

Vehicle & Operator Services Agency Operations Manual

17.06.09 Section 3 Vehicle Testing Scheme

Operating Instructions

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37 Introduction

A VTS Plan is a list of the activities allocated to each VTS so that its compliance can be checked in line with the Segment Specific Strategy associated to its Risk (refer to section 19.4 - [Segment Specific Strategy](#) for more details).

A VTS Plan will list the month/year (planned date) that the activities are due to be completed. A new plan will not have any VEs assigned to the activities but this may be done manually (refer to section 15.4 – [Assigning VEs to a planned activity](#))

The default activities will provide a suitable enforcement strategy for the majority of VTSs. Exceptionally, however, the SVE has discretion to update a VTS plan if required. He must, with certain updates also make a record of the reason for the change. The update history will be displayed when viewing the details of a VTS plan activity on screen (see [37.8](#)).

Where the planned date of an activity on a VTS's plan is within the next four months it will appear on the monthly Activity Schedule (refer to section 15.2.4 – [Activities to be undertaken](#) for more details).

37.1 VTS Plan Statuses

There are three:

- **Active** – The current plan in progress
- **Suspended** – The current plan may be suspended while it is decided whether any specific action is required in relation to a VTS. Refer to Section 36 – [VTS Review](#) as suspension of a plan can only be affected by means of a VTS Review.
- **Completed** – all the activities on the plan are closed.

37.2 Activity Categories and Terminology

Targeted enforcement activities are referred to on screen and in reports using a number of terms relating to their status, category and other characteristics. The following provides explanations of the terms used:

Assigned	An activity which has been linked to a VE for completion.
Cancelled	An activity that has been recorded on MOT Computerisation as cancelled.

Closed	An activity which has been either Completed or Cancelled .
Completed	An activity that has been undertaken and recorded on MOT Computerisation or has had an Equivalent activity recorded on MOT Computerisation.
Due	An activity with a planned date for completion in the current month
Equivalent	A Mystery Shopper or MOTMCS which when recorded on MOT Computerisation auto completes an MOT55 which was Due or Pending (see 37.5.1).
Future	An Open activity with a planned date more than 3 months ahead of the current month
Manual	An activity which has been added to a VTS Plan.
Open	An activity that has not been recorded on MOT Computerisation as completed or cancelled which will be either Assigned or Unassigned .
Overdue	An Open activity with a planned date prior to the current month
Pending	An Open activity with a planned date within the 3 months following the current month
Planned	Any activity listed on a VTS Plan which is to be completed at an interval to achieve the relevant segment specific strategy.
Replacement	An activity which can replace the default MOT55 on the Activity schedule i.e. MOTMCS, Mystery Shopper or MOTSI
Unassigned	An activity which has not been linked to a VE for completion.

37.3 Updating a VTS Plan

The default VTS Plan will provide a suitable enforcement strategy for the majority of VTSs. Exceptionally, however, the SVE has discretion to make amendments or additions to a plan if required.

Amendments can be made to individual activities, but occasionally it may be appropriate to review and amend the entire default plan if it is not suitable for a particular VTS - see [37.4](#). The SVE must, with certain changes also make a record of the reason for the change (see [37.3.1](#) below).

In most cases it will be necessary to see the complete VTS Plan before making any amendments. The function [Update VTS Plan](#)

has a link (Find Activity) on the first screen to the function View Activity and this should be used following the best practice in [37.8.1](#).

The amendments that may be made to a plan using the function Update VTS Plan are as follows:

Add activity

- A new activity may be added to a VTS Plan

Update activity

- An activity type may be changed
- An activity may be cancelled
- An activity may be rescheduled for another month (in the future)
- An activity may be assigned to a User ID (refer to section 15.4 – [Assigning VEs to VTS Plan](#))

Unsuspend plan

- Use this function to unsuspend a VTS plan (see [37.7](#)).

Note 1: When any of the above updates are carried out, with the exception of Assigning VEs and Unsuspend Plan, a comment explaining the reason **must** be recorded using the linked Record Comments function (see [37.3.1](#)).

Note 2: A default Site Assessment that is the last activity on a plan must never be changed to another activity type, nor cancelled.

Note 3: A default DBA activity must never be changed to another activity type and must only be cancelled in the circumstances given in Section [36.3.1.2](#).

Note 4: Amendments cannot be made to a plan that is suspended however an activity can still be closed except that is, for a VTS Review.

37.3.1 Recording Comments

The Update VTS Plan function has a provision to link to the [Record Comments](#) function. It is recommended that concise and objective notes relating to the update are always recorded. Additional comments can be subsequently made and can be viewed using the function View Activity.

37.4 Local Planning Marker

This is used to temporarily highlight a VTS where the default VTS Plan may not be suitable. Refer to section 32.4.2 – [Recording Risk Scores on MOT Computerisation](#) for more details relating to

the setting of this marker and to section 15.2.2 – [New Plans requiring Local Input](#) for advice on the action that needs to be taken when the Activity Schedule lists such a marked VTS Plan.

Apart from setting this marker when Risk Scores are input following a Site Assessment, it can also be set (to 'Required') or cleared using the function [Update AE to VTS Link Details](#).

Note: The marker will expire one month after the next new VTS Plan is generated and the marker will only be shown on the first Activity Schedule following the generation of this new VTS Plan (refer to section 15.1 – [Requesting the Activity Schedule report](#)).

37.5 Closing activities on a VTS Plan

Activities listed on a plan can be closed in one of three ways:

- By recording the specified activity or an 'equivalent' targeted enforcement activity on MOT Computerisation . This is automatic completion (see [37.5.1](#)).
- By cancelling the planned activity. This should only be done when specified within the OIs' (see [37.5.2](#)) and refer to section 17.1.1 - [Formal Warning revoked following a request for a review](#).
- By using the dedicated function [Complete Activity](#) for an activity which isn't recorded on MOT Computerisation e.g. an MOTSI. This is Manual Completion (see [37.5.3](#)).

When an activity is closed, i.e. completed or cancelled, a VTS Plan will be updated to show the activity closure date and the User ID of the person who recorded the closure.

37.5.1 Automatic Completion

When a planned activity that is directly associated with an MOT Computerisation process has been carried out, it will be automatically marked as completed on a VTS Plan.

MOT Computerisation applies the following principles in relation to the automatic completion of activities:

- A planned activity may be completed automatically by an equivalent activity type. The activity types recognised by MOT Computerisation as equivalent to one another are MOT55, MOTMCS and Mystery Shopper.
- Other than a VTS Review, MOT Computerisation allows activities to be completed even if the plan is suspended.
- If an activity is conducted up to 3 months in advance of its planned date (i.e. the date is listed as Pending), the VTS Plan will be automatically updated to show the activity as completed, providing there are no earlier open activities (i.e.

Overdue) of the same or equivalent type in which case the earlier activity will be completed.

The activities that are completed automatically are as follows:

Default Activity	Equivalent Activity	When identified by MOT Computerisation as completed	Completion date of activity shown on VTS plan
MOT55		When the VE records his inspection on VTS Device	VE re-inspection date
	Mystery Shopper	When MS observation recorded on a 'marked vehicle'	Test date
	MOTMCS	When the VE records his inspection on VTS Device	VE re-inspection date
Site Assessment	NONE	When Assessment recorded and assessment status is Finished	Assessment date
DBA	NONE	When Assessment recorded and assessment status is Finished	Assessment date

37.5.1. Fallback or SAT

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If an MOT55 or MOTMCS is conducted whilst the VTS is in Fallback or SAT, and therefore the VE re-inspection cannot be recorded on MOT Computerisation via the VTS Device, the activity will not be automatically completed on a VTS Plan. In these circumstances, in order to close the activity, it should be cancelled on the plan (see [37.3](#)) and a comment recorded against the activity giving the details of the MOT55/MOTMCS (date of VE re-inspection, NT original test number, VE User ID) and explaining that it was conducted whilst the VTS was in Fallback or SAT. If this action is not taken, the activity will remain open and will in due course, be shown as overdue on the monthly Activity Schedule. Also, a VTS Plan will never be completed thus preventing a new plan being generated when due.

37.5.2 Non targeted enforcement activities acceptable as a substitute

The demand led activities MOT19 and MOT19i are separate from targeted MOT enforcement activities and are not managed within MOT Computerisation as an [equivalent activity](#). If however, a

planned inspection activity is due to be carried out within two months of a previous MOT19 or MOT19i, the AM/SVE may use his discretion to cancel the planned activity or amend the planned date to a future month using Update VTS Plan (see [37.3](#)). A comment must be recorded explaining the reason for the cancelled or rescheduled activity and giving the details of the MOT19/MOT19i i.e. complaint number (see [37.3.1](#)).

37.5.3 Manual Completion

Planned activities which are not recorded on MOT Computerisation must be manually completed using the function [Complete Activity](#). These are:

- VTS Review (refer to section 36.7 – [Recording VTS Review outcome on MOT Computerisation](#) for details).
- An MOTSI that has replaced a default MOT55 (refer to section 25.5 – [Recording outcome on MOT Computerisation](#) for details).

Note: These activities must be scheduled first. MOTSIs and some VTS Reviews must be added to a VTS Plan first using the function Update VTS Plan (see [37.3](#)).

37.6 Suspending a VTS Plan

When there is new information about a VTS that indicates there might be a change in risk, it may be necessary to suspend the plan so that no further targeted enforcement activities are scheduled whilst a VTS Review is carried out to decide what to do.

The two most common reasons for a VTS Plan to be suspended are:

- There is intelligence about a VTS and the RIT is managing the investigation. Refer to section 36.4 – [The Regional Investigation Team takes on investigation](#).
- There is ongoing disciplinary action. Refer to 36.5 – [Disciplinary Action is instigated](#).

37.7 Unsuspending a VTS Plan

When it is appropriate to resume targeted enforcement activities at the VTS, the activity plan must be unsuspending using the function Update VTS Plan (see [37.3](#)).

It is good practice to review a VTS Plan at this point to assess whether the activities require any amendment (especially those that were scheduled for a date during the period the plan was

suspended and are now overdue).

Where a suspension has been lifted as a result of the issue of a formal warning it is important that any DBAs which are now overdue or due, or pending in the next two months are rescheduled for three months ahead of the current month.

When a VTS plan is unsuspended, it will be listed on the next Activity Schedule as a Resumed Plan (refer to section 15.2.1 – [Resumed Plans](#)).

Note: This results in the VTS [Key Metrics](#) baseline being automatically updated.

37.8 Viewing Activities on a VTS Plan

The activities in a VTS plan can be viewed using the View Activity function. This function enables activities within a plan to be listed against an Area Office, MEP, VTS or User ID, which may then be selected to see activity details along with targeted enforcement details of the AE-VTS link. Planned activities can also be sorted by some of the 'categories' above (see [37.2](#)). Where a more specific sort is required, the 'Other' category allows further options to be selected.

Note: The list of activities returned as a result of a search may include a non enforcement 'activity' that has taken place which has triggered a landmark in a VTS Plan. These activities will show up as:

- **Gen:** The generation of a new plan following completion of a previous plan or a VTS's risk score has been re-assessed into a higher risk segment for what ever reason.
- **New:** New VTS Plan triggered by an AE-VTS link being made active on the point of authorisation where a VTS Plan field has been set to 'New'.
- **Inh:** Current VTS Plan transferred to an AE-VTS link on a change of authorisation where a VTS Plan field has been set to 'Inherit'.
- **Unsus:** VTS Plan unsuspended (key metrics re-baselined).

A snap shot of a VTS Plan mid activities can also be viewed using View AE-VTS Link Details by selecting the button labelled 'Enforcement Details'. This presents details of the last completed activity and the next planned activity and also provides the VTS Risk score history.

37.8.1 Viewing a VTS Plan

The activities in a current VTS plan can be viewed using the View Activity function and completing the following search criteria:

- **Site number**
- **Category of Activity** – select '**Other**'
- **From date** – enter the 'Plan assigned' date displayed on the AE-VTS link screen
- Click Search

Note: If the '**From date**' field is left blank, the search will return a list of all activities from past and current VTS plans in ascending date order. The activities that comprise the current VTS plan will present at the bottom of the list, with the first activity in the plan being the system generated activity recording the automatic creation of a VTS Plan (see Note in [37.8](#)).

To view just the remaining open activities in the current plan, complete the following search criteria:

- **Site number**
- Category of Activity – select '**All open**'

37.8.2 Viewing a VE's workload

How a manager or VE sees his workload for a coming period depends upon whether VEs are assigned to activities or whether each VE has a separate MEP.

For assigned VEs it is recommended that the easiest search is to enter the following criteria:

- Enter **User ID**
- Category of Activity – select '**All Open**'
- Click Search

This could result in a long 'List of Activities Found' on the next screen if the SVE has assigned the VE to activities more than 2 months ahead however the list is month ordered.

For VEs who align with a separate MEP, the above search is similar but the primary criteria will be the MEP. The disadvantage will be that the list will be longer as all activities will be listed, however as above, the list is ordered by month.

Note: Where VE related MEPs are used, VEs need to be aware that the list will include activity types that may not be their responsibility to complete e.g. DBAs, Site Assessments where the VE is not validated and VTS Reviews which are the responsibility of the SVE. If the latter activities have not been assigned, validated VEs and SVEs responsible for completion are able to sift out these particular activities by searching using the following criteria:

- Enter **Area Number**

- Category of Activity – select '**Other**'
- Planned Status – '**Active**'
- Activity Description – select '**Site Assessment**' or '**VTS Review**'
- Activity Open / Closed – select '**Open**'
- Click Search

37.8.3 Viewing Comments

Comments recorded against an activity can be viewed by using the above View Activity function. To see comments on an imminent planned activity enter the following search criteria:

- **Site number**
- Category of Activity – select the radio button labelled '**All Open**'.
- Select the Search button. This will return a list of the open activities.
- Select Display Activity Details to view the full details and comments about the activity selected.

