customer satisfaction survey report 2010 	93% target 94.8% achieved	
When you visit our public offices (LVLO) we will			
Aim to see you within an average waiting time of 13 minutes	<ul style="list-style-type: none"> Annual Report & Accounts 	13 minute target 5.79 minutes Achieved	
Be polite	<ul style="list-style-type: none"> Customer satisfaction survey 2010 	100% target 94.1% achieved	

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When you visit our test centres (other than for a test we will)			
Aim to see you within an average waiting time of 13 minutes	<ul style="list-style-type: none"> Annual Report & Accounts 	13 minute target 2 minutes achieved	
Be polite	<ul style="list-style-type: none"> Customer satisfaction survey 2010 	100% target 94.1% achieved	
If you make a complaint to us we will			
Aim to respond to your complaint in full within 10 working days. If this is not possible we will let you know and advise you when to expect a reply	<ul style="list-style-type: none"> Figures from respond 	95% target (DoE wide) 99% achieved	
Learn from our mistakes to improve our service	<p>DVA is committed to fully investigating complaints and implementing improvements where possible. Examples are provided below, but full details are available in the Agency's Annual Complaints Report.</p> <ul style="list-style-type: none"> Complaints received that some 4X4 vehicle owners were receiving reminders to book their MOT test a year too early. Following changes to the system to validate the tax class of the vehicle with the body type, the problem was resolved. Customer experienced difficulty licensing their vehicle in advance at a local office as they would be out of the country when the vehicle was due for licensing. Process amended to allow customers to licence 6 weeks 	Achieved	

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	<p>in advance in a Local Office and by post. NI Direct pages rewritten to reflect the amendment.</p> <ul style="list-style-type: none"> Customer complained that they were unable to download the application form to test a taxi. Information published was reviewed and although the form was already downloadable from the website, it was difficult to find. The form was moved to make it more easily accessible and renamed to make it clearer for customers in future. 		
When you make a Freedom of Information (Fol) request we will			
Respond to your request as soon as possible after it is received, and not later than 20 working days after the date of receipt. If this is not possible we will notify you of the delay	<ul style="list-style-type: none"> Performance monitored by Information Management Branch 	100% target 100% achieved	
Advise you how to make a complaint if you are unhappy with the way DVA has handled your request	<ul style="list-style-type: none"> Standard paragraph included in all Fol letter templates 	Achieved	
Service and Performance Levels			
We will do our best to meet or exceed the targets we have set ourselves and we will monitor and report on our performance	<ul style="list-style-type: none"> Performance published in the Annual Report & Accounts 	Achieved	

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<p>We will consider carefully any views and opinions you give us and we will report on the business improvements we have made resulting from feedback from you, our customers</p>	<p>DVA proactively seeks the views and opinions of our customers. As a direct result of feedback a number of action plans have been drawn up to help us implement service improvements. Examples are given below.</p> <ul style="list-style-type: none"> • We received feedback from our customers that they would like appointment letters by email. This has now been implemented. • We received feedback from our customers that the online choice of 5 appointment dates was not enough. The system was amended to display 15 appointment dates • As a validation the customer is asked to input the last 4 digits of their chassis number before booking online. We received feedback that customers found it inconvenient to have to find their registration certificate or check the VIN plate to find it. As a result a system change was made so that the numbers are printed on the reminder letters. 	<p>Achieved</p>	

*** In instances where the target wasn't met, the issues were considered in the DVA Customer Survey 2010 - Action plan. The plan includes an update on remedial action taken and is available on our websites.**