



Vehicle & Operator Services Agency

**From: Information Access**  
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Our ref: **F0001338**

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Dear

## **FREEDOM OF INFORMATION ACT 2000**

I refer to our previous correspondence concerning your request for information. Please find below the Vehicle and Operator Services Agency VOSA's response.

1. Estates Strategy – VOSA is currently reviewing its Estates Strategy with the aim of providing a service that better meets the stated needs of its customers in terms of reducing the overall cost associated with statutory testing. The strategy aims to provide industry with the opportunity to improve utilisation of its assets together with providing VOSA with the opportunity to rationalise its own estate and reduce maintenance costs.
2. Estates Directorate Business Plan – see comment 1 above – the long term costings budgetary plan will be driven by the developing strategy.
3. Facilities Management Strategy – VOSA operates a “low tech” estate dedicated to meeting the needs of the transport industry in respect of statutory testing and compliance. In essence the main items of building facilities comprise roller shutter doors, fire alarm systems, alarm systems and M & E systems. Historically, these services have been managed on a local basis, but these services are now dealt with by way of regional contracts, enabling better overall contract management and giving better value for money. This contract management is dealt with by the Estates Unit. Currently all services referred to above are covered by such contracts, with the exception of the M & E services which is currently undergoing a tendering exercise.
4. Facilities Directorate Business Plan – the services referred to in 3 above are subjected to constant review and performance indicators in order to ensure a high level of service. During 2008 the intention is to let a series of regional contracts in respect of the M & E systems, whilst reviewing the service levels on the other contracts with a view to agreeing contract extensions or preparing for re-tendering as appropriate.
5. Estates Directorate Structure – main decision makers – Rupert Robinson Head of Estates, Susan Hall Estates Unit Manager, Lorraine Simmonds Head of Maintenance Unit, Joanna Davis – Senior Building Surveyor

6. Facilities Directorate Structure – as for 5 above

7. Estates and Facilities Management contract registers

If you have any queries about this letter, please contact us, quoting reference **F0001338**.

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](mailto: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](http://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

VOSA Information Access

An executive agency of the  
Department for  
**Transport**