

Virtual Member Briefing – Keeping your vehicles compliant

Questions and answers

Q: Do you need to have a service/maintenance agreement with roller brake test providers?

A: Your maintenance agreement is with your maintenance provider. You can of course set up a separate contract exclusively for brake testing and we would recommend that you include the brake testing company name on the VOL operator licensing system for completeness.

Q: Can Logistics UK compliance sprint animations be downloaded and used as training materials?

A: Yes they can.

Q: Do you think it's worth the time and effort to join the DVSA's Earned Recognition Scheme?

A: It depends on how you feel about it from both your and your company's perspective. It provides an excellent way of demonstrating your commitment to compliance but there is obviously a number of challenges to negotiate to achieve it.

Q: Is there a public list of operators and their current Operator Compliance Risk Score (OCRS) colour bands?

A: No, the information is confidential, so is only available to the individual operator to which it relates.

Q: Can you explain more about the grey OCRS band please? Why would DVSA not have sufficient data on an operator to score them?

A: Generally, an operator would be in the grey band if they began operating in the last three years. After this time, enough data would have been gathered to categorise the operator into a red, amber or green band.

Q: What is the difference between initial and final failure rate?

A: Initial failure rate is higher than final failure rate due to the 'pass rectified at station' PRS. A PRS is noted as fail and then a pass.

Q: We have issues with our maintenance contractor and have had multiple occasions where we've questioned the level and quality of the work they have done as part of our fleet maintenance. What can we do here, as they don't seem to listen to us?

A: DVSA and DVA's Guides to Maintaining Roadworthiness state that any sign of unreliability, incompetence or other shortcomings causing a reduction in the standards achieved should receive prompt attention, and if the problem persists you may want to consider a change of contractor.

