



Vehicle & Operator Services Agency

From: **Information Access**
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Information Access Team
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Tel: 0300 123 9000
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Your ref:
Our Ref: **F0005046**

Date: 20th June 2013

Dear

FREEDOM OF INFORMATION ACT 2000

I refer to your e-mail of 14th June 2013, in which you are seeking information relating to the calculation of Operator Compliance Risk Scores (OCRS). We have dealt with this under the terms of the Freedom of Information Act 2000.

There are two documents available on the Vehicle and Operator Service Agency (VOSA) website which contain the information you have requested. They can be accessed by clicking on the following links:-

<http://www.dft.gov.uk/vosa/repository/OCRS%20Guidance%20Notes.pdf> and
<http://www.dft.gov.uk/vosa/repository/OCRS%20FAQs%20Oct%2012.pdf>

I have also attached copies to the covering e-mail for ease of access.

If you are unhappy with the response provided, you may ask for an internal review. To request an internal review, please write within two calendar months from the date of this letter to:

VOSA Corporate Office,
Berkeley House,
Croydon Street,
Bristol,
BS5 0DA

or email vosa.corporateoffice@vosa.gsi.gov.uk

giving the reasons for your dissatisfaction. It will help us if you quote the reference number for your case.

If you do not agree with the outcome of the internal review, you may lodge an appeal with the Information Commissioner (www.informationcommissioner.gov.uk). The Information Commissioner is an independent official appointed by the Crown to oversee the Data Protection Act 1998, the Freedom of Information Act 2000 and the Environmental Information Regulations 2004.

The Information Commissioner can consider complaints about any aspect of the way in which requests for information have been handled. Please note: the Information Commissioner would be unlikely to consider your complaint if you have not first requested an internal review.

You can write to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire
SK9 5AF

The Vehicle and Operator Services Agency (VOSA) publishes responses to requests made under the Freedom of Information Act 2000 which may be of wider interest in a disclosure log on our website. This runs from 1st January 2012, and can be found by clicking on the following link

<http://www.dft.gov.uk/vosa/contactus/freedomofinformationdisclosures/freedomofinformationdisclosures.htm>. Disclosures made before this date (from 2005 onwards) have been archived, but can still be accessed by clicking on the following link <http://webarchive.nationalarchives.gov.uk/20121205171206/http://www.dft.gov.uk/vosa/contactus/freedomofinformationdisclosures/freedomofinformationdisclosures.htm>.

If you have any queries about this letter, please contact us, quoting reference **F0005046**

Yours sincerely

VOSA Information Access