

Vehicle & Operator Services Agency Operations Manual

08.06.09

Section 3 Vehicle Testing Scheme

Operating Instructions

15 – Activity Scheduling

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15 Introduction

The scheduling of targeted MOT enforcement activities is managed entirely on MOT Computerisation using the [Activity Schedule Report](#). This details the targeted MOT enforcement activities that are to be undertaken by Area staff. The report also lists VTSs where data about a VTS Plan needs to be verified or input.

Refer to section 19.4 – [Segment Specific Strategy](#) for information regarding the scheduling intervals for each segment.

Detailed information relating to the Activity Schedule is contained in sub section [15.2](#).

This OI only covers instructions relating to Targeted MOT Enforcement activities. Demand led activities such as MOT19/19i and MOTMCS activities should be conducted as normal.

15.1 Requesting the Activity Schedule report

The Activity Schedule (AS) is only fully updated with any VTS Plan changes and automated VTS Reviews for significant [Key](#)

[Metric](#) changes once a month. Although all other data amendments result in an instant update of the AS, a fully updated schedule is only available every month from the first Tuesday after the 4th, therefore for the purpose of planning the next months workload, the AS should be requested as soon as possible after this date.

Note 1: The report can only be requested by an AM or AO(1) role holder.

Note 2: An AS requested prior to the 'first Tuesday after the 4th' may contain out of date plans and therefore it may be unreliable for assigning the workload for the month ahead.

Selection criteria - The AS report can be requested either by Area number (which provides the activity details for the whole area, sub-divided by MOT Enforcement Patches (MEPs) or by a MEP name (which provides the activity details for the specified MEP - refer to section 6.13.2 – [MEPs](#) for details of these).

- **Months ahead** field – This field defines how the report categorises activities which are Overdue, Due etc (see [15.2.4](#)), and defaults to '0'. It is recommended that for Area workload planning purposes, the monthly AS is requested using the default '0' where the report will categorise 'Due' activities as those in the current month.

Note 3: These operating instructions are based on an Activity Report that has been ordered with the **Months ahead** field defaulted to '0'.

15.2 Understanding the Activity Schedule Report

The AS has two principle purposes:

Data checks – Three sections of the report contain details of VTSs where data about a VTS Plan needs to be verified or input:

- **Resumed plans** (see [15.2.1](#))
- **New plans requiring local input** (see [15.2.2](#))
- **Sites requiring a MEP check** (see [15.2.3](#))

Note: Data check details are only displayed on the pdf version of the AS.

Activities to be undertaken – Three further sections list details of the activities to be undertaken (see [15.2.4](#)). There are a number of actions that may need to be taken before the activities are assigned to Area staff and carried out (see [15.3](#)).

15.2.1 Resumed Plans

This section lists VTSs where a VTS Plan has now resumed following a period of suspension.

The purpose of listing these VTSs on the AS is to provide a prompt that a VTS Plan may need reviewing to assess whether the planned activities require any amendment (refer to section 37.7 – [Unsuspending a VTS Plan](#)).

15.2.2 New Plans Requiring Local Input

A VTS is listed under this heading because a new VTS Plan has been generated and the Local Planning marker has been set to 'Required', indicating that the default VTS Plan is not suitable for this VTS. Refer to Section 32.4.2 – [Recording Risk Scores on MOT Computerisation for details](#).

The SVE should assess the reasons why the default activity plan is not suitable for the VTS and amend the plan to one that will achieve more effective targeting at the VTS. If the Local Planning marker was set by the VE following the Site Assessment, he may have recorded comments against the activity explaining why and may provide a useful steer for deciding a more specific plan for the VTS. These comments can be viewed using the function View Activity (refer to section 37.8.3 – [Viewing Comments](#)).

e.g. A VTS with an amber RAG status has a new default activity plan i.e an MOT55 after 9 months and a Site Assessment after 18 months. The VTS throughput is very low and the default MOT55 is therefore unsuitable as a targeted enforcement activity, so the SVE may consider changing it for a Mystery Shopper activity.

Amendments to a VTS Plan are made using the function update VTS Plan (refer to Section 37.3 – [Updating a VTS Plan](#) for details).

Note: A VTS will only be listed in this section of the AS once. MOT Computerisation will then automatically de-activate the Local Planning Flag even if no action has been taken to amend a VTS Plan.

15.2.3 Sites requiring a MEP check

MOT Enforcement Patches are used to facilitate the efficient management of targeted MOT enforcement activities. Every VTS must belong to a MEP (refer to section 6.13.2 – [MEPs](#) for details). A VTS may be listed in this section for the following reasons:

- **It is not assigned to an MEP.** It is essential that a VTS is assigned to a MEP otherwise it cannot be included on the AS when a targeted enforcement activity is due. A new VTS will normally be assigned to a MEP during the authorisation process (refer to section 4.15.6 – [Assigning VTS to MEP](#)),

but this facility on the AS provides a fail safe in the event that it is overlooked at that time, or perhaps in the event that a VTS is left unassigned following a re-organisation of MEPs in the Area. If a VTS is listed on the AS for this reason, action must be taken to assign it to a MEP.

- **Its MEP/Area does not match its Zone/Area.** A VTS may intentionally be assigned to an MEP that belongs to another Area to facilitate efficient management of targeted enforcement activities. If that is the case, there is no action to be taken, the VTS will be listed again further down the schedule if it has an activity that is due or pending. If, however the mismatch is not intended and the VTS is assigned to the MEP incorrectly, action must be taken to re-assign it to the correct MEP using the [Create or Update MOT Enforcement Patches](#) function.

Note: Sites requiring a MEP check will only be listed on an AS requested by Area number (a VTS with a mismatch between its MEP/Area and Zone/Area will be listed on the AS for both Areas.) Therefore, if an Area normally prefers to use schedules requested by MEP to manage its targeted activities, they must also request one by Area number and in pdf format if only to check whether there are any sites requiring a MEP check.

15.2.4 Activities to be undertaken

These are first listed under each MEP and the activities are then categorised on the AS under the following headings:

- Overdue Activities (see [15.2.4.1](#))
- Due Activities (see [15.2.4.2](#))
- Pending Activities (see [15.2.4.3](#))

The type of activities that may be listed in any category fall into two groups:

Enforcement activities: Typically Site Assessment, MOT55 and Mystery Shopper. The AS will show the reason each activity was created:

- **Planned** - an activity from the default VTS Plan.
- **Manual** - an activity that has been added to a VTS Plan manually and is additional to the default plan.

Note: A number of preliminary checks must be made before Enforcement activities are assigned to a VE and carried out (see [15.4](#)).

VTS Review activities: A VTS Review activity will be scheduled automatically for the following reasons:

- **Monitoring** - there has been a significant change in the VTS [Key Metrics](#) at a VTS with a green RAG status

- **DBA Outcome** – a DBA had an unsatisfactory outcome. VTS Review activities are covered separately in section 36 – [VTS Review](#).

15.2.4. Overdue Activities

1

An overdue activity is one with a planned date before the current month that has not been completed or cancelled.

Overdue activities are listed on the AS in the following order:

- By segment (red>amber>green>white), and then within each segment by:-
- planned date (longest overdue first)

Overdue activities should be reviewed to assess why they are overdue and whether any action needs to be taken to progress them (e.g. Has it been assigned? Why has the assigned VE not carried it out? Is it overdue because a VTS Plan has resumed following a period of suspension?).

Care should be taken to check whether there is any new information about the VTS since the activity was originally scheduled that may affect the way the activity is now taken forward e.g. an Intelligence Marker.

Exceptionally, and only with good justification, an overdue MOT55/Mystery Shopper activity may be cancelled e.g. if a demand lead MOT19/MOT19i has been conducted very recently (refer to Section 37.3 – [Updating a VTS Plan](#) for details).

15.2.4. Due Activities

2

These are the activities that may have been assigned to VEs in the previous month and are due to be carried out in the current month.

As all due activities are referenced against the same month they are ordered on the AS as follows:

- Segment (red>amber>green>white).

15.2.4. Pending Activities

3

Pending Activities are activities that have a planned date in the next 3 months. Areas will normally assign VEs to the pending activities for one calendar month ahead (see [15.4](#)), but assigning VEs to activities 2 months after that may help to facilitate longer term planning or the management of workloads in Areas with remote locations.

Note: An activity that is carried out up to 3 months before its planned date will be automatically completed on a VTS Plan and will not be listed on the AS.

Pending activities are ordered on the AS as follows:

- By planned date mm/yyyy (earliest first), and then within each month by:
- Segment (red>amber>green>white)

15.3 SVE checks of 'pending' activities

The SVE is responsible for managing the Activity Schedule and if necessary assigning VEs to the planned activities for the next month i.e. those pending. Before doing so, he must check that any VTS which is listed for a visit should still be visited and that the activity is still suitable. The following sections cover the checks that need to be made.

15.3.1 AE-VTS status is SUSPENDED

MOT Computerisation will continue to list activities on the Activity Schedule when the AE-VTS link status is SUSPENDED - VOSA/AE/SYSTEM.

The SVE should review the reason for the SUSPENDED status and where it is likely to be very short term (e.g SUSPEND-SYSTEM), the activity may be carried out as planned, subject to the AE-VTS link being confirmed as ACTIVE prior to the visit. Otherwise, the SVE may consider re-scheduling the activity for a date further into the future, when it is anticipated that the AE-VTS may be ACTIVE again (refer to Section 37.3 – [Updating a VTS Plan](#)).

15.3.2 VTSs with an Intelligence Marker

Where intelligence is held about a VTS on the VOSA National Intelligence Database (VNID), the Intelligence Unit will flag this up on MOT Computerisation by showing that an Intelligence Marker is 'ACTIVE' against the VTS. When such VTSs are scheduled for an activity, the active IM will be shown on the AS. Careful consideration must be given to all such cases to establish whether the intelligence is such that

- staff safety may be compromised (The Health and Safety risk assessment process published on [VOSAnet](#) should always be invoked where there are concerns about the safety of staff)
- the viability of the planned activity is compromised
- any investigation carried out by the Regional Investigation

Team (or other government department) may be compromised if the planned activity is carried out

The SVE should contact the Area Intelligence Officer (IO) to establish the nature of intelligence held about a VTS and decide jointly with the IO whether it impacts on the viability of conducting the planned activity for any of the reasons above.

There are 2 possible outcomes:

- There is **no impact** from the intelligence at this time, the Area Office should continue with the planned activity or a replacement activity (not for Site Assessment) (see [15.3.4](#)).

Note: A brief comment must be recorded against the relevant activity on a VTS Plan using the Record Comment function to confirm that the IM has been considered and the planned activity is to be conducted (**there must be no reference to intelligence in the comment**). This will be used as a means of informing the VE who will undertake the activity that the impact of the IM has been fully assessed. If VEs are assigned to activities a best practice would be to do this after assigning the VE when the Update Plan function can be linked to Record Comments (refer to section 37.3 1- [Recording Comments](#)).

- There is a **possible impact** from the intelligence and the case will be referred to the next monthly Level 1 meeting to consider the best course of action as follows:

15.3.2. Level 1 Meetings

1

Refer to the [Targeting Framework Operations Manual \(55\)](#) which covers the detailed procedures for Level 1 meetings.

Prior to the Level 1 meeting the SVE should review the VTS file, particularly recent enforcement activities and complaints and their outcomes to ensure he is fully informed to discuss potential plans of action.

The possible outcomes of the Level 1 meeting are as follows:

15.3.2. Continue with planned activity

1.1

The Enforcement Area will continue with normal targeted MOT enforcement activities and carry out the planned activity, or a replacement activity (not for Site Assessment).

Note: A comment must be recorded (see 'note' in [15.3.2](#)).

15.3.2. Regional Investigation Team takes on investigation

1.2

The RIT will manage ongoing investigations at the VTS (this may involve escalating the case to Level 2, or exceptionally Level 3)

and the VTS Plan will be suspended until the investigation is complete.

The VTS Plan will be suspended via a VTS Review activity - refer to Section 36.4 - [The Regional Investigation Team takes on Investigation](#) for the action that must be taken.

15.3.2. 1.3 RIT takes on investigation but AO continues with Activity plan.

The Regional Investigation Team (CIT) will manage ongoing investigations at the VTS (this may involve escalating the case to Level 2, or exceptionally Level 3), but to avoid arousing the suspicions of the VTS, targeted MOT enforcement activities will continue.

Note: A comment must be recorded (see 'note' in [15.3.2](#)).

15.3.3 VTSs that have an MOTMCS (primary site) scheduled in the same or following month

The AS must be compared with the MCS schedule (primary list) for the same or following month. If the VTS is also scheduled for an MOTMCS, the MOTMCS will replace the default MOT55 activity and must be conducted in the due month in accordance with the [MOT Compliance Survey OIs](#) (refer to section 35).

Although MOT Computerisation will automatically detect the completed MOTMCS as an 'equivalent activity type' causing the MOT55 to be shown as completed, the MOT55 should be replaced and possibly rescheduled on the VTS Plan as there is a risk that either both activities will be completed or the MOTMCS will be missed. Refer to Section 37.3 – [Updating a VTS Plan](#) for details.

Note: An MOTMCS must not replace a default Site Assessment activity. The Site Assessment is the last activity in a VTS Plan and must always be conducted as planned. If an MOTMCS is also scheduled, both activities should be conducted, the MOTMCS is not treated as an equivalent activity of a Site Assessment so will not replace it.

15.3.4 VTSs where a replacement activity is required

Checks should be made for any VTS where the default MOT55 activity may not be appropriate (e.g. because the volume of tests is too low to guarantee identifying a suitable vehicle to inspect). It may be replaced by an alternative activity, normally a [Mystery Shopper](#) but exceptionally could be a Special Investigation. Where a Mystery Shopper campaign has insufficient target VTSs some MOT55s could be replaced (Areas may check the MS

activities pending by requesting a [Campaign Report](#)).

The VTS plan should be amended to show the replacement activity type using the Update VTS Plan function (refer to section 37.3 – [Updating a VTS Plan](#)).

Note 1: Although a Mystery Shopper activity will be treated by MOT Computerisation as an equivalent to a scheduled MOT55, VEs should have confidence that a VTS Plan always shows the SVE's intentions and therefore the plan should always be updated which will also produce a Campaign Report.

Note 2: If a Special Investigation is to be conducted, even by the RIT, the VTS Plan must be amended to show the replacement activity (refer to section 25.1 – [MOTSI Trigger](#) and 25.5 – [Recording outcome on MOT Computerisation](#)).

15.3.5 VTS that have received an MOT19/19i inspection in the previous two months.

It is acceptable for an AM/SVE to consider any MOT19/19i completed in the previous two months prior to a planned MOT55 as a substitute activity (refer to section 37.5.2 - [Non targeted enforcement activities regarded as substitutes](#)). Although this check could be made using the VTS file, there may be such activities either pending as new complaints or where they have been conducted outside the Area and not forwarded on. It may be more effective therefore to check using the function View AE-VTS Link Details and to use the 'Select Enquiry' drop down for 'Complaint Details'.

Note: Where the MOT19/19i is recent and subject to ongoing disciplinary action the VTS Plan would be suspended and consideration of this substitution should be held over until the plan is resumed (see [15.2.1](#)).

15.4 Assigning VEs to a planned activity

Before assigning VEs to activities, the pre-checks in [15.3](#) must always be completed.

A VE is assigned to an activity using the function Update VTS Plan. If necessary, the assigned VE may subsequently be amended (refer to section 37.3 – [Updating a VTS Plan](#)).

Note: It may not be necessary to assign VEs to activities on a VTS Plan if VEs identify their workload via a MEP (refer to section 6.13.2 – [MEPs](#) for details).

15.5 VEs' overview of their 'due' activities

To obtain an overview of their 'due' activities the VE can either:

- Receive a copy or extract from the Activity Schedule or it is suggested as a better practice:
- The View Activity function should be used (refer to section 37.8.2 – [Viewing a VE's workload](#)). This has the advantage of being able to provide further information regarding activities in order to carryout the pre-checks below.

Note: Before carrying out an activity, VEs should make last minute checks as covered below.

15.5.1 VE preliminary checks before conducting a scheduled activity

Before conducting a planned activity, the VE should check that nothing has occurred at the VTS since his workload was obtained which may impact on the viability of conducting the activity.

A summary of the last activity completed on a VTS Plan and the next planned activity can be viewed via the 'Enforcement Details' button on the View AE-VTS Link Details screen

Note 1: refer to section 37.8 – [Viewing Activities on a VTS Plan](#) for details of what can constitute an activity.

Other information relevant to Targeted MOT Enforcement (i.e. the current risk score, segment, any active Intelligence Marker) may also be viewed on this screen.

The following checks should be made if possible a day or two before the activity is due to be conducted:

- If current Intelligence is shown, a check must be made to see whether the SVE has made a comment that confirms that the IM has been considered and the planned activity is to be conducted (refer to section 37.8.3 – [Viewing Comments](#)). If there is no comment, the VE must refer back to the SVE to consider whether the activity should be conducted (see [15.3.2](#))
- If an equivalent activity has been conducted by another VE since the AS was produced or original enquiry made, it will have automatically completed the assigned activity on the VTS Plan (refer to section 37.5.1 – [Automatic Completion](#)). Therefore the assigned activity will not need to be carried out. A summary of the last activity completed on a VTS Plan and the next planned activity can be viewed via the 'Enforcement Details' button on the View AE-VTS Link Details screen.
- The demand led activities MOT19 and MOT19i are separate from targeted MOT enforcement activities however in some circumstances may be treated as a substitute activity

and if very recent they should be brought to the SVE's attention (see [15.3.5](#) as to how these can be viewed).

Note 2: An MOTDSV activity cannot substitute for a targeted MOT enforcement activity.

15.6 Monitoring progress of activities

Refer to section 37.8 – [Viewing Activities on a VTS Plan](#) for advice on the use of the View Activity search function.

15.7 Reports

Appendix 11.1 – Report Access by Role table

[Activity Schedule](#)

[Campaign Report](#)

[Summary of Activity Schedule](#)

[Summary of Suspended Action Plans](#)

[Suspended Action Plans](#)