



Vehicle & Operator Services Agency

From: **Information Access**
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Tel: 0117 954 2566
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Our Ref: **F0001396**

Date: 7th August 2008

Dear

FREEDOM OF INFORMATION ACT 2000

I refer to your request for information dated 1st July 2008, which we have dealt with under the terms of the Freedom of Information Act 2000.

You asked for information relating to the risk scoring scheme used for MOT garages. This is a measure of the "risk" that a vehicle testing station **might** be non-compliant. It does not signify that there are actually any issues at the site, it just gives the Agency a guide to the frequency of visits.

After the site assessment which resulted in a garage being awarded a "red" score, the Vehicle Examiner who conducted the visit would have discussed any potential problems with the Authorised Examiner, and left a form with them, highlighting areas for improvement. Garages with a "red" rating will receive two enforcement visits at intervals of ca. 6 months and 18 months. If the second visit indicates a lower risk score, they will no longer be red.

If you have any queries about this letter, please contact me. Please remember to quote the reference number **F0001396** in any future communications.

If you are unhappy with the response provided, 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

VOSA Information Access