



Department  
for Transport

THE DEPARTMENT FOR TRANSPORT  
INFORMATION DOCUMENT FOR THE  
VEHICLE CERTIFICATION AGENCY  
NEW COMMERCIAL MODEL



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“ VCA is the designated UK Approval Authority and a Technical Service for all type approvals to automotive EC Directives and EC or UN Regulations. ”



## INTRODUCTION

The [Civil Service Reform Plan](#), published in June 2012, and the [Open Public Services White Paper](#), published in March 2012, set out the Government's vision for the future role of the civil service in the delivery of public services. The Department for Transport (DfT) Business Plan 2012- 2015 includes a commitment to 'transform delivery of the Motoring Services we provide by reducing costs, increasing the customer focus, and increasing the diversity of delivery whilst maintaining quality and customer satisfaction'.

As part of this process the DfT is reviewing the business model for the Vehicle Certification Agency (VCA) and considers that an alternate model may better serve the services they offer. DfT is now seeking a private sector partner to develop and take forward a new commercial model.

The overall aim is to have the services that VCA currently offer delivered in a way that:

- Provides maximum economic benefit to the UK;
- Provides a proportionate level of assurance on the delivery of high quality statutory functions;
- Provides an excellent service to customers, and
- Provides opportunities for staff.

The document describes the current business of VCA, providing information for prospective bidders.



“ Almost uniquely the VCA is both an Approval Authority and Technical Service, which is a significant advantage ”

## THE VEHICLE CERTIFICATION AGENCY - BACKGROUND



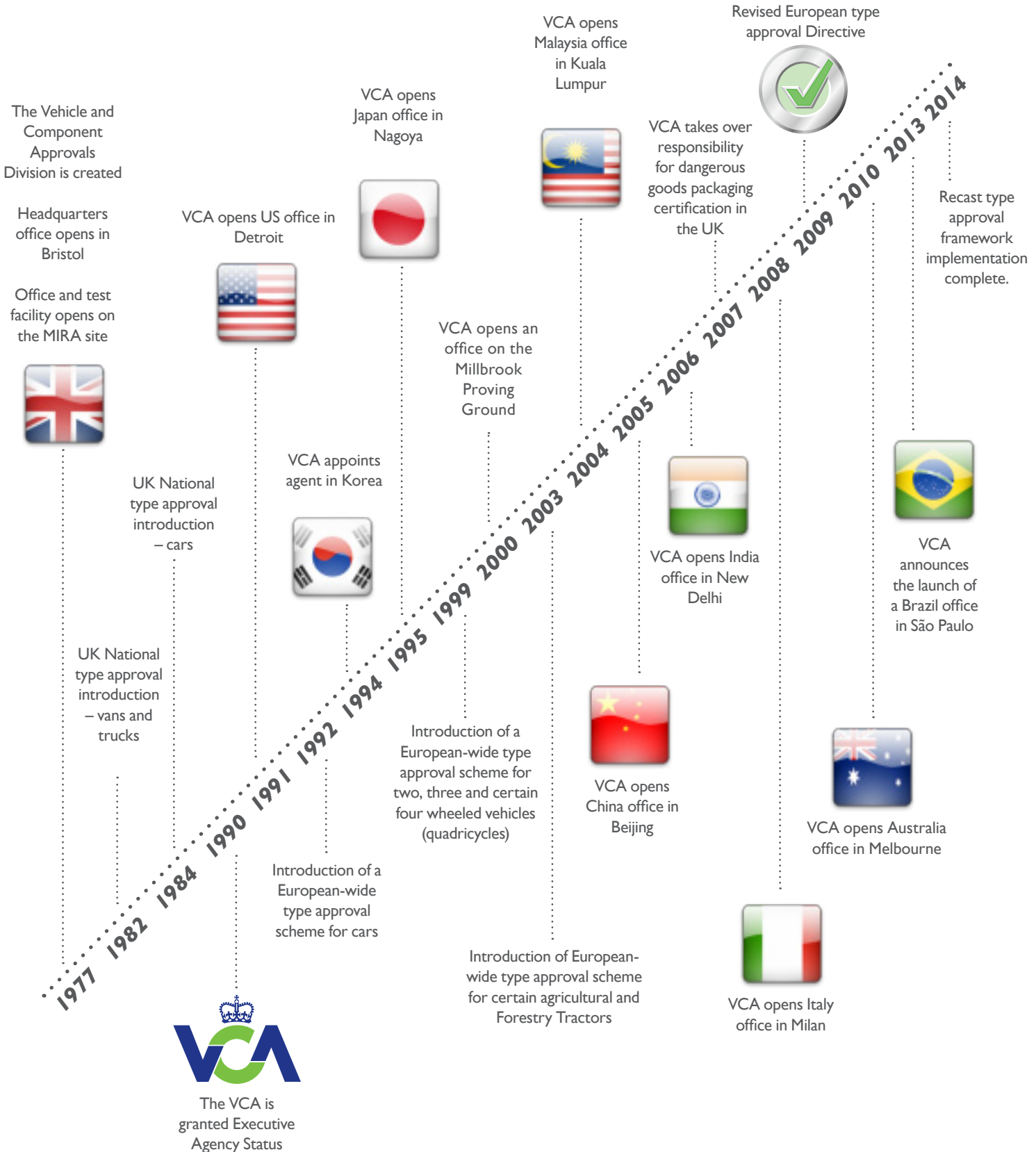
VCA is an Executive Agency of the DfT, and is the designated UK Approval Authority and Technical Service for type approval to all automotive EC Directives and Regulations and UN Regulations.

As the UK Type Approval Authority for new on and off-road vehicles, systems and components, VCA is responsible for approving that these have been designed and constructed to meet internationally agreed standards of safety, security and environmental protection.

VCA core activities are:

- Vehicle Type Approval and Conformity of Production (CoP)
- Management Systems Certification (MSC) and Training
- Enforcement – including Emissions and Noise Regulations
- Dangerous Goods Packaging Certification

# VCA HISTORY





# VCA SERVICE LINES

## Type Approval Authority

VCA is the designated UK Approval Authority and almost uniquely, is also Technical Service for all type approvals to automotive EC Directives and Regulations and most UN Regulations. This means that VCA can both witness tests and issue certification.

Put simply, type approval is the process of ensuring that new on and off-road vehicles, their systems and components, have been designed and constructed to meet internationally agreed standards of safety, security and environmental protection. Whole Vehicle Type Approval authorises a manufacturer to:

- Produce vehicles to a proven specification, and
- Self-certify each production vehicle as compliant with relevant legislation.

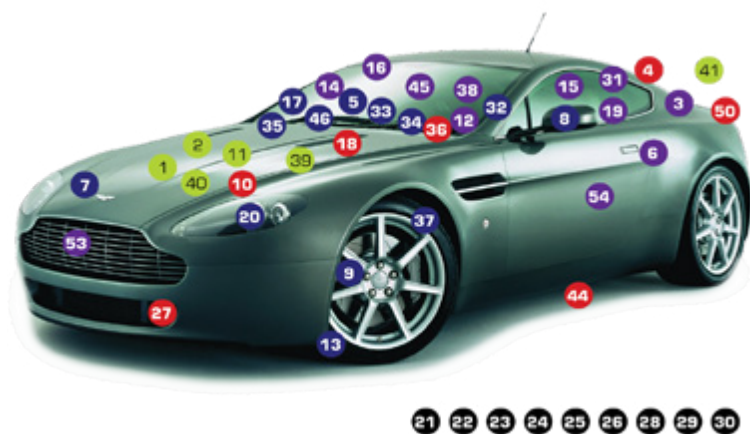
Two fundamental requirements are:

- Meeting the technical and administrative requirements and capturing the design;
- Ensuring that subsequent production vehicles are manufactured in conformance with the approved design.

Two systems of type approval have been in existence for over 30 years. One is based around EC Directives and Regulations and provides for the approval of whole vehicles, vehicle systems, and separate components. The other is based around United Nations (UN) Regulations (formerly known as UNECE Regulations) and provides for approval of vehicle systems and separate components, but not whole vehicles. VCA is able to issue approvals under both systems and for all vehicle categories.

Automotive EC Directives and Regulations and UN Regulations require third party approval - testing, certification and production conformity assessment by an independent body. Each Member State is required to appoint an Approval Authority to issue the approvals and a Technical Service to carry out the testing to the Directives and Regulations. An approval issued by one Authority will be accepted in all the Member States and by contracting parties.

The Type Approval Authority has the power to designate Technical Service Providers, of which VCA has 15 not including VCA itself.



Example of areas subject to approval.

“VCA assesses a manufacturer’s processes to ensure that products are built in line with their approval”



## VCA SERVICE LINES CONTINUED

### Technical Service

As a designated Technical Service VCA is able to carry out or witness tests to EU Directives and Regulations and most UN Regulations at any suitable facility worldwide through offices in the UK, Italy, USA, Japan, China, Australia, Korea, Malaysia, and India, with a direct link to our Approval Authority certification services. We are able to conduct certain tests on site at our test centre in the UK.

In addition VCA is designated to issue test reports to certain Japanese and Taiwanese vehicle standards.

### Conformity of Production (COP)

Conformity of Production (COP) is a means of evidencing the ability to produce a series of products that exactly match the specification, performance and marking requirements outlined in the type approval documentation. Whether a manufacturer or the agent applying for approvals on behalf of a manufacturer, and whatever the product is, suitable COP arrangements must be made.

The VCA assesses a manufacturer’s processes as part of the approval process and ultimate certification will not be issued until they are considered “COP Clear”.

COP is an integral part of the Type Approval process.



“ We would have no hesitation in recommending the services of the VCA to other companies. ”  
VCA Customer

## VCA SERVICE LINES CONTINUED

### Management Systems Certification

VCA's undertaking of Management Systems Certification (MSC) is a complementary extension of its statutory Type Approval obligations.

With over 20 years' experience, VCA offers industry training and certification to:



- **ISO 9001 (Quality)** - An effective framework around which to base quality management systems and can really be applied in any sector.
- **ISO/TS 16949 (Automotive Quality)** - Provides harmonised quality systems within the automotive supply chain, resulting in a focussed and consistent approach.
- **ISO 14001 (Environmental)** - The current environmental management system (EMS), providing a model to be followed when creating and applying an environmental policy.
- **EMAS (Environmental)** - Based on ISO 14001 this is a voluntary EC Regulation aimed at supporting the management of environmental impacts, including a requirement to publicly report on performance.
- **Acorn (Staged Environmental)** - Broken down into 6 manageable phases, providing an ultimate road map to the ultimate implementation of an EMS to either ISO 14001 or EMAS.
- **ISO 50001 (Energy Management)** - Relates to energy management and is a voluntary internationally recognised standard.
- **OHSAS 18001 (Health & Safety)** - Provides a framework for a safe and healthy working environment and uses the same approach as ISO 14001
- **Life Cycle Assessment** - Evaluates the environmental burdens associated with a product, process or activity.

## VCA SERVICE LINES CONTINUED

### Enforcement activities:

VCA operates, on behalf of the DfT, Business Innovation and Skills (BIS) and the Department for Environment, Food and Rural Affairs (Defra), as the nominated enforcement body for a number of Statutory Instrument, such as gaseous emissions of non-road mobile machinery, end-of-life vehicles, the noise emissions from equipment designed for outdoor use, the environmentally friendly disposal of Waste Electrical and Electronic Equipment (WEEE) and waste batteries and accumulators.

Summary of enforcement programmes:

- Non-Road Mobile Machinery
- In-service emissions
- End of life Directive (recyclability)
- Projects for Policy Units
- Safety critical systems
- WEEE Directive (Waste Electrical etc.)
- Waste Batteries and Accumulators

**Waste Electrical and Electronic Equipment Directive (WEEE)** – In July 2007, BIS appointed VCA to enforce retailer and distributor responsibilities under this Directive. This role ensures that retailers and distributors of electrical equipment play their part in helping UK household users to dispose of electrical/electronic items when they reach the end of their useful life.

**Waste Batteries and Accumulators Regulations 2009 (Portable Batteries)** – In February 2010, Defra appointed VCA to enforce distributor responsibilities under the Regulations. A distributor who supplies 32kg or more of portable batteries per year in an individual store, or by distance sales (over the Internet or via mail order), is required, amongst other things, to supply a free take-back service to end users.

**Non-Road Mobile Machinery (NRMM) Emissions Regulations** – The legislation deals with the emission of gaseous and particulate pollutants from internal combustion engines installed in non-road mobile machinery such as garden equipment, construction machinery, industrial trucks and mobile cranes. Again, VCA was appointed by the DfT to enforce this legislation as it draws on VCA's core experience around automotive standards.

**Noise Emission in the Environment by Equipment for Use Outdoors Regulations 2001** – The Regulations deal with the noise emissions levels of equipment for use outdoors, such as lawnmowers or generators etc. DfT has appointed VCA to enforce legislation in the UK.

**Waste Batteries and Accumulators Regulations 2009 (Industrial and Automotive Batteries)** – The Regulations set out requirements for waste battery collection, treatment, recycling and disposal of all battery types. VCA has been appointed by BIS to enforce distributor responsibilities to provide a take-back facility.

**End-of Life Vehicles Regulations 2003** – VCA has been appointed by BIS to enforce parts III and IV of the Regulations relating to the prohibition of the use of heavy metals and information requirements respectively.

**Provision of official fuel consumption and CO<sub>2</sub> data in promotional literature** – DfT has appointed VCA to enforce the inclusion of official fuel consumption and official specific emissions of CO<sub>2</sub> figures for new cars in model specific promotional literature.





## VCA SERVICE LINES CONTINUED

### Dangerous Goods Packaging Certification

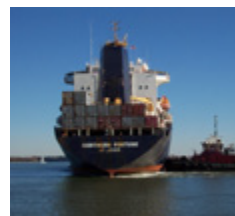
VCA is the administrator and operator of the scheme for the approval of packaging for the carriage of dangerous goods in the UK. Each mode of transport has its own set of International Regulations, but all use packaging as defined in the United Nations (UN) recommendations for the transport of dangerous goods. The requirements for approved packaging are put into effect by separate Statutory Instruments.

**What are Dangerous Goods ?** - Dangerous goods (often called hazardous materials in the USA) may be pure chemicals, mixtures of substances, manufactured products or articles which can pose a risk to people, animals or the environment if not properly handled in use or in transport.

The United Nations have established a universal system for the classification, packaging, marking and labelling of dangerous goods to facilitate their safe transport. National and international Regulations governing road, rail, sea and air transport are all based on the UN system. Under the Regulations, packaging must meet or exceed minimum standards of performance before it can be authorised for the carriage of dangerous goods. Package performance is established by subjecting specimens of the packaging to the tests described in Chapter 6.1 of the UN Model Regulations. If they pass the tests, packagings subsequently manufactured to the same specification, (known as a design-type) may be regarded as meeting the requirements and marked accordingly.

The competent authority of an approving country, usually the country in which the tests have been performed, can allocate a unique UN approval mark to each successfully tested packaging design-type and this may be applied to every serially produced packaging that conforms to the design-type specification.

In the UK, the competent authority is the Secretary of State for Transport. The VCA Dangerous Goods Office (DGO) operates the UN package certification scheme in accordance with the Arrangements for Performance Testing, Certification and Marking of Packagings for Dangerous Goods, on behalf of the Secretary of State.



## VCA SERVICE LINES CONTINUED

### Other activities

**Civil Traffic Enforcement in the UK** – VCA supports DfT Street Works Division in providing a certification service to local authorities who wish to implement bus lane and parking enforcement camera systems.

Changes to legislation are harmonising the civil traffic enforcement procedures throughout England and include provisions for the production of evidence from Closed Circuit TV cameras and associated recording equipment.

Such devices, or parts of a device not covered by an existing recognised approval, must be certified by the Secretary of State for Transport to show that the complete system is an “approved device”. VCA has been appointed to do this on behalf of the Secretary of State.

**Database of CO<sub>2</sub> emissions** – The VCA published database of CO<sub>2</sub> emissions from passenger cars underpins the graduated Vehicle Excise Duty (VED) and Company Car taxation schemes. The VCA “carfueldata” online search tool continues to be popular with consumers, supporting the Government’s strategic drive towards the reduction in CO<sub>2</sub> emissions. The tools are now available through [Gov.UK](http://gov.uk) and received in excess of 1.5 million visits over the last year. In addition to this, an annual guide is also produced to support consumer buying decisions.

**Legislation & Information Services** – In addition to providing Type Approval and Technical Services, VCA provides copies of all automotive EC Directives and Regulations and UN Regulations in a number of ways. The information is available either as ‘one-off’ individual information documents, or as part of an integrated library package published through –VISTA (VCA’s Information Service for Type Approval). VCA can also supply industry with real-time information on the key implementation dates associated with legislation through its LegStat system.

**VISTA (VCA’s Information Service for Type Approval)** – VISTA is a collection of all of the automotive EC Directives and Regulations and EU Regulations required for Type Approval contained within three electronic libraries. The Car, Truck and Bus library contains all of the standards required for cars, goods vehicles and buses and includes standards which deal solely with components or Separate Technical Units (STU’s). Separate Tractor and Motorcycle libraries are available for sectors whose interest is limited to these areas.

Along with the standards, VISTA includes a number of other information assets, including VCA interpretations of the technical requirements.

**LegStat system** – LegStat is an on-line database containing all of the key date information about each of the standards applicable to European Whole Vehicle Type Approval. Subscribers to the system have the opportunity to receive e-mail notifications of impending key dates, prior to, or on the day that they come into force. The system can be used stand-alone, or integrated with the on-line version of VISTA to provide a total solution to the management of Type Approval legislation.

#### Other VCA services include:

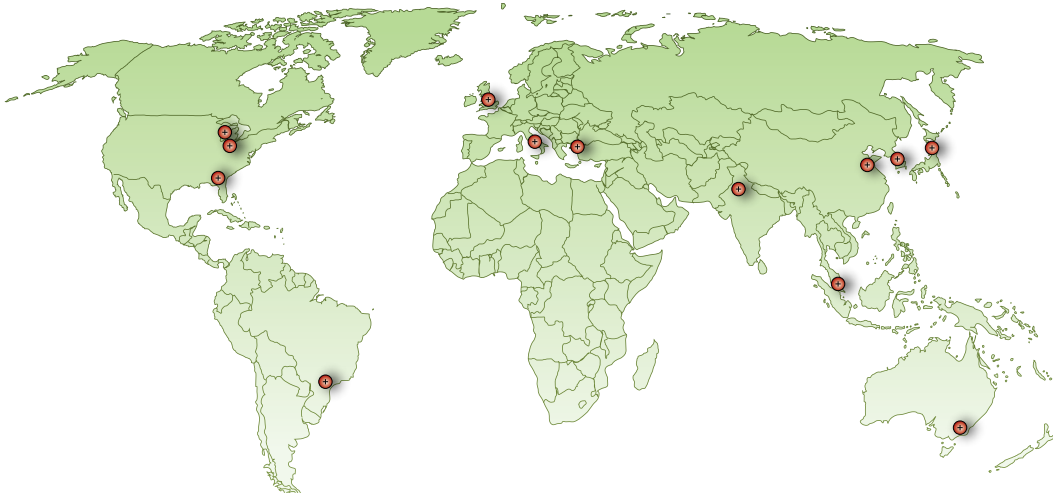
- Vehicle Special Orders – <http://www.dft.gov.uk/vca/other/vehicle-special-orders.asp>
- Recreational Craft Directive - <http://www.dft.gov.uk/vca/other/recreational-craft-d.asp>

More information available through the VCA website – [www.dft.gov.uk/vca](http://www.dft.gov.uk/vca)

## VCA LOCATIONS AND OFFICES

VCA main headquarters is in Bristol, with an office and test facilities on the MIRA site at Nuneaton and an office at the Millbrook Proving Ground near Milton Keynes. VCA's main customers include major vehicle manufacturers with manufacturing plants in the UK, but it also supports SMEs (e.g. trailer manufacturers).

As well as having offices in the UK, it also operates in North America, Japan, Korea, China, Italy, Malaysia, India and Australia. VCA is also currently in the process of setting up a new office in Brazil.



## VCA CUSTOMER SATISFACTION

VCA's service is based on the ethos of putting customers at the heart of everything it does. Because of this capturing information around customer satisfaction is considered core to the success of the Agency.

Satisfaction is measured in a number of ways, which in the case of the type approval work stream includes an annual web-based survey. This seeks to establish a satisfaction score but also allows customers to provide verbatim comments. Satisfaction levels are consistently high, as demonstrated by the charts.

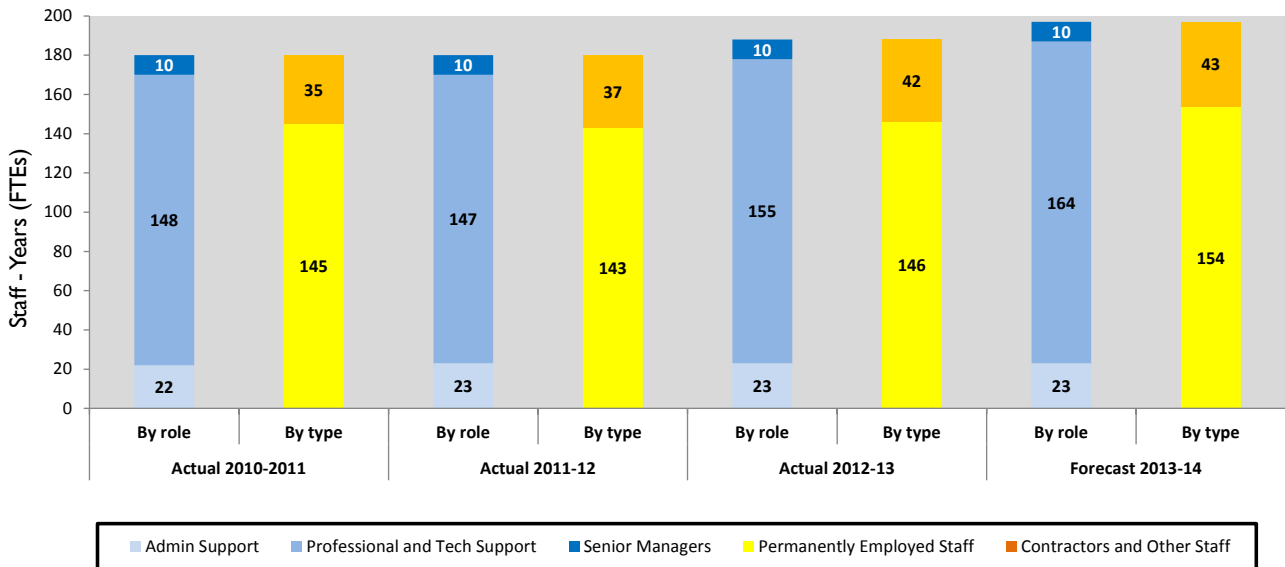


- VCA's overall customer satisfaction in 2011/12 was 95%
- 100% were satisfied with the knowledge and technical competence of VCA staff
- 100% were satisfied with the punctuality, friendliness and courtesy of VCA staff
- 100% were satisfied that VCA staff explain requirements so programmes run smoothly
- 97% were satisfied with VCA staff willingness to interpret technical requirements

## VCA RESOURCES AND STAFF

The delivery of high quality services depends upon the expertise of its staff, a significant number of whom are technical specialists and considered to be leaders in their chosen field.

### Staffing Levels FTEs



Within VCA staff engagement levels are amongst the highest across the Civil Service, as evidenced during survey activity over recent years.



## VCA PERFORMANCE AND KEY MEASURES

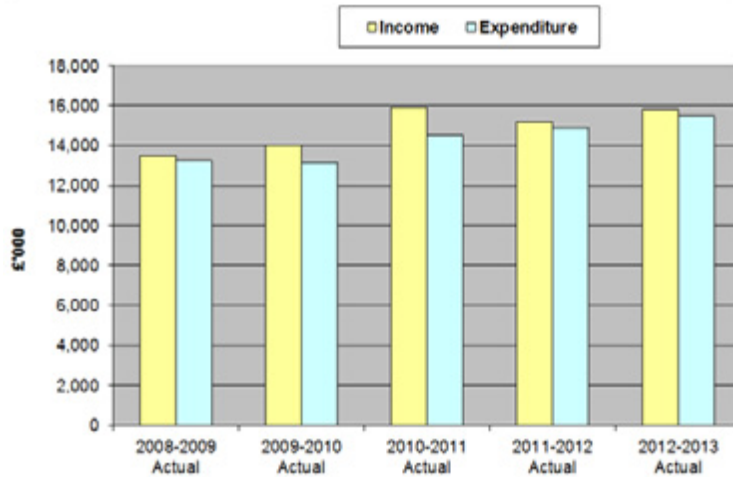
VCA has a number of specific key performance measures, agreed by the Secretary of State for Transport. The measures for 2012/13 and VCA's performance against them are outlined below:

Category	Measure	Objective	Status
Specific Operational	Deliver the agreed testing and enforcement programme	By 31 March 2013	Achieved
	Complete System and Component Type Approval certificates within 9 working days	92%	Achieved 94%
	Appraisal reports on our technical performance from independent panel members deemed to have no critical defects	99%	Achieved 100%
	Conduct a technical audit of system and component approval test reports.	1% of VCA test reports 2% of external test report	Achieved VCA 1% External 3%
	Ensure the continued consistency and quality of VCA's approvals by undertaking the following programmes: • 100% of new clients that do not hold ISO9001 or TS/ISO 16949 to be subject to Conformity of Production assessment before approval issued	100%	Achieved 100%
	• Dangerous Goods packaging - Carry out a programme of Conformity of Production inspections in accordance with the Service Level Agreement agreed with the Department	By 31 March 2013	Achieved
	Customer satisfaction – Maintain or improve the satisfaction of our customers, shown by survey	90%	Achieved
	Protecting the environment – Cut carbon emissions from Agency buildings and business use of vehicles by 31 March 2013 compared to a baseline of 2009-10	15% reduction on baseline	Not achieved
Specific Workforce/ Financial	Achieve Agency Headcount	Maximum headcount 196 FTE	Achieved 183.3 FTE
	Ensure the number of working days lost due to sickness absence does not exceed target	5.04 days	Achieved 5.01 days
	Make further efficiency savings	Minimum £150k	Achieved £183k
	Deliver financial performance in line with Business Plan	Achieve a minimum £150k surplus	Achieved surplus of £451k
	Management Systems Certification to breakeven by March 2013 on a full cost basis	Breakeven on a full cost basis	Not achieved
All Motoring Agencies Operational	Pay all invoices within 5 working days	80%	93%
	Provide response to Freedom of Information (FOI) requests within 20 working days	93%	100%
	Provide response to all Parliamentary Questions (PQs) within due date	85%	95%
	Provide response to MPs correspondence within 7 working days	85%	94%
	Provide response to any Official correspondence within 20 working days	80%	86%
	Deliver on three out of three Customer Service Measures regarding response time, clarity and accuracy of information and staff responsiveness	Deliver on all three Customer Service Measures	Achieved

## VCA FINANCIAL

VCA operates in a commercial environment and is tasked with covering its costs from income and making an annual surplus. The following tables outline the VCA's financial performance during the 2012/13 financial year.

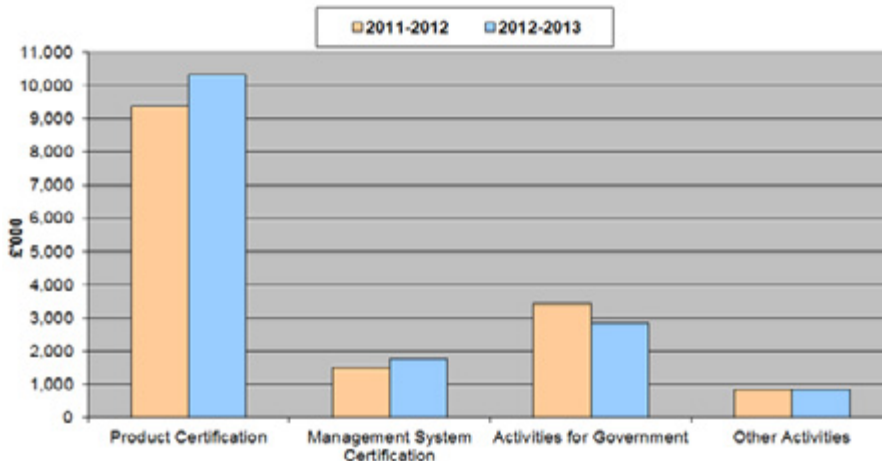
**Income and Expenditure Five Year Trend (2008-2009 to 2012-2013)**



**Values for Income, Expenditure and Surplus/Deficit**

	2008-2009 Actual	2009-2010 Actual	2010-2011 Actual	2011-2012 Actual	2012-2013 Actual
Income	£13.50m	£14.01m	£15.89m	£15.17m	£15.79m
Expenditure	£13.25m	£13.14m	£14.49m	£14.91m	£15.34m
Surplus/(Deficit)	£0.25m	£0.87m	£1.41m	£0.26m	£0.45m
Retained Surplus/(Deficit)	(£0.46m)	£0.41m	£1.82m	£2.08m	£2.53m

**VCA Income by Service Line 2011-12 to 2013-13**



VCA financial reports can be found at - <http://www.dft.gov.uk/vca/downloads/search.asp?Letter=V>

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## NEXT STEPS

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The DfT will be holding an Industry Day on Monday 5th August 2013 and following this event the DfT wishes to hold further market engagement sessions.

Organisations wishing to attend the Industry Day should email [vca.ncm@dft.gsi.gov.uk](mailto:vca.ncm@dft.gsi.gov.uk)

More information about VCA and the services it offers can be found at – [www.dft.gov.uk/vca](http://www.dft.gov.uk/vca)