

08.06.09	<b>Section 3 Vehicle Testing Scheme</b> <b>Operating Instructions</b> <b>19 – Targeted MOT Enforcement Overview</b>
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### **19.1 Objectives**

Targeted MOT Enforcement uses the benefits of the data available from MOT Computerisation (MOT data) to improve MOT testing standards and help improve the effectiveness of the operational enforcement staff by:

- Scoring VTSs according to risk of non-compliance:
- Segmenting the VTS base according to risk score and implementing different strategies to each segment to target effort and resources towards the highest risk VTSs.

- Improving effectiveness of the Scheme and providing greater management controls.

## 19.2 Risk Scoring VTs

Each VTS is assessed and given a score according to their risk of non-compliance with the MOT Testing Scheme. The risk score is associated with the AE-VTS link as it relates to the way the AE carries out his business at that site.

The risk score is based on:

- Information gained from VTS Site Assessment scores allocated to a VTS against a number of attributes to assess the risk of non-compliance (refer to section 32 – [Site Assessment](#))
- Disciplinary history - Assessing current AE Formal Warnings (refer to section 17 – [Disciplinary Assessment](#)).

In future the risk score may also take into account information from MOT Computerisation about the VTs vehicle throughput.

### 19.2.1 How the VTS Risk Score is calculated

Weightings are applied to each element of the risk score to differentiate between those areas that are of greater relative importance (in terms of risk to road safety) than others. For the Site Assessment and Disciplinary Assessment, separate weightings are applied to each of the levels: assessment question, assessment groups and assessment type.

The calculation is made as follows

- For each assessment type (i.e Site Assessment and Disciplinary Assessment) :
  - The raw score for each assessment question is multiplied by the question weighting to produce the **question score**.  
**Note:** For a Site Assessment the raw score is the VE's assessment response 1 2 3 4 or 5. For a Disciplinary Assessment the raw score is the number of Formal Warnings 0 1 2 or 3+.
  - The assessment questions are then grouped and the question scores within each group are added to give a total raw score for each group. A weighting is applied to each group raw score to produce the **group weighted score**.  
**Note:** For the Site Assessment the questions are grouped by attribute. The Disciplinary Assessment has a single group for all (2) questions.
  - The group weighted scores are added to give an overall

assessment raw score. A further weighting is applied to produce the **overall assessment score**.

- The overall assessment scores are added together to give the **VTS risk score**.

**Note:** Weightings are managed by HQ and may be reviewed and reset from time to time.

### 19.3 Segmenting the VTS base - RAG Status

VTS risk scores are compared nationally and VTSs segmented according to their relative risk of non-compliance with the MOT Scheme. Each VTS is allocated a risk rating (known as a RAG status) according to the segment that they fall into. There are 3 segments into which most VTS with a risk score fall:

- **Red** – High risk of non-compliance with the MOT Scheme  
A Red RAG Status would normally apply to VTSs that are deliberately non-compliant or consistently put themselves in a position where they are vulnerable to committing serious malpractices, whether intentionally or not.
- **Amber** – Moderate risk of non-compliance with the MOT Scheme  
An Amber RAG status would normally apply to VTSs that display poor and sloppy standards due to poor effort or lack of understanding of what is required, thereby putting them in a position where their actions may cause them to compromise road safety on a regular basis.
- **Green** – Low risk of non-compliance with the MOT Scheme  
A Green RAG Status would normally apply to VTSs that have displayed compliance over a period of time and are focused on supporting road safety within the scope of the MOT Testing Scheme.

Each segment has a different enforcement strategy (known as Segment Specific Strategy – see [19.4](#)) to focus effort and resources towards VTSs that indicate a higher risk of non-compliance e.g. increased checks for VTSs with a red RAG status (high risk), fewer routine visits for VTSs with a green RAG status (low risk) but with interim contact via a Desk Based Assessment (refer to section 9 – [Desk Based Assessment Overview](#)).

#### 19.3.1 New Authorisations

A newly approved VTS and 'change of ownerships' to a completely new AE fall into a fourth segment – the white segment. A VTS in the white segment does not have a risk score until an initial Site Assessment is conducted 6 months after authorisation (i.e. the AE-VTS link becomes ACTIVE).

When the Site Assessment has been conducted, the VTS is given a risk score which is included in the national VTS base to assess the RAG status of the VTS i.e red, amber or green. The VTS is then assigned the appropriate Segment Specific Strategy - see [19.4](#).

Where there is a change of authorisation (such that a new AE number is required) and there is continuity of AEPs between the outgoing AE entity and incoming AE entity, the new AE will inherit the risk score and VTS Plan from the outgoing AE entity. Refer to section 4.21.1 – [AE Details](#) for details of this procedure.

## 19.4 Segment Specific Strategy

Segment Specific Strategy is the term used to describe the default plan of activities (known as the [VTS Plan](#)) that will be applied to all VTSs within a segment. The red, amber and green Segment Specific Strategies are designed to focus effort and resource towards non-compliant VTSs. The White Segment Specific Strategy ensures that new VTSs and 'change of ownerships' by a completely new AE are risk assessed 6 months after authorisation.

**Note:** The Segment thresholds and default plan of activities are managed by HQ and are defined such that at any time there is sufficient resource to conduct the number of activities that will need to be carried out across the VTS base. These parameters may be reviewed and reset periodically to manage the levels of VTSs moving between segments as a result of improved or worsened risk scores and/or to accommodate changes in resource levels.

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. Refer to Section 15 – [Activity Scheduling](#) for more details.

### 19.4.1 Red SSS

VTSs with a red RAG status represent a high risk of non-compliance with the MOT Testing Scheme and are subject to an 18 month strategy of more frequent targeted enforcement activity and site assessment.

The default activity plan for a red VTS is:

- Two planned enforcement activities at 6 monthly intervals (normally an MOT55 but could be a Mystery Shopper if an MOT55 is not considered suitable at a particular VTS).

- A site assessment after 18 months.

The objective of this strategy is the rapid removal from red RAG status. Ideally this will happen as a result of improvement to amber or green RAG status, but it could occur because of voluntary cessation or VOSA cessation as a result of disciplinary action.

#### 19.4.2 Amber SSS

VTs with an amber RAG status represent a moderate risk of non-compliance with the MOT Testing Scheme and are also subject to an 18 month strategy of enforcement activity and site assessment:

The default activity plan for an amber VTS is:

- A planned enforcement activity after 9 months.
- A site assessment after 18 months.

The objective of this strategy is to prevent degradation to red RAG status and instead improve to green.

#### 19.4.3 Green SSS

VTs with a green RAG status represent a low risk of non-compliance with the MOT Testing Scheme and routine visits are less frequent.

The default activity plan for a green VTS is:

- Site Assessment every 3 years.
- Annual Desk based assessment in the two intermediate years.

The objective of this strategy is to maintain green RAG status.

However, as these low risk VTs do not get many visits, they are also subject to a system of automatic monitoring which tracks when certain changes occur in their [VTS Key Metrics](#) that might indicate a change in risk. When MOT Computerisation detects such a change, a VTS Review activity is automatically added to the VTS Plan so it is flagged up to the Area Office who may wish to investigate (refer to section 36.3 – [Significant change in VTS Key Metrics](#) for details).

#### 19.4.4 White SSS

The default activity plan for a white VTS is

- Site Assessments 6 months after authorisation

This allows new VTs and changes of ownership by a completely new AE a period to settle before they are risk assessed.

## 19.5 Moving between segments

A VTS will normally remain in a segment until all the activities in the VTS Plan have been completed. A planned Site Assessment (MOTSA) is the last activity in any VTS activity plan. Following the MOTSA, a new VTS risk score is calculated based on the scores from this latest MOTSA. A RAG status will be allocated relevant to where this risk score features in a national table of scores. A fresh activity plan will be assigned to the VTS based on the relevant Segment Specific Strategy.

There are three exceptions when a VTS may move into a different segment before all the activities in the VTS Plan have been completed:

- A Disciplinary Assessment is carried out following the issue of a formal warning to the AE and the risk score increases such that the VTS falls into a higher RAG status. In such instances the existing plan will be automatically ended and a new one generated according to the relevant segment specific strategy so that the VTS can be targeted appropriately.
- An additional Site Assessment activity is added to the VTS plan and carried out whilst default activities remain open. The VTS risk score will be recalculated using the scores from the Site Assessment and if it increases such that the VTS falls into a higher RAG status, the existing plan will be automatically ended and a new one generated according to the relevant segment specific strategy so that the VTS can be targeted appropriately.
- When risk score weightings and/or segment thresholds are reset by HQ, VTSs close to the segment threshold limits may move into a different segment. For those that move into a higher risk segment, the existing plan will be automatically ended and a new one generated according to the new segment specific strategy. However, those VTSs that move to a lower risk segment as a result of the changed segment thresholds will retain their existing activity plan until it is completed.

## 19.6 Viewing Risk Assessment details

Certain trade roles may view the following risk assessment details on the VTS Device via the [Update VTS Operating Details](#) screen:

- Risk Score
- Date the risk score was calculated on
- Risk Segment

- Date the risk segment was assigned

VOSA users may view the same information on a corporate terminal or laptop using the function View AE-VTS Link Details.