



Vehicle & Operator Services Agency

## Customer Service Centre (Testing and Support Services)

### Who we are and what we do

The VOSA Customer Service Centre (Testing and Support Services) is primarily an operational support unit that provides help, guidance and advice to VOSA's test stations and to a wide range of customers. We process application forms for technical tests, provide technical advice and send out all of VOSA's publications and accountable documents.

The unit achieved Customer Service Excellence accreditation in 2009 and 2010.

### Where to find us

Our address is                      Ellipse, Padley Road, Swansea, SA1 8AN

### Getting Here

Ellipse is a uniquely styled building on the dual carriageway that links the M4 to Swansea city centre. The stand-out green tinted glass on the Ellipse is noticeable to all passers by.

You can find us by taking junction 42 off the M4 and follow the signs to the city centre on the A483 (Fabian Way). At the traffic lights once you've passed the Village Hotel, turn left and turn right (2<sup>nd</sup> exit) at the roundabout. Ellipse is on your right hand side. There is limited customer parking, spaces can be pre-booked by ringing our Admin Team on the national number listed below. There is also a public car park 50 yards down the road on the left.

When you get to Ellipse, please press the VOSA intercom at the main entrance and the VOSA receptionist will give you access to the building. Report to VOSA reception on the first floor, sign in, and the receptionist will contact the person you have come to see.

### Contact Us

You can contact us by ringing the VOSA national number on 0300 123 9000, or by emailing the team specific to your query on the email addresses listed in the 'Latest Performance' Section below. Our office hours are Monday to Thursday 8am till 5pm, Friday 8am till 4.30pm

### Feedback

If you have a query, complaint, suggestion, or would like to give us feedback on our service, please email the relevant team and we will endeavour to respond within our agreed service levels.

All feedback is logged and reviewed on a regular basis and helps to form part of our service improvement plans and policies. The service levels, as well as other useful information about VOSA, including its complaints procedure, can be found in the leaflet ['The Service We Give You'](#)

## Latest Performance – w/c 7<sup>th</sup> November 2011

|                                                                      |                                                                                                                                                                                                     | Target Processing Time<br>(working days) | Performance |
|----------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|-------------|
| <b>HGV Team</b>                                                      | <a href="mailto:HGV.platingteam@vosa.gov.uk">mailto:HGV.platingteam@vosa.gov.uk</a>                                                                                                                 |                                          |             |
| VTG10 HGV alteration application                                     |                                                                                                                                                                                                     | 6                                        | 93%         |
| VTG1 HGV first test application                                      |                                                                                                                                                                                                     | 6                                        | 77%         |
| <b>Trailer Team</b>                                                  | <a href="mailto:trailer.team@vosa.gov.uk">mailto:trailer.team@vosa.gov.uk</a>                                                                                                                       |                                          |             |
| VTG10 Trailer alteration application                                 |                                                                                                                                                                                                     | 6                                        | 100%        |
| VTG1L Trailer first test application                                 |                                                                                                                                                                                                     | 6                                        | 87%         |
| <b>ADR Team</b>                                                      | <a href="mailto:ADRbooking@vosa.gov.uk">mailto:ADRbooking@vosa.gov.uk</a>                                                                                                                           |                                          |             |
| ADR (Carriage of Dangerous Goods) application                        |                                                                                                                                                                                                     | 4                                        | 89%         |
| <b>RPC/LEC Team</b>                                                  | <a href="mailto:rpcsection@vosa.gov.uk">mailto:rpcsection@vosa.gov.uk</a> <i>Queries regarding Reduced Pollution Certificates and Low Emission Certificates</i>                                     |                                          |             |
| RPC/LEC abatement applications                                       |                                                                                                                                                                                                     | 10                                       | 99%         |
| <b>Tachograph/Speedlimiter Team</b>                                  | <a href="mailto:tachosection@vosa.gov.uk">mailto:tachosection@vosa.gov.uk</a>                                                                                                                       |                                          |             |
| Tachograph/Speedlimiter applications                                 |                                                                                                                                                                                                     | 2                                        | 100%        |
| <b>Approvals Team</b>                                                | <a href="mailto:approvals@vosa.gov.uk">mailto:approvals@vosa.gov.uk</a> <i>(for general queries)</i>                                                                                                |                                          |             |
| Approval Applications<br><i>Including COIF and VTP5 applications</i> | <a href="mailto:approvals.bookings@vosa.gov.uk">mailto:approvals.bookings@vosa.gov.uk</a> <i>(for applications)</i>                                                                                 |                                          |             |
| Individual Vehicle Approval application                              |                                                                                                                                                                                                     | 5                                        | 100%        |
| COIF (Certificate of Initial Fitness) application                    |                                                                                                                                                                                                     | 4                                        | 100%        |
| VTP5 Notification of Amendment to PSV application                    |                                                                                                                                                                                                     | 4                                        | 100%        |
| <b>Vehicle Records</b>                                               | <a href="mailto:rms@vosa.gov.uk">mailto:rms@vosa.gov.uk</a>                                                                                                                                         |                                          |             |
| Issue of plating documents                                           |                                                                                                                                                                                                     | 30*                                      | 100%        |
| Replacement Document application                                     |                                                                                                                                                                                                     | 4                                        | 100%        |
| <b>VIC Team</b><br>(vehicle identity check)                          | <a href="mailto:vicsupport@vosa.gov.uk">mailto:vicsupport@vosa.gov.uk</a> <i>(for general queries)</i><br><a href="mailto:vic00@vosa.gov.uk">mailto:vic00@vosa.gov.uk</a> <i>(for applications)</i> |                                          |             |
| VIC online applications                                              |                                                                                                                                                                                                     | 3                                        | 100%        |
| VIC post/fax applications                                            |                                                                                                                                                                                                     | 5                                        | 100%        |
| <b>Specialist Technical Queries</b>                                  | <a href="mailto:technical.officers@vosa.gov.uk">mailto:technical.officers@vosa.gov.uk</a>                                                                                                           |                                          |             |

\* from date of receipt of Approval documents

The performance figures above indicate percentage of 'complete' applications which are processed within our agreed target processing times. Latest fees for all applications can be found by visiting - <http://www.dft.gov.uk/vosa/latestfees/latestfees.htm>

### Current Issues

We currently have issues regarding meeting targets for processing time in both our ADR and LEC/RPC Team for Abatement Device applications and we apologise for the delay due to high demand for these services. We have reviewed our processes and resource levels throughout the Team and now have plans in place to ensure that service targets are returned to their usual level.

Due to delays in processing HGV application forms due to incomplete applications, we are currently reviewing the guidance information that is provided to our customers prior to application.

### Customer Satisfaction

CSC (TaSS) recently conducted a customer survey via postal and email methods. The overall satisfaction rating was 88%.

For individual areas of questions our results were as follows –

|                                                                                                              | <b>% satisfaction Rating</b> |
|--------------------------------------------------------------------------------------------------------------|------------------------------|
| <b>Ease of getting in touch</b> - "It is easy to get in touch with us when you want assistance"              | 81                           |
| <b>Contact means meet needs</b> - "VOSA meets your needs regarding the ways in which you can contact us"     | 81                           |
| <b>Clear Information</b> - "information given or provided is easily available, clear, accurate and complete" | 87                           |
| <b>Appropriate timescales</b> - "Applications are processed in timescales that meet your needs"              | 87                           |
| <b>Professional staff</b> - "Staff are friendly, polite and professional"                                    | 90                           |
| <b>Flexibility</b> - "We are as flexible, adaptable and responsive as you would like"                        | 81                           |
| <b>Treated fairly</b> - "You were treated fairly"                                                            | 93                           |
| <b>Comparability</b> - "The quality of service we provide compares favourably with similar organisations"    | 84                           |

### Recent improvements

After receiving customer feedback and reviewing our processes, we have recently introduced a new 'multi-booking' first test Trailer application form for customers applying for more than one identical trailer at the same time which speeds up processing time and administration for customers. Thank you to those customers who took part in the trial of this service. If you wish to receive further information regarding the new process please contact the Trailer Team on the email address given above.

### 30<sup>th</sup> November – Industrial Action

Please be aware that there will be industrial action on the 30<sup>th</sup> November by PCS, Prospect and Unite. We will endeavour to provide your usual customer service but please be aware that you may experience some delays.