



Vehicle & Operator Services Agency

From: **Information Access**  
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Information Access Team  
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Bristol  
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**BY E-MAIL**

Tel: 0300 123 9000  
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Our Ref: **F0003311**

Date: 26<sup>th</sup> April 2011

Dear

## **FREEDOM OF INFORMATION ACT 2000**

I refer to your e-mail of 11<sup>th</sup> April 2011 requesting information in relation to Bus Compliance Officers employed by the Vehicle and Operator Services Agency (VOSA).

VOSA are funded from three separate sources to carry out bus punctuality compliance work. In England, the funding is provided by DfT. In Wales, DfT partially fund the work which is also supplemented with funding from the Welsh Assembly Government. In Scotland, the issue of bus punctuality is a devolved matter and DfT are partially funding the work for this financial year only, and funding is also received from the Scottish Government.

The funding is provided to deliver a service and is not necessarily based on the number of specific posts. In 2011/12 VOSA will be undertaking a transition in how this work is delivered with a new approach being undertaken by specially trained enforcement examiners. This transition will be phased in gradually through the financial year 2011/12. At the present time there are 15 Bus Compliance Officers and 2 Bus Compliance Managers employed by VOSA

However, VOSA is not able to supply the locations where each of these officers are based, as this would enable individual officers to be identified, which would place VOSA in breach of the Data Protection Act 1998.

If you have any queries about this letter, please contact us, quoting reference **F0003223**.

If you are unhappy with the response provided, you may ask for an internal review. To request an internal review, please write to:

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

or email [vosa.corporateoffice@vosa.gsi.gov.uk](mailto: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](http://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

Yours sincerely

VOSA Information Access