

The table below shows a summary of the current DVSA Performance Indicators:

## Appendix 1

| Performance Measure   | 2017/18 Target  | 2017/18 Achieved  | Description of Indicator  |
|---|---|---|---|
| Operator Compliance Risk Score (OCRS)<br>Roadworthiness   | Green   | Green   | <p>The OCRS system is based on data collected by the Driver and Vehicle Standards Agency (DVSA) over a 3-year rolling period.</p> <p>Data is taken from vehicle tests (first tests, subsequent annual tests), 'vehicle encounters' (fleet check inspections at operator premises, roadside inspections).</p> <p>An operator receives points when a test or inspection finds a defect or infringement of the rules. The more serious the defect or infringement, the more points.</p> <p>The operator is given a score, which will be shown as Red - highest risk, Amber - medium risk or Green - lowest risk.</p> |
| Operator Compliance Risk Score (OCRS)<br>Overall Traffic  | Green   | Green   | <p>The OCRS system is based on data collected by the DVSA over a 3-year rolling period.</p> <p>Data is taken from roadside inspections and prosecutions (eg. for driver hours and tachograph offences, weighing checks)</p> <p>An operator receives points when a test or inspection finds a defect or infringement of the rules. The more serious the defect or infringement, the more points.</p> <p>The operator is given a score, which will be shown as Red - highest risk, Amber - medium risk or Green - lowest risk.</p>  |
| Monitoring of FaME Asset HGV pass rate benchmarked against National Average supplied by DVSA              | Higher than National average<br>Rolling National Average 85.99% | 91.89%  | The percentage of HGVs passing test.  |
| Outsourced Work benchmarked against budget and reported quarterly to divisional service managers meeting. | Remain within Budget £142,000                                   | £226,745<br>Majority of additional costs due to volume of damaged vehicles caused by initial issues at landfill site as a result of new contract. These issues have now been rectified. | External providers are used where there isn't capacity within the workshop to manage the workload or where the work is specialised.   |

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|--|----------------------------|---|--|
| Percentage of HGV Safety Inspections completed on time, benchmarked against compliance, and reported quarterly to divisional service managers meeting. | Achieve Compliance of 100% | 99%<br>7 safety inspections not completed in time | Number of Safety Inspections due & Number completed on time. |
|--|----------------------------|---|--|