



Driver & Vehicle
Standards
Agency

Next Generation Testing Network Pilot



Transforming the delivery of
heavy vehicle testing





Background to Next Generation Testing

The Testing Transformation story began in 2010 when the first Authorised Testing Facility (ATF) opened. ATFs are private testing facilities owned and operated by the industry, but with an independent DVSA inspector carrying out the tests. A true Public-private partnership.

With the help of our ATF partners, we have transformed bus, coach and truck testing in recent years and are blazing a new and unique trail in the delivery of Government services to industry.

DVSA leads the way the way in Civil Service Reform and is right at the heart of Government ambitions to boost economic growth and support sustainability.

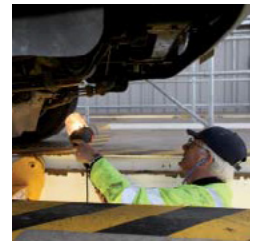
We have taken bus, coach and truck testing closer to our customers. Through the creation of a network of privately-owned ATFs, operators now have greater choice of where they can have their vehicles tested. They no longer have to travel long distances to Government-owned sites and the industry has reported massive savings on fuel costs, reduced vehicle down-time, lower emissions and improved first-time pass rates.

Through our own customer research, we know that the industry values the flexibility at ATFs and customers believe they receive equally as good a service as they get from a DVSA test station.

The success of ATFs has allowed us to cease testing at 22 DVSA sites already. We no longer have to plough investment into refurbishing an out-of-date estate.

DVSA has sought the views of ATF's and is about to pilot a flexible and tailored service to further enhance testing services. 'Next Generation Testing' is a modern and innovative new design for the delivery of bus, coach and truck testing in the UK.

Next Generation Testing will provide a flexible, customer-focused service to a demanding, 24/7 sector. The challenge is to meet and exceed the needs of the dynamic transport, supply-chain and logistics industries, whilst continuing to underpin and improve road safety.



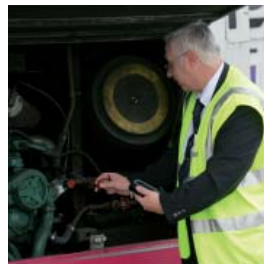
The Next Generation Testing network pilot

In Spring DVSA will launch an enhanced ATF service provision through its newly created Next Generation team. The aim of NGT is to provide a flexible testing service to you and your customers. The pilot will take place in South Wales, Herefordshire and parts of the West Midlands.



The service to you

This pilot is designed to give you a better, more flexible service. We want to find out what the appetite is like for extended testing hours.



Flexible Operating Hours

Testing will be available to you between these hours:

- ▶ Monday to Friday: 0600 – 2200
Minimum 2 testing periods
- ▶ Saturday: 0600 – 2000
Minimum 1 testing period

Support Services

Direct access to a dedicated centralised support team who will assist with:

- ▶ Scheduling and Ad-hoc booking requests
- ▶ Improved PFA Management
- ▶ Daily test reports
- ▶ Reporting ATF operational problems
- ▶ Reporting DVSA staff non attendance
- ▶ Improved guidance for ATFs

Delivery

All of these new services will be delivered by NGT staff who are customer focussed, flexible, equipped with the latest IT and committed to providing a first class service.

What you need to do to take part

We can arrange to visit you to discuss Next Steps, where we will take you through the simple on-boarding process to become a Next Generation Pilot ATF. Guidance will be provided for your Site Manager and Admin Support.

You will need to have wifi already installed or you must install it before the launch of the pilot.





Your
questions
answered

Why is DVSA conducting a pilot?

To test out some of the NGT concepts that we have been working on, in a live environment.

Why has DVSA chosen this particular network?

It has a well developed network of ATFs. Staff have already adapted well in this area to ATF working. Well situated geographically.

When will the pilot start and finish?

It commences in March 2014 for 7 months with a review at 6 months. Plans for full roll out are progressing well and we will be able to communicate them soon.

Will finance arrangements change?

Not for the pilot except that test result capture will be entered by the end of the next working day leading to a more consistent drawdown of fee from PFA which should lead to your PFA statements being easier to understand. Full roll out will bring some major improvements.

Does it mean I won't be speaking to the Station Manager anymore?

There will be a new structure with new roles specific to NGT. The current station manager roles will not exist in NGT as no DVSA sites are included in the zone. A new management structure will be put in place.

Will I have to pay an out of hours supplement?

Currently the out of hours supplement applies after 8pm Mon – Fri and on Saturdays. It is a legislative requirement and we cannot change the regulations just for the pilot.

Do I have to sign a new contract?

Not for the pilot, which will operate under the existing contract.

How long will the pilot last?

It is planned to last for 7 months. We will then review its effectiveness and may consider extending it if we still have elements of NGT we want to test.

Do I have to change my Pre-Funded Account?

No, the current arrangements will still be in place.

What happens at the end of the pilot?

When the pilot comes to an end the NGT project team will evaluate the successes and any areas for improvement prior to full rollout across GB.

Can I charge an out of hours pit fee?

No, payment of out of hours fees will be a commercial decision for your customers.

Taking your next steps – who to contact

For more information on the NGT pilot please contact:

Clare Williams, Network Business Manager, 0797 415 4264



Authorised Testing Facility

DVSA

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