



Thank you to all of you who attended the latest round of Regional ATF Forums. You continue to tell us that these events are a really useful way for you to keep up to date with us and catch up with your ATF colleagues. Numbers of ATF representatives attending keeps on rising and this time 237 of you came along to hear from one of our Directors and your local management team.

Look out for the dates for the next round of forums in the next edition.

## OUR NEW AGENCY'S NAME IS UNVEILED



In June the Department for Transport announced that VOSA and the DSA would merge to form a new agency. This decision was made following the motoring services strategy consultation, and is a demonstration of the government's commitment to put customers and businesses at the heart of its services.

A new agency with responsibility for maintaining vehicle standards was launched on 28 November 2013 as the Driver and Vehicle Standards Agency (DVSA).

The new agency, which employs 4,600 people throughout the UK, has replaced VOSA and the DSA with responsibilities for setting, testing and enforcing driver and vehicle standards in Great Britain.

## Survey reveals high levels of satisfaction

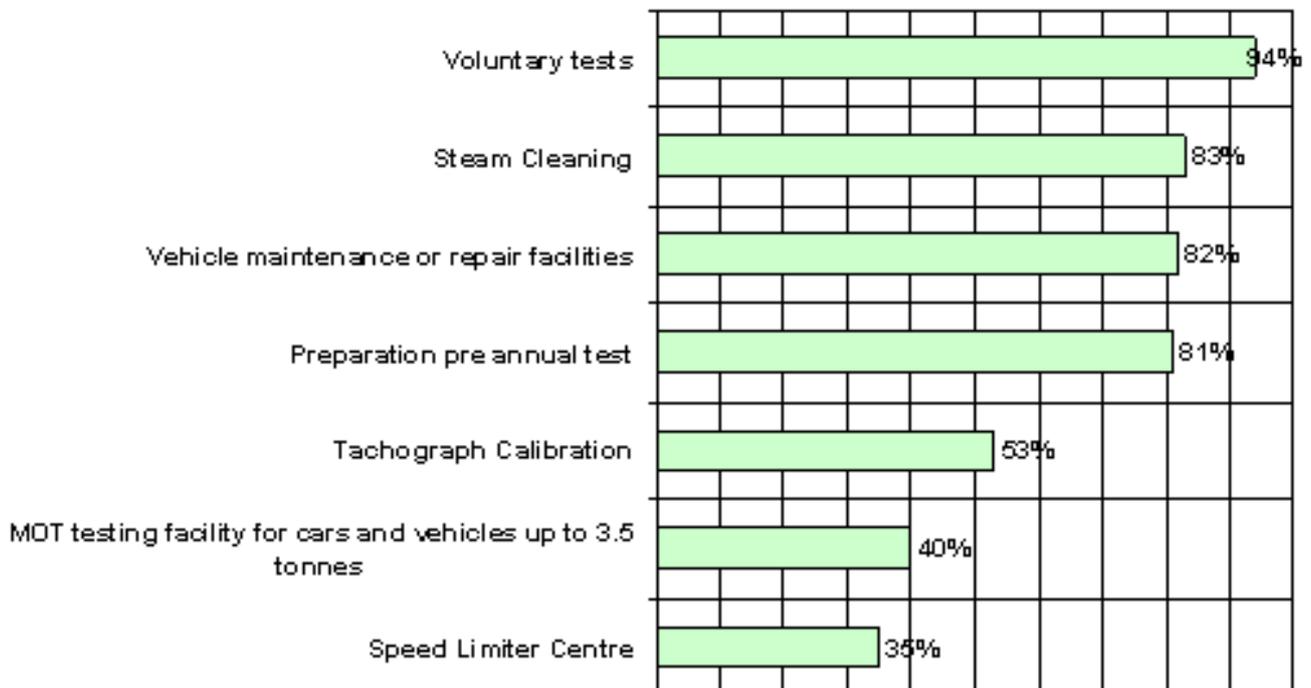
Thank you to everyone who took the time to respond to the survey.

The survey was run by our Customer Strategy team's Research Department. We had a great response with over 120 ATFs responding via our online survey.

Most of the responses came from open access ATF's and it was interesting to find out about other services offered.

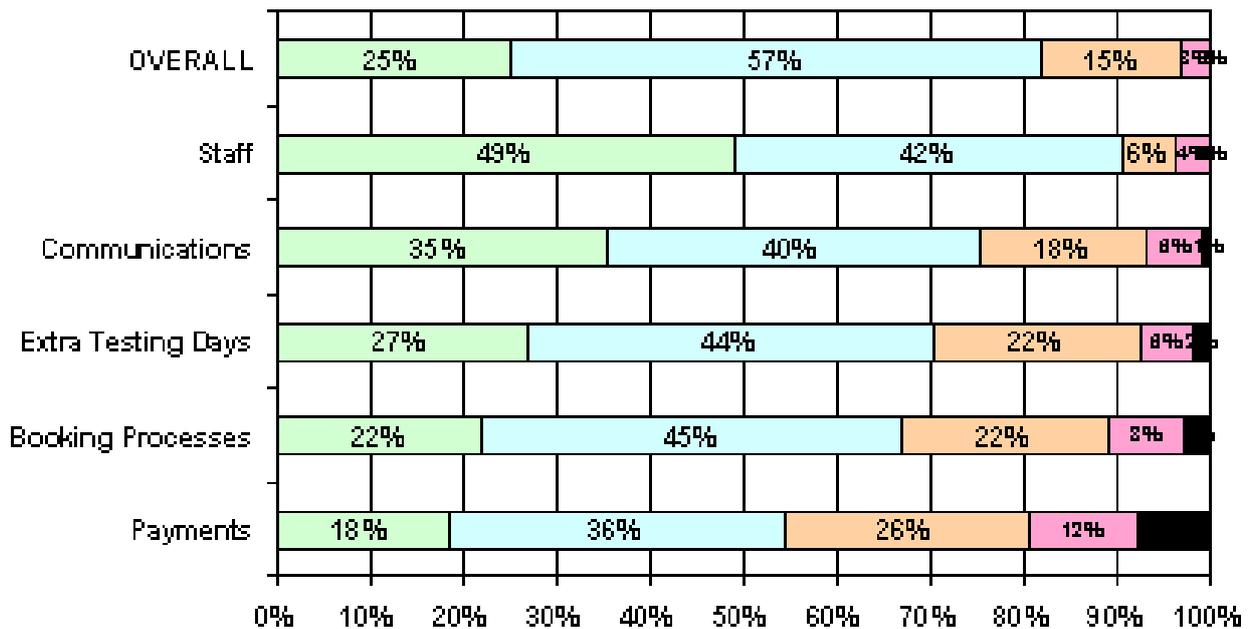


### What other services do you offer at your ATF(s)?



As far as the services we deliver we were pleased to note that the majority of respondents rated our service positively. The comments we received helped us form the agenda for the ATF forums and will also input into our change agenda.

## How satisfied are you with the following areas of ATF Service VOSA provide?



82% of respondents said that they were satisfied with the service we deliver; with 15% saying that they were neither satisfied nor dissatisfied.

3% stated that they were not satisfied. Whilst this is a very small minority, and shows that we are doing a lot right, we will still strive to get this down to zero by working with you to get things right.

The idea of the Regional ATF forums is to find out why those 3% are not happy and to see what we can do to change that.

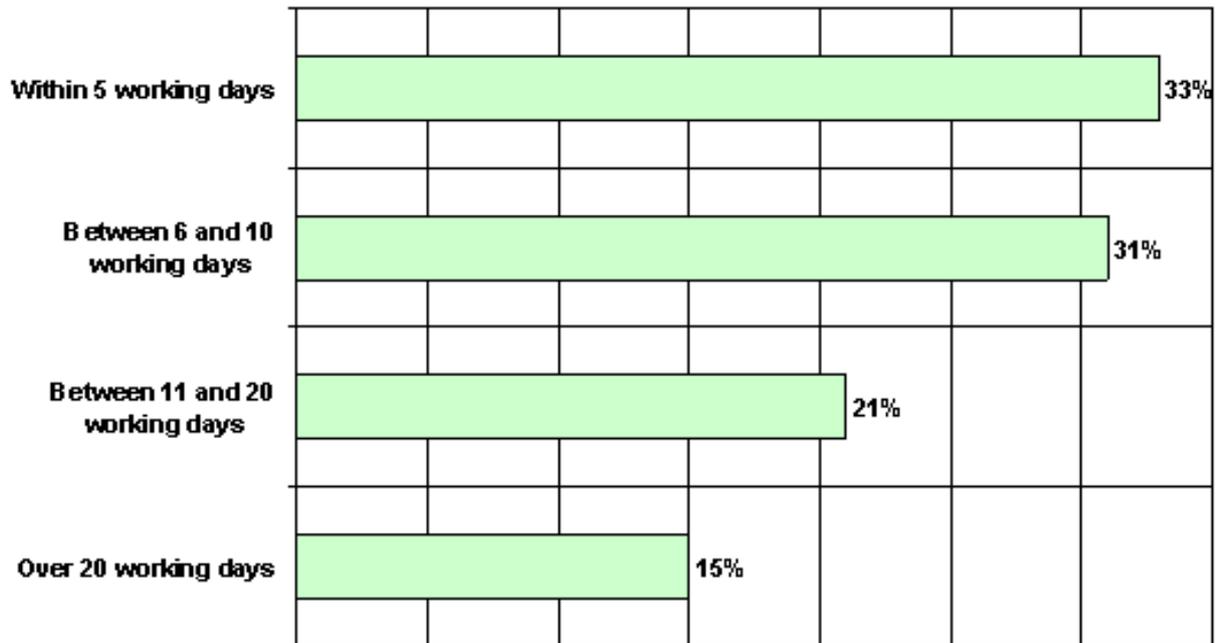
Satisfaction levels with the staff we provide to perform tests is very high, with 91% of you stating that you were satisfied or very satisfied. 6% were neither satisfied or dissatisfied and just 3% were not satisfied. Again, we'll work with you to iron-out any issues and with a bit of luck we hope to improve on this figure even further.



One area of concern to you is clearly the payments system. 20% of respondents said that they were not currently satisfied with it. This is an area we are addressing and we are working really hard to improve.

Looking at booking enquiries, we asked what the earliest test availability you could offer a customer who wanted a test only. The next chart shows your forward booking times.

Thinking about booking enquiries you have received this week what is the earliest testing availability you could offer someone who wanted a test only?



Thank you to everyone who took time out of their busy schedules to complete the survey.

Your views help us to identify where we need to focus areas needing improvement and understand what we are getting right.

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## Next Generation Testing pilot network to be launched next spring

As you know we have been working on our concepts for NGT for some time now.

We've reached the stage where we want to test some of them out. An NGT pilot network has been carefully selected – in the South Wales area.

We're also piloting a remote scheduling and support team which will be based in a different part of the country.

We will begin the roll out of the NGT pilot network in March next year. This gives us time to set up the support structures and recruit and train the staff needed.

**For the purposes of the NGT pilot, we will be offering an enhanced service based around the following availability:**

- ▶ Monday to Friday: 0600 – 2200
- ▶ Saturday: 0600 – 2000

An alternative model of Support services will be tested, and for the ATFs involved in the pilot there will be direct access to a dedicated centralised support team who will assist with:

- ▶ Scheduling and Ad-hoc booking requests
- ▶ Improved PFA Management
- ▶ Daily test reports
- ▶ Reporting ATF operational problems
- ▶ Reporting VOSA staff non attendance
- ▶ Improved guidance for ATFs

All of these new services will be delivered by NGT staff who are customer focussed, flexible, equipped with the latest IT and committed to providing a first class service.

### **When will NGT be available to all ATFs?**

We plan to commence the rollout of NGT in late 2014. We appreciate your patience. The aim of the pilot is to ensure we get it right for the full roll out. We will keep you posted on the progress of the pilot.



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## **Test fee update**

It's still our intention to make the ATF test fee competitive with those fees charged at a GVTS.

The proposal is to reduce the test fee at ATFs by a maximum of 4.4% and increase DVSA (VOSA) fees by a maximum of 24.2%

We expect it to be early 2014 before the next fee change and once there is Ministerial agreement, we will move towards implementation.

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## **Update on our heavy vehicle timing exercise**

Back in the February edition, we explained that we'd commissioned a work measurement study of HGV and PSV annual testing to make sure we have accurate, up-to-date timings.

We bought in expertise using modern tablets instead of stop-watches (Tectime Boards) and had all scoping and sampling agreed by the DfT's In House Analytics Consultancy, who also produced a final report. ATFs were grouped into 3 types:

- a) ATF 1 – flowline as VOSA GVTS**
- b) ATF 2 – Drive in – Reverse out**
- c) ATF 3 – non-standard layouts (oddballs)**

We now have a plethora of timing data to consider including:

- ▶ Several vehicle types to consider, now with and without seatbelts for PSVs.
- ▶ Data from ATF by type.
- ▶ Times for vehicles that pass and those that fail.
- ▶ Times by type of test equipment used.

All of this will now be evaluated.

Our first priority is to discuss the findings with our trade unions as these times will inevitably effect front line production. This is why there is no detail yet for wider circulation.

Once our discussions with TUS colleagues have concluded and we are clear on how we will introduce the new test times we will naturally be informing ATF operators.

## New ATFs on Horizon

We are working to bring ATFs to the Individual Vehicle Approval scheme (IVA).

IVA is a lower cost type approval scheme aimed at amateur builders, very low volume manufacturers, convertors and importers who do not wish to follow the full type approval route.

Using the same principles as for heavy vehicle annual testing we aim to start converting existing Privately Owned Testing Facilities once the detail has been worked out. We anticipate there will be substantial interest from larger customers who have invested in the type approval testing equipment to enable DVSA staff to test at these sites rather than transport vehicles.



## ATF E-BULLETIN

Please let us know if the information in this e-bulletin is valuable to you and if so, how often you'd like to receive it. You can do this via our inbox: [TTPComms@vosa.gov.uk](mailto:TTPComms@vosa.gov.uk)

Many thanks to those of you who volunteered to become more practically involved in making improvements and trialling ideas; we have your details on record. In fact some of you may already have been contacted by DVSA staff.



## DVSA ALERTS



Please also remember that the only way to get regular ATF VOSA alerts with timely reminders about policy changes, consultations or service changes is to subscribe to VOSA Direct via VOSA's website: [www.gov.uk/vosa](http://www.gov.uk/vosa)

Please continue to feed back your suggestions and areas of concern. Your comments will help us improve the ATF experience and of course we will keep you informed on the latest developments.