

Vehicle & Operator Services Agency Operations Manual

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33 Directed Site Visit - MOTDSV

A directed stand-alone visit to an AE's VTS premises. This could be triggered following previous shortcomings or other demand lead reasons.

33.1 Purpose

To ensure that Red and Amber segmented VTS and any which are subject to specific suspicions or evidence of non compliance, are monitored to follow up on previous shortcomings or to investigate concerns.

33.2 Trigger

The activity can be triggered in a number of ways:

- As an isolated activity following a written complaint not involving the re-inspection of a vehicle. Such an investigation must have a complaint number raised following the logging of the complaint onto MOT Computerisation (refer to 22.1 – [MOT Scheme Complaints](#)).
- A system alert message or possibly intelligence where suspicions of non compliance require specific investigation by means of an unannounced visit.
- To follow up on any previous shortcomings e.g. as a result of a Mystery Shopper check resulting in minor shortcomings (refer to section 24.7.8 – [Mystery Shopper Checks](#)).
- As a result of a Desk Based Assessment (DBA)
- In the unusual circumstances where during a Site Assessment visit it becomes obvious that there has been a change of ownership with no continuity, an MOTDSV will become the recorded activity.

33.2.1 Confidentiality

VOSA are often contacted by members of the public wishing to pass on information about MOT Garages. Intelligence information may be given to VOSA in person, via fax, telephone, email or letter.

VOSA have a duty of care to ensure that the identity of those members of the public and members of staff who pass on information that could be subsequently used in any investigation are adequately protected and section 22.2 – [Receiving MOT Intelligence](#) must be referred to.

33.3 Preparation

In all cases, prior to arranging a visit the VE should refer to the VTS file. The VE should note any shortcomings from previous visits and if applicable, any recent correspondence. A [VTS Visit Preparation Report](#) should be called off via the Corporate terminal or Laptop. It should be noted that this is produced overnight.

MOTPVP should be booked for this preparation.

33.4 Check Procedure

The activity must be unannounced and some element of surprise is important in order to effectively check for any malpractices which would otherwise be covered up if notice was given that VOSA were going to be on site.

33.4.1 Arrival

VEs must always make their presence known to managers as soon as practicable however it is important to try to verify which NT is testing what vehicle as a first exercise where this is possible without wandering through offices/stores or opening main doors to workshops. If in doubt, VEs should announce their arrival to a member of staff and ask to see the test bay.

Following this the VE should ask to see the responsible person, establish their name and position in the company and tell them the purpose of the visit.

Note: Follow [link to withheld information which is likely to prejudice the effective conduct of VOSA's regulatory function under the MOT Testing Scheme](#) (this information has been requested under Freedom of Information and has previously been withheld under section 31(1g & 2d) of the act)

33.5 Interviews

If during the visit, shortcomings are found which may be allocated more than 29 points, an interview must be conducted. This should be conducted in an appropriate environment. Refer to section 40 – [Interview Procedures](#) for details.

33.6 Documentation

A VT58 - [MOT Directed Site Visit report form](#) must be completed after every check, either hand-written or on a laptop as follows and a copy given to the AE's representative where shortcomings have been found.

Note: Follow [link to withheld information which is likely to prejudice the effective conduct of VOSA's regulatory function under the MOT Testing Scheme](#) (this information has been requested under Freedom of Information and has previously been withheld under section 31(1g & 2d) of the act)

Sections 5: All shortcomings requiring remedial action, whether subject to formal disciplinary action or not, must ideally be

brought to the attention of the SM or AEDM using this section. The AE or their representative must sign at section 5.2 and a copy left with the signatory, this may represent an Advisory Warning (Shortcomings) Letter unless section 6.1 is marked as 'Unsatisfactory'.

Section 6: This section must always be completed, even where the result is 'Satisfactory' and section 5 is blank.

A copy of the form can be taken at this stage for the VE's file dependent upon local practices. Those with serious shortcomings will require a full report and be marked for the attention of the AM/SVE, who will record their decision in **Section 7**.

Section 8: The entry of the MOTDSV onto MOT Computerisation must be dated and initialled by the user responsible.

33.7 **Recording Outcome on MOT Computerisation**

The visit must be recorded using [Record VTS Visit](#) on the VE's Laptop or a Corporate Terminal. The screen will require entry of the site visitor's user ID (VE), the VTS site number, Visit Type select 'DSV', Visit date, any pads checked and the outcome of the visit in Visit notes. The outcome should be recorded as 'Satisfactory' or 'Shortcomings Found', no other text such as 'unsatisfactory' must be keyed in. Any subsequent disciplinary action taken will be recorded by the appropriate user (refer to section 10.1 – [Disciplinary Events against a Person or AE](#)).

It should be noted that this information will be detailed to the VTS when they print the Garage File Information Report.

33.8 **Update Complaint Record**

If the MOTDSV was triggered by a complaint, the 'Follow Up Action' and 'Notes' sections of the Complaint must now be completed on the MOT Computerisation record (refer to section 23.3.1 – [Complaint Details \(Process\)](#)). Where the VE feels that any advice given may be ignored he should also select 'NFA but log for targeting' from the 'Assessment action' drop down menu.

33.9 **Finalise Complaint Record**

If the report concerns the investigation of a complaint, it should be reviewed by the AM or SVE who must then record the outcome of the complaint which will seal the record. The complaint record will only show the intended course of action and decision regarding whether the complaint was justified, not the result of any disciplinary action. Refer to section 22.1.8 – [Agree Complaint Outcome](#) for further details.

