



Vehicle & Operator Services Agency

From: Information Access
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BY E-MAIL

Our ref: **F0001248**

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Date: 23rd April 2008

Dear

FREEDOM OF INFORMATION ACT 2000

I refer to your e-mail of 18th April 2008 requesting information concerning VOSA's Staff Handbook. I will deal with the points you have raised in the same order as in your e-mail.

Q1) On what date were paras 4.1, 4.13 and 4.15 added to the Staff Handbook?

A1) The current VOSA Staff Handbook was introduced on 1st April 2005. This replaced the Handbooks previously used within VI (Vehicle Inspectorate) and TAN (Traffic Area Network). These paragraphs remain unchanged from this point onwards.

Q2) When were the Unions consulted on paras 4.1, 4.13 and 4.15?

A2) These sections are common between the DfT(c) and VOSA Handbooks. Consultation would have initially taken place between DfT(c) and the DTUS. VOSA TUS were consulted on Part B of Chapter 13 prior to its implementation. This was completed on 14th February 2005.

Q3) When were staff informed of the addition of paras 4.1, 4.13 and 4.15 to the Staff Handbook and by what method were they informed?

A3) Staff were informed of the introduction of a VOSA Staff Handbook in a letter sent electronically to all employees by Martin Jones, HR Director, on 3rd March 2005.

If you have any queries about the information you have received, please contact me, and I will be happy to assist you. My contact details are given at the head of this letter.

If you have any queries about this letter, please contact us, quoting reference **F0001248**.

If you are unhappy with the information supplied, you may ask for an internal review. To request an internal review, please write to:

VOSA Corporate Office,
Berkeley House,
Croydon Street,
Bristol,
BS5 0DA

or email vosa.corporateoffice@vosa.gsi.gov.uk

giving the reasons for your dissatisfaction. It will help us if you quote the reference number for your case.

If you do not agree with the outcome of the internal review, you may lodge an appeal with the Information Commissioner (www.informationcommissioner.gov.uk). The Information Commissioner is an independent official appointed by the Crown to oversee the Data Protection Act 1998, the Freedom of Information Act 2000 and the Environmental Information Regulations 2004.

The Information Commissioner can consider complaints about any aspect of the way in which requests for information have been handled. Please note: the Information Commissioner would be unlikely to consider your complaint if you have not first requested an internal review.

You can write to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire
SK9 5AF

Yours sincerely

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