

**Article on DSA's intranet site issued to all staff: Out of hours car tests to be tailored to demand**

With effect from 17 May we are changing the way out-of-hours tests are offered. Appointments classed as out-of-hours are those offered at the weekend and, during the summer, weekday early mornings and evenings.

As Rosemary has explained, we are seeing a decrease in demand for driving tests as the 'credit crunch' is leading people to tighten their belts and put off learning to drive. This will directly affect our financial position and it is necessary to look very carefully at our planned activities.

As part of that review it has been noted that because of the drop in demand some examiners are being under utilised during the week. If we do nothing we will have some examiners surplus because of gaps in normal hours programmes, while continuing to pay overtime to others to conduct out of hours tests. Clearly, allowing this to continue does not make economic sense. These changes will ensure that we make best use of our examiners.

So we have decided to adopt a new approach, only offering practical car tests outside normal working hours at test centres where overall demand is high, but not at those where it isn't. Out-of-hours testing will be available for practical car tests at centres where waiting times exceed eight weeks.

Practical tests for bus and lorry drivers, motorcyclists and ADIs will be unaffected by this change, as will the availability of theory tests.

- withdrawing out-of-hours testing for those tests leading to vocational qualifications (lorry, bus and ADI) might create difficulties for those within these specialist sectors who have jobs dependent on getting their licence, indeed demand for ADI qualifying tests is forecast to rise. So we will continue to offer an out of hours service for vocational tests responding to local demand
- weekend tests are an important part of our delivery of the new practical motorcycle tests. In certain locations, where we are using VOSA sites, the module 1 practical motorcycle test is only available at weekends
- our Theory Test suppliers are contractually required to offer a different level of service to the practical test and as such current arrangements will continue

A Central Operations Branch Notice with further information for those examiner and administrative staff in the Testing and Assessment and Standards and Regulations Directorate who may be affected by these new arrangements will be issued shortly.

**Queries**

Any queries about this message or the associated COB notice should be made to **Redacted Section 40 (2)**, Central Operations Procedures Manager on **redacted section 40 (2)**

## **COB Notice 13/2009 Overtime and TOIL**

**Reference Number:** 13/2009 **Date:** 07/05/2009

**Author:** Redacted section 40 (2)

### **Issue**

Managing the impact of the economic downturn.

### **Consideration**

You may have already read Rosemary's messages regarding the economic downturn and the considerations needed to ensure DSA improves on efficiency during the current financial climate. More recently, a staff news article has also been placed on Dashboard providing further information regarding changes to out-of-hours testing.

Read the full message on the economic downturn.

To support this new approach to out-of-hours testing, a review of overtime and TOIL has taken place and with effect from 17 May 2009, the following instructions must be followed.

### **Action**

The following actions have been agreed to minimise 'Examiner Available No Tests Booked' (EANTB) and assist in control of expenditure. Please ensure that all staff are aware of the changes and follow this instruction.

### **Administration staff**

- those administration staff who still hold the warrant card are no longer allowed to conduct tests. This suspension from testing remains at least until a pay issue is resolved
- In most instances staff are to take time off in lieu (TOIL) instead of claiming travel time; TOIL must be approved at SEO level and above.
- Overtime is no longer available except where it is deemed essential; any overtime must be approved by a Grade 6.
  - Prior approval of travel arrangements must be obtained from line managers.

### **Examiners**

#### **Overtime**

- Overtime should only be undertaken by grades up to and including SDE except where a more senior grade has a need for quality assurance or quality control purposes. Prior approval by the line manager is required in such cases i.e. at least ODM or for DTAMS, Redacted section 40(2).
- When attending ADI meetings, SMs and DTAMs must target only the meetings where there are issues needing urgent attention. DEs and SDE may attend in their own time.
- Prior approval of travel arrangements must be obtained from line managers.

### **Vocational / motorcycle examiners / ADI examiners**

- The out-of-hours service will continue for vocational, motorcycle and ADI practical tests in response to local demand.
- Motorcycle Module 1 tests take priority over vocational tests for weekend testing at VOSA sites.
- CBT supervision can be done on Saturday / Sundays in locations where ATBs do not train on weekdays.
- ADI check tests should be limited to weekdays as much as possible.

### **Car test examiners**

- Sunday testing should not be conducted unless the DTC forward booking date (FBD) exceeds 9 weeks.
- Saturday testing should only be conducted at a DTC with a forward booking date of 8 weeks or over
- Early morning and evening test should not be added unless the DTC has a FBD of 8 weeks or over.

### **DQM**

Examiners conducting DQM assessments outside their normal working hours will be asked to take TOIL but overtime will be considered when operationally required (e.g. to fulfil our contractual obligations).

### **Arrive Alive**

OOH presentations should be limited to the "classic" group and other exceptional requests where they cannot be arranged for any other time.

### **Time off in lieu (TOIL)**

- TOIL can only be accrued and taken with prior approval under the rules of the existing policy and can not be claimed in advance of the appropriate hours being worked.
  - TOIL must be recorded on the TOIL record COB1 form.
- The completed signed TOIL record COB1 must be forwarded to the line manager for approval and retention.
- The notification of absence form DL7 must be completed and forwarded to the line manager for approval.
- The line manager must forward the approved DL7 to Deployment to notify of the absence.

Click on the following links to access the full TOIL guidance and related forms:

- full TOIL policy
  - TOIL record, including guidance notes
    - Example of completed TOIL record, including guidance notes
      - Notification of absence form DL7

### **Action for deployment**

- The deployment of car test examiners to even out waiting times is allowed but **only to be used if a DTC is in danger of breaching customer service targets or to protect the 3 day cancellation target.**
- Deployments should be made to maximise the throughput of tests and limit any travel time claims or TOIL requests.
- Overnight deployments should not be granted unless the DTC is in breach of the customer service target.
- The deployment HEO will approve all overnight deployments. The SDE should raise any concerns about whether or not a deployment is overnight at the point of the initial request.

Full guidance for deployment and C-OPS will be issued separately.

### **Queries**

Any queries regarding this notice should be made to your **Head of Branch** or **Operational Delivery Manager (ODM).**

Brian Gilhooley  
Chief Operating Officer  
**Previous Notice Ref. No:** 12/2009  
**Previous Notice Subject:** New motorcycle test

## **DTCS procedure notice 54/2009**

### **Subject - Out of hours testing**

#### **Issue**

Guidance to staff following recent notices regarding the economic downturn and changes to the out of hours test service.

#### **Consideration**

You may have already read Rosemary's messages regarding the economic downturn and the considerations needed to ensure DSA improves on efficiency during the current financial climate. More recently, a staff news article has also been placed on Dashboard providing further information regarding changes to out-of-hours testing.

Read the initial message on the economic downturn [here](#)

To support this new approach to out-of-hours testing, a review of overtime and TOIL has taken place and instructions have been issued in COB Notice 13/2009 (DSA Circular 14) Overtime and TOIL. The following guidance has been developed with Customer Operations and Operational Delivery and provides further information on the administration issues around COB notice 13/2009.

#### **Action**

##### **Contact centre - Call backs**

Call backs will not be raised and applications will not be placed on hold for out-of-hours tests for car practical tests.

If there are no out-of-hours tests available when the customer telephones, staff

should encourage customers to use IBS and ASR frequently to check for out of hours test availability.

Staff should continue with current procedure for call backs for vocational, ADI or motorcycle tests.

### **CEU**

Deployment will provide CEU with the current forward booking date (FBD) information for all DTCs.

- customers placed on hold awaiting weekend tests on or after 5 May:  
If the centre has a FBD that under 8 weeks CEU will contact these candidates and offer either a refund or a weekday test. For centres that have a FBD over the 8 weeks, the candidate will remain on the hold list until Deployment can arrange a weekend test. If the first date offered is unsuitable, another out-of-hours date will not be offered and CEU will then offer a standard weekday test or refund
- customers placed on hold awaiting weekend tests before 5 May:  
CEU will offer these customers weekend tests. If the first date offered is unsuitable, another date will not be offered and CEU will offer a standard weekday test or refund.

### **Arrive alive**

Arrive alive presentations should be made within normal working hours wherever possible. Exceptions will only be made for those groups that are not normally booked within working hours, for example, Classic

### **Check Test**

Check tests should be limited to weekdays as much as possible.

### **Deployment**

- tests that were placed on hold awaiting weekend tests before 5 May and those already on the hold list where the DTC's FBD exceeds 8 weeks will remain on the hold list and deployment will arrange enough additional weekend testing to clear those left on the list. If the first date offered is unsuitable, another date will not be offered and Deployment will contact CEU to arrange for a weekday test or refund
- the deployment of car test examiners to even out waiting times is allowed but only to be used if a DTC is in danger of breaching customer service targets or to protect the 3 day cancellation target
- deployments should be made to maximise the throughput of tests and limit any travel time claims or TOIL requests
- overnight deployments should not be granted unless the DTC is in breach of the customer service target
- the deployment HEO will approve all overnight deployments. The deployment clerk will check with the TCM whether or not a deployment requires an overnight stay at the point of the initial request
- motorcycle Module 1 tests take priority over vocational tests for weekend testing at VOSA sites.

Please ensure relevant staff are made aware of this message. Any queries should be made to **Redacted section 40 (2)** by email or for more urgent queries on **Redacted section 40 (2)**.

Thank you,

Redacted section 40(2)  
Central Operations Branch