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Earned Recognition

Customer Guide

Version 0.1

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Introduction

This document is a guide to r2c Earned Recognition and will provide a comprehensive overview of the Earned Recognition module within Vantage Point for new r2c Exemplar customers.

Glossary

Reporting Periods

A reporting period is made up of thirteen measurement periods which adds up to 364 days. This window of time is used when calculating the results for the Maintenance KPIs.

Measurement Periods

A measurement period consists of four ISO weeks. At the end of each period the DVSA are sent a notification email containing the results for that completed period.

ISO Weeks

The ISO week system (International Organization for Standardisation) gives each week a number. For example - week 1 in 2018 is Monday 01/01/18 to Sunday 07/01/18.

KPI

Key Performance Indicator - A quantifiable measure used to evaluate the success of an organization, employee, etc. in meeting objectives for performance.

What is Earned Recognition

Earned Recognition is a voluntary scheme devised by the DVSA for operators who want to demonstrate a high level of compliance and benefit from reduced enforcement.

As an IT supplier, the r2c platform gathers the necessary compliance records on behalf of the operator, presents the collected data in the Earned Recognition module within Vantage Point and then submits the data to the DVSA at the end of every measurement period (every four weeks).

Benefits of Earned Recognition

- The status can be used to prove exemplary standards when bidding for contracts
- Vehicles will rarely be stopped at the roadside for inspections
- DVSA enforcement staff will be less likely to visit you to perform surprise audits
- OCRS will show a 'Blue' Earned Recognition status, which is the lowest score
- The DVSA Earned Recognition marque can be used on your website and other publicity materials (the marque cannot be displayed on vehicles)

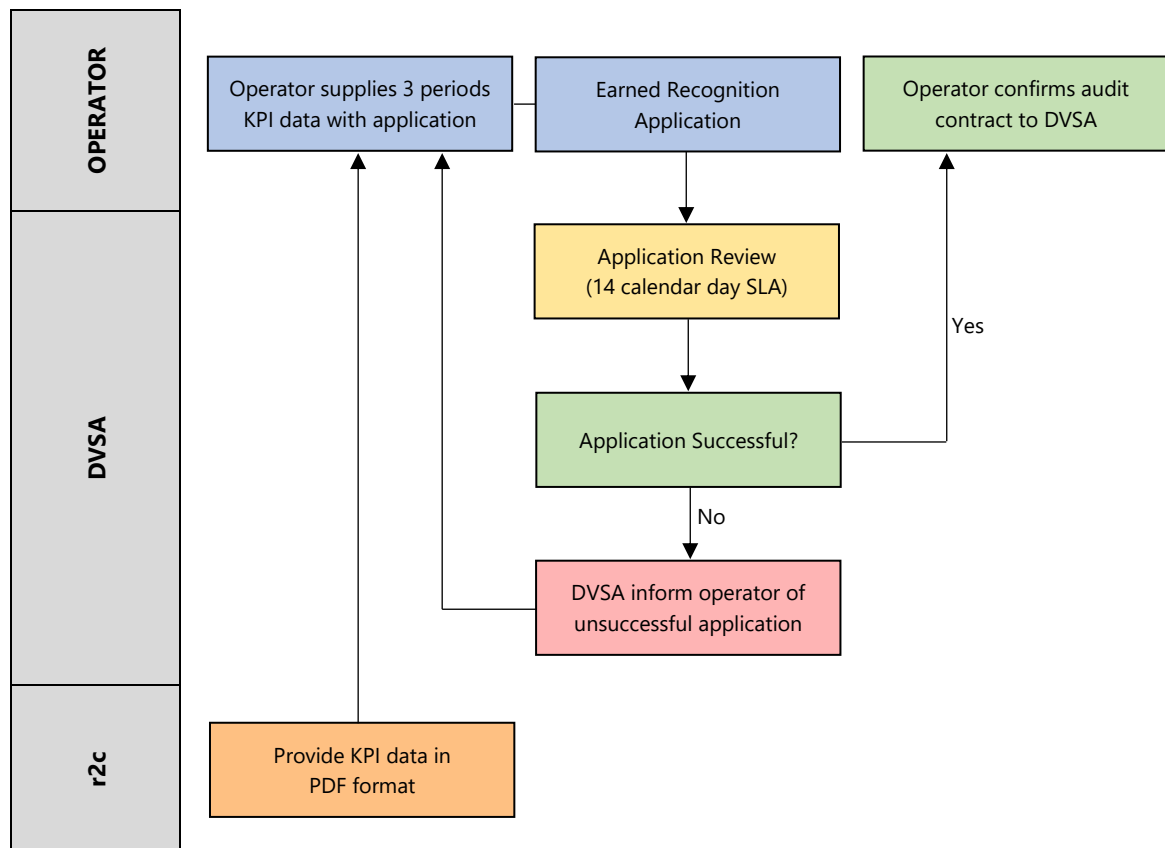
Applying for Earned Recognition Status

For r2c to submit data to the DVSA, you must first apply to the scheme directly with the DVSA, following the below steps:

- Eligibility criteria set by the DVSA must be met*
- Application form DVSAER01 must be completed and sent to the DVSA
- KPI data for the past 3 months must be sent to the DVSA (we can only provide this data if the operator has been using r2c for the past 3 months or is willing to input historic inspections as non-digital jobs, otherwise this data must be collected and presented by the operator themselves)
- An audit must be carried out by an authorised audit provider (this will not be necessary if the operator has already had an initial audit carried out by an authorised audit provider within the 3 months prior to the application review)

Only after these steps have been completed and reviewed by the DVSA will you be granted Earned Recognition status. Acceptance to the scheme is granted quarterly.

Once accepted onto the scheme you will be permitted the use of the official marque and will be published on GOV.UK. Along with this, you will receive a unique identification number and an expected first submission date from the DVSA. This information is crucial for r2c to submit to the DVSA on behalf of an operator.



Earned Recognition Eligibility*

DVSA Earned Recognition is open to all GB operator licence holders who meet the following criteria:

- The operator must have held an operator licence for a minimum of 2 years before an application to join the DVSA Earned Recognition scheme can be made.
- Each operator licence must demonstrate full compliance.
- The operator must have fully electronic management systems for maintenance (r2c) and drivers' hours that will alert the operator and DVSA of compliance issues.
- A history of good compliance measured against DfT's National Fleet Compliance Survey and with no regulatory action by a Traffic Commissioner for at least 2 years other than warnings.
- Operators that hold multiple operator licences must report the data for all the operator licences that are in their control.
- An organisation containing multiple legal entities operating under one group using the same management systems and measures may choose to make a single group application. The audit standards and key performance indicators would apply and be measured over the group as a whole. An individual legal entity cannot be removed from the group accreditation unless it changes ownership or ceases to exist.
- DVSA must be notified of any material changes to the legal entity of the accredited operator. Accredited operators acquiring a business, which is an operator licence holder but not accredited into the scheme and incorporated in to the legal entity or in the case of a group accreditation part of the group, must meet the Earned Recognition standard by the next periodic audit or as agreed with DVSA. During this period, those operator licence(s) will not be subject to the benefits of Earned Recognition status. When an accredited operator is acquired, merges or is incorporated into the entity of an operator who does not have Earned Recognition status, the DVSA must be notified. If the entity remains predominantly unchanged, with the agreement of the DVSA, the Earned Recognition status can be maintained. If, however, the change means the operator cannot meet the requirements for Earned Recognition the accreditation may be withdrawn by the DVSA.

Customer Set Up Process

1. **r2c Exemplar package**

Our exemplar package includes the r2c Online Portal for fleet management, Vantage Point with the Earned Recognition module for business intelligence and the driver pre-use check application
2. **Initial consultation**

To establish current compliance structure and understanding of Earned Recognition for tailored training and support
3. **Implementation**

To ensure accurate results, the below information is required for each asset assigned to an operator licence:

 - In service date
 - Operator licence
 - Weight band
 - Primary repairer
 - Inspection schedule
4. **Training**

ER training can be done remotely or together with general system training depending on availability and number of people requiring training
5. **3 Months' Data**

Use of the r2c system for 3 months or historic (non-digital) inspections input onto system
6. **ER application**

Applications can be made at any point but are only reviewed by the DVSA quarterly
7. **Acceptance to the scheme**

The DVSA will advise r2c of your unique operator ID and the expected date of your first submission
8. **First submission**

All data collected by r2c will be discussed with you prior to submission
9. **Ongoing ER support**

As an r2c customer, you will receive regular updates from the Transport Compliance Administrator who will be available to give advice and answer questions throughout the Earned Recognition experience

How it works

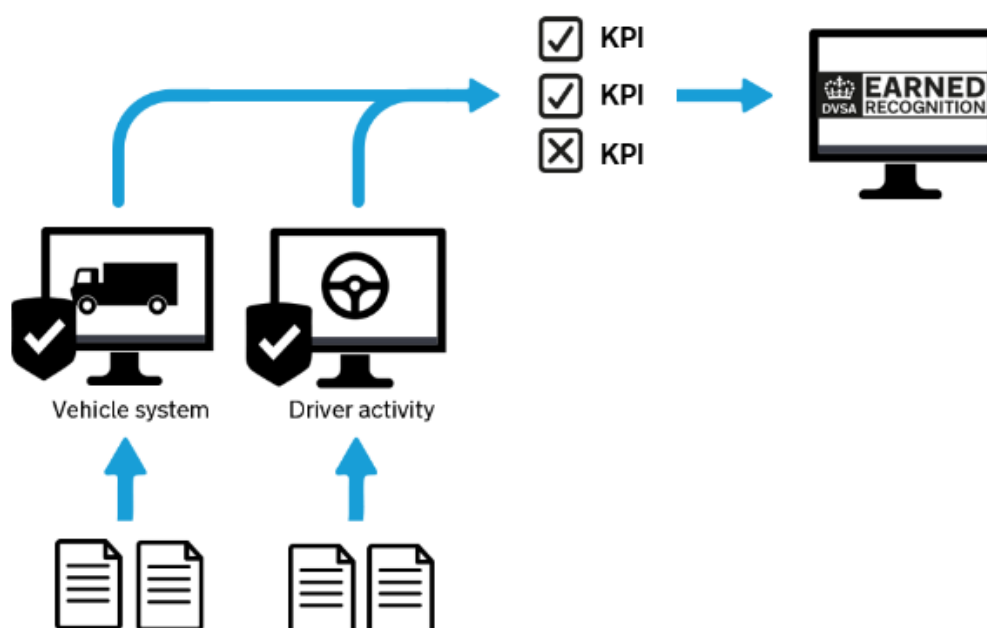
Key Performance Indicators (KPIs)

Key performance indicators are used to measure compliance for both maintenance and driving activities. They are designed to measure all records across all held operator licences.

If a key performance indicator is missed, depending on the amount it exceeds the KPI by, you will be notified of an alert (trigger warning) or an automatic trigger will be sent to the DVSA.

There are five measures for maintenance:

KPI No	Maintenance Requirements
1	Complete set of safety inspection records
2	Safety inspection records are completed correctly including all relevant sections and signed off as being roadworthy
3	Safety inspections are within the stated frequency
4	Driver defect reports where road safety related items have been reported are appropriately actioned
5	Vehicle & trailer MOT initial pass rates



Maintenance KPIs

KPI 1 - Complete Safety Inspection Records

Target 100%

This KPI looks at the expected number of inspections in a measurement period. If the number of safety inspections completed doesn't meet the expected number, a failure will occur.

The expected number of inspections is calculated using the date of the first completed safety inspection found prior to the start of the measurement period, plus the operator licence safety inspection interval (in weeks). If this date falls between the start and end date of the measurement period, a safety inspection is due.

If no previously completed safety inspection exists, the key dates below are checked. The date that is closest to the start of the measurement period is used:

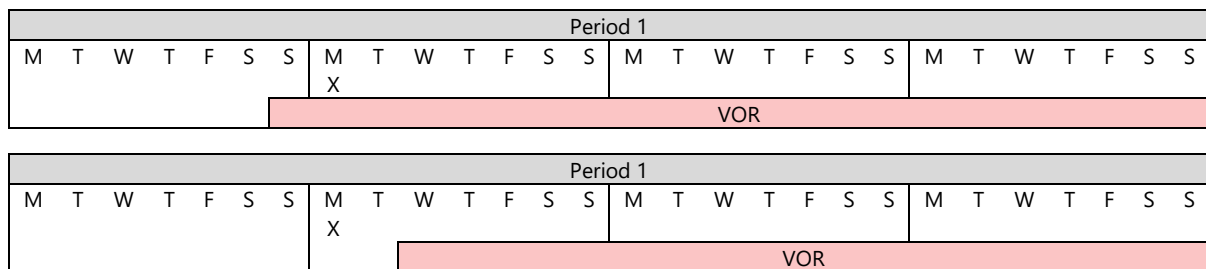
- Asset Start Date (The date the asset was assigned to the operator)
- In Service Date
- ER Start Date Minus 3 Periods

Only expected inspections are counted for this KPI. If an unexpected safety inspection is done in the period (i.e. It is expected in the next measurement period but is done early) it will not be counted.

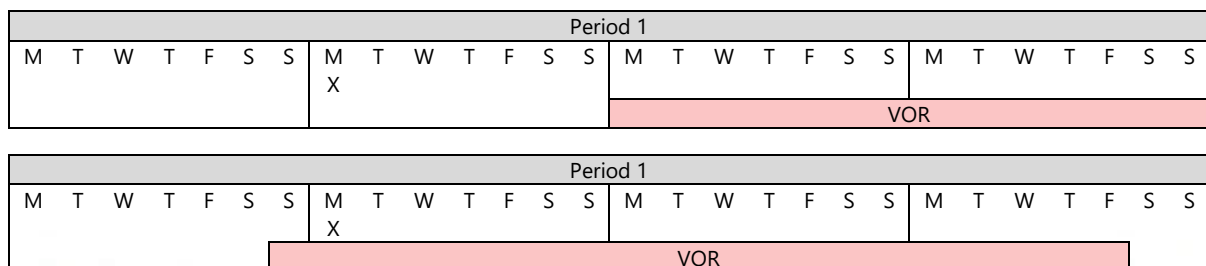
VOR Assets

If an expected inspection has not been completed in the reporting period, a failure will occur. A VOR record started before or during the target ISO week that lasts throughout the period will prevent a failure from occurring. However, if the asset is back in service within the same measurement period, an inspection will be expected prior to returning into service.

PASS Examples



FAIL Examples



X=Target

KPI 2 - Safety Inspection Sheets

Target 100%

To reach this KPI, all safety inspections must be completed and signed off as roadworthy. This will be defined by the foreman signing the job off.

For non-digital jobs, the user will be able to select if an inspection is roadworthy or unroadworthy when including their non-digital inspections into Earned Recognition in the r2c portal.

Example Safety Inspections done in this period: **100**
Roadworthy Safety Inspections done in this period: **100 PASS**
Roadworthy Safety Inspections done in this period: **95 FAIL**

KPI 3 - Safety Inspection Turnaround

Target 100%

This KPI looks to check that all safety inspections are within the stated frequency (completed within the target ISO week). The target ISO week is calculated using the operator licence safety interval (in weeks) and the start date of the previous completed safety inspection.

If no previously completed safety inspection exists, the key dates below are checked. The date that is closest to the start of the measurement period is used:

- Asset Start Date (The date the asset was assigned to the operator)
- In Service Date
- ER Start Date Minus 3 Periods

If the inspection date falls after the target ISO week, a failure will occur. However, a failure can be prevented if the 'on-site' date falls within or before the target ISO week. This is to account for a scenario where the asset was presented for inspection on time but the inspections itself was done late.

VOR Assets

A failure will occur if the inspection date of a completed inspection is after the target ISO week. A VOR record started during or before the target ISO week will prevent a failure from occurring, so long as the inspection is completed before returning into service.

A failure can also be prevented if the job's 'on site' date falls during or before the target ISO week.

PASS Examples

ISO Week 1	ISO Week 2	ISO Week 3
M T W T F S S	M T W T F S S X	M T W T F S S IN
	VOR	

ISO Week 1	ISO Week 2	ISO Week 3
M T W T F S S	M T W T F S S X	M T W T F S S IN
	VOR	

ISO Week 1	ISO Week 2	ISO Week 3
M T W T F S S	M T W T F S S X O	M T W T F S S IN

X=Target, IN=Inspection, O=On Site

FAIL Examples

ISO Week 1	ISO Week 2	ISO Week 3
M T W T F S S	M T W T F S S X	M T W T F S S IN O

ISO Week 1	ISO Week 2	ISO Week 3
M T W T F S S	M T W T F S S X	M T W T F S S IN
		VOR

X=Target, IN=Inspection, O=On Site

KPI 4 - Driver Reported Defects

Target 100%

This KPI checks that all safety related defects reported by drivers have been actioned. This includes any driver reported defects raised in **Driver** or **Portal**. An actioned defect is any defect that does **not** have the status 'Awaiting Operator Approval'.

The percentage result is the number of safety related defects that have been actioned out of all the driver reported defects raised in a measurement period.

Example Safety related defects raised in period: **100**
Safety related defects actioned in period: **100 PASS**
Safety related defects actioned in period: **95 FAIL**

KPI 5 - MOT First Time Pass

Target 95%

To reach this KPI, vehicle and trailer MOT first time pass rates must be at least 95%. This is calculated by looking at all MOTs carried out on eligible assets from the date the operator joined the Earned Recognition Scheme to the end of the period and finding the ones that did not pass first time.

Where the fleet size is twenty or less the KPI is no more than one final failure in the thirteen rolling measurement periods.

The results from this KPI will be reported to the DVSA yearly on the anniversary of acceptance to the scheme (results will also be included in the KPI report following a trigger in KPI 1, 2, 3 or 4).

Examples

	Asset	MOT Complete Date	Result
KPI PASS	ER16ABC	01/01/2018 13:00	P
	ER16XYZ	01/02/2018 13:00	P
	ER16DEF	01/03/2018 13:00	P
	ER16FGT	01/05/2018 13:00	P
	ER16GHD	01/06/2018 13:00	P
	ER16DER	01/08/2018 13:00	P
	ER16FTR	01/09/2018 13:00	P
	ER16HJK	01/11/2018 13:00	P
	ER16UYT	01/11/2018 13:00	P
	ER16LDH	01/12/2018 13:00	P

All MOTs done since ER start date/beginning of reporting period: **10**

Number of MOTs passed first time (P): **10**

Percentage passed first time: **100% PASS**

	Asset	MOT Complete Date	Result
KPI FAIL	ER16ABC	01/01/2018 13:00	F
	ER16ABC	01/01/2018 13:45	PRS
	ER16XYZ	01/02/2018 13:00	P
	ER16DEF	01/03/2018 13:00	F
	ER16DEF	01/03/2018 13:45	PRS
	ER16FGT	01/05/2018 13:00	P
	ER16GHD	01/06/2018 13:00	P
	ER16DER	01/08/2018 13:00	P
	ER16FTR	01/09/2018 13:00	P
	ER16HJK	01/11/2018 13:00	P
	ER16UYT	01/11/2018 13:00	P
	ER16LDH	01/12/2018 13:00	P

All MOTs done since ER start date/beginning of reporting period: **10**

Number of MOTs passed first time (P): **8**

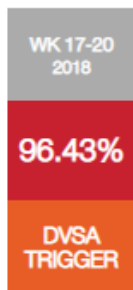
Percentage passed first time: **80% FAIL**

DVSA Triggers and Alerts

KPI No.	Maintenance Requirements	Key Performance Indicator	Alert 1 2%+	Alert 2 1%<2%	Alert 3 <1%
1	Complete set of safety inspection records	100%	98%	99%	99.99%
2	Safety inspection records are completed correctly including all relevant sections and signed off as being roadworthy	100%	98%	99%	99.99%
3	Safety inspections are within the stated frequency	100%	98%	99%	99.99%
4	Driver defect reports where road safety related items have been reported are appropriately actioned	100%	98%	99%	99.99%
5	Vehicle & trailer MOT initial pass rates	95%	93%	94%	94.99%

When a KPI is missed, depending on the extent of the failure, a red, amber or yellow alert will occur.

Red Triggers



A red alert occurs when a KPI is missed by 2% or more.

A red alert is a trigger and will always be submitted to the DVSA.

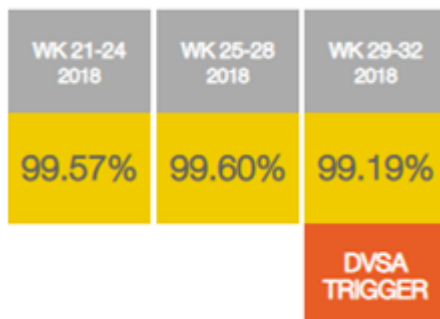
2% or over = ■

Yellow and Amber Alerts

A yellow alert occurs when a KPI is missed by less than 1%.

An amber alert occurs when a KPI is missed by 1% or more but less than 2%.

These alerts will only be submitted to the DVSA if the following combinations occur:



- If any of the below combinations of yellow or amber alerts occur in the same KPI (1, 2, 3 or 4) over consecutive periods, a trigger will be submitted to the DVSA.

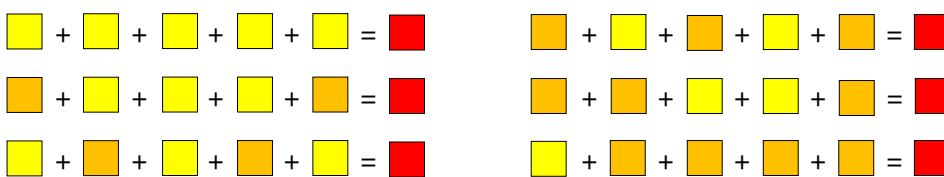
$$\text{Yellow} + \text{Yellow} + \text{Yellow} = \text{Red}$$

$$\text{Amber} + \text{Amber} = \text{Red}$$

$$\text{Yellow} + \text{Yellow} + \text{Amber} = \text{Red}$$

WK 1-4 2018	WK 5-8 2018	WK 9-12 2018	WK 13-16 2018	WK 17-20 2018	WK 21-24 2018	WK 25-28 2018	WK 29-32 2018
99.59%	100%	100%	100%	100%	100%	100%	100%
100%	100%	98.64%	100%	100%	100%	100%	100%
100%	100%	100%	99.57%	100%	100%	100%	100%
100%	100%	100%	100%	100%	100%	99.60%	100%
100%	100%	100%	100%	100%	100%	100%	99.19%
							DVSA TRIGGER

- If a combination of five yellow or amber alerts occur in KPI 1, 2, 3 or 4 over 13 periods, a trigger will be submitted to the DVSA.



Wiping the Slate Clean

Following a KPI trigger all previous alerts are 'wiped clean'. This means that once a trigger is sent to the DVSA for any KPI, all previous alerts can no longer contribute to a further trigger.



The Earned Recognition Module

Overview

VANTAGE POINT | LAST UPDATED: 24/08/2018 06:00:49 | ELLA LOCKWOOD OPERATOR

Earned Recognition Overview

NEXT DVSA SUBMISSION

next submission date: 10/09/2018

17 days remaining

To be submitted:
Period 8 2018
Week 29 - 32

ASSET HEALTH CHECK

Operator Licence Assignment	100%	✓
Weight Band Assignment	100%	✓
In Service Date Assignment	0%	✗
Total Eligible Assets	7	

DETAILED RESULTS WEEK 29 - 32 2018

MAINTENANCE KPIs

	Next Submission	Current Data
Complete Safety Inspection Records	0.00%	✗
Safety Inspection Sheets	-	✓
Safety Inspection Turnaround	-	✓
Driver Reported Defects	-	✓
MOT First Time Pass	100%	✓
13 Month Rolling Period KPI Failures	2 of 5	✓

DRIVER / TACHOGRAPH KPIs

Band 1 Infringements	1.35%	✗
Band 2 Infringements	1.20%	✗
Band 3 Infringements	0.81%	✗
Band 4 Infringements	0.00%	✓
Working Time Infringement	3.00%	✓
Repeat Offenders	0	✓

Next DVSA Submission

This module displays the date of the next submission, days remaining until the next submission and the ISO weeks and dates the period covers.

NEXT DVSA SUBMISSION

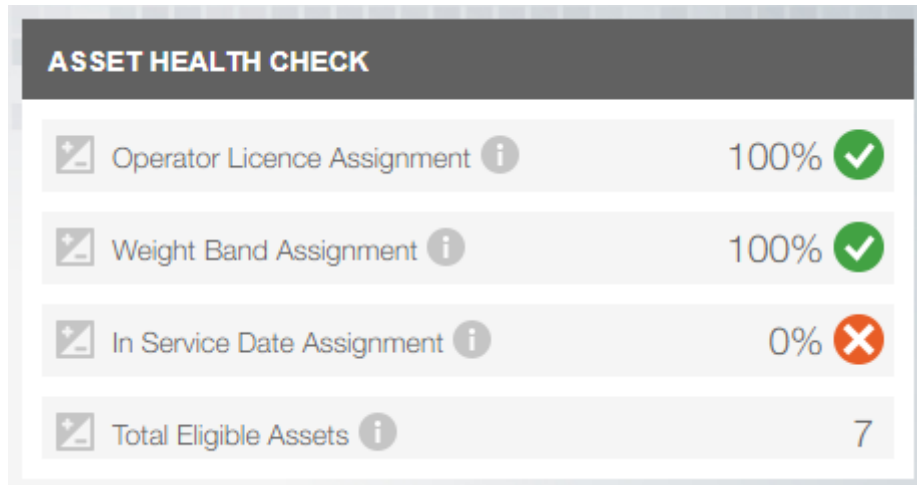
next submission date: 10/09/2018

18 days remaining

To be submitted:
Period 8 2018
Week 29 - 32

Asset Health Check

For an asset to be recognised as eligible for Earned Recognition it must have a Weight Band of 3.5T or greater. This section of the overview shows the total amount of eligible assets. Assets with no Weight Band are also included because their eligibility is not known.



All eligible assets must be assigned an Operator Licence, Weight Band and an In-Service date to be recognised in Earned Recognition.

Clicking the icon will show a list of assets that are not yet assigned an Operator Licence, Weight Band or an In-Service date.

Earned Recognition > Total assets subject to Earned Recognition



















All Assets • Missing Operator Licence • Missing Weight Band • [Missing In Service Date](#)

7 Assets									
REG	OWNERSHIP START/END	ASSET TYPE	DEPOT	MANUFACTURER	OPERATOR LICENCE NAME	OPERATOR LICENCE START/END	WEIGHT BAND	IN SERVICE DATE	
EL18GH#	<u>Start</u> 06/06/2018 <u>End</u> -	Rigid	Unknown	Isuzu	32136514651	<u>Start</u> 06/06/2018 <u>End</u>	13.1T-18T		
EL18JKL	<u>Start</u> 06/06/2018 <u>End</u> -	Rigid	Unknown	Iveco	32136514651	<u>Start</u> 06/06/2018 <u>End</u>	>18.1T		
EL18MNO	<u>Start</u> 06/06/2018 <u>End</u> -	Rigid	Unknown	Ford	32136514651	<u>Start</u> 06/06/2018 <u>End</u>	3.51T-7.5T		
EL18CKY	<u>Start</u> 06/06/2018 <u>End</u> -	Rigid	Unknown	DAF	32136514651	<u>Start</u> 06/06/2018 <u>End</u>	>18.1T		
EL18BWX	<u>Start</u> 07/06/2018 <u>End</u> -	Rigid	Unknown	Mercedes-Benz	32136514651	<u>Start</u> 11/06/2018 <u>End</u>	3.51T-7.5T		
EL18SDF	<u>Start</u> 07/06/2018 <u>End</u> -	Rigid	Unknown	Volvo	32136514651	<u>Start</u> 11/06/2018 <u>End</u>	13.1T-18T		
EL18CFF	<u>Start</u> 08/06/2018 <u>End</u> -	Tractor	Unknown	Toyota	32136514651	<u>Start</u> 11/06/2018 <u>End</u>	>18.1T		

Clicking any of the icons will redirect you to the appropriate area of r2c Portal to rectify the health check issue.














Maintenance KPIs

This section of the overview displays each maintenance KPI and either the next submission percentages or the current period percentages.

MAINTENANCE KPIs		Next Submission	Current Data
 Complete Safety Inspection Records 	99.37%		
 Safety Inspection Sheets 	100%		
 Safety Inspection Turnaround 	100%		
 Driver Reported Defects 	100%		
 MOT First Time Pass 	99.62 %		
 13 Month Rolling Period KPI Failures 	4 of 5		

Driver / Tachograph KPIs

This section shows an example of the driver/tachograph KPI results for the latest measurement period. These results will eventually be pulled from our approved tachograph partner. Drill down information will not be available on the r2c platform. Clicking onto a KPI will take you directly to your tachograph provider's website.

DRIVER / TACHOGRAPH KPIs		Example
 Band 1 Infringements 	1.35%	
 Band 2 Infringements 	1.20%	
 Band 3 Infringements 	0.81%	
 Band 4 Infringements 	0.00%	
 Working Time Infringement 	3.00%	
 Repeat Offenders 	0	

KPI Results and Drilldowns

KPI Results Page

This page is accessible by clicking any of the Maintenance KPI bars. It shows the current measurement period results for the chosen KPI as well as the previous twelve period results in the reporting period.

WK 1-4 2018	WK 5-8 2018	WK 9-12 2018	WK 13-16 2018	WK 17-20 2018	WK 21-24 2018	WK 25-28 2018	WK 29-32 2018	CURRENT PERIOD
100%	99.20%	98.64%	98.68%	96.43%	98.59%	100%	99.19%	100%
			DVSA TRIGGER	DVSA TRIGGER				

Failure Drilldown

Clicking onto a result with a trigger will take you to a drill down detailing the individual failures that make up the percentage.

Earned Recognition > Complete Safety Inspection Records > KPI Failure Triggers (Wk 33 - 36)

Measurement Period 9 : 13/08/2018 00:00:00 - 09/09/2018 23:59:59

0 of 1 scheduled safety inspections have been completed. Assets with incomplete records are listed below: 1 Asset

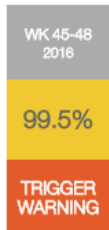
REG/FLEET	PREVIOUS COMPLETE DATE	OPERATOR LICENCE SAFETY INTERVAL	TARGET COMPLETE DATE	EXPECTED EVENTS	COMPLETED EVENTS	SHORTFALL	DEPOT
EL18CKY	22/06/2018 00:00:00	6	03/08/2018 00:00:00	1	0	1	Unknown

Each KPI has a different drill down that will best explain the failure. Clicking onto the asset will take you to the asset details page in **Portal** to allow for further investigation.

Trigger Points

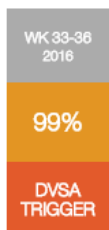
These can be toggled on and off using the switch in the top right of the screen. The trigger tiles have two states: Trigger Warning and DVSA Trigger.

Show DVSA Trigger Points



Trigger Warning

Before a trigger alert is sent to the DVSA, it has a warning state. This is to allow you to foresee any potential trigger alerts coming and act accordingly.



DVSA Trigger

These are trigger alerts that have already been sent to the DVSA or the last alert in a combination that makes up a red trigger.

Clicking on a trigger tile will provide more information about the trigger.

WK 1-4 2016	WK 5-8 2016	WK 9-12 2016	WK 13-16 2016	WK 17-20 2016	WK 21-24 2016	WK 25-28 2016	WK 29-32 2016	WK 33-36 2016	WK 37-40 2016	WK 41-44 2016	WK 45-48 2016	CURRENT PERIOD
80%	80%	100%	99%	99%	99.5%	99.5%	99.5%	100%	98%	99%	99%	99.1%
DVSA TRIGGER	DVSA TRIGGER			DVSA TRIGGER			DVSA TRIGGER				DVSA TRIGGER	

WK 21-24 2016
99.5%
1

WK 25-28 2016
99.5%
2

WK 29-32 2016
99.5%
3

A **trigger** has occurred as there has been **three yellow failures** in this rolling 12 week measurement period. The trigger will be recorded by the DVSA and they may initiate contact regarding performance

Warning Messages

A warning message will appear when your fleet has not been fully configured. It will inform you of the configuration issue and offer a recommended action to resolve it.

! Warning. The results below are only based on **67%** of your eligible assets with an Operator Licence. 1 of 3 eligible asset has not been assigned to an Operator Licence.

Recommended Action: Ensure all eligible assets are assigned to an Operator Licence in the [Organisation area of R2C Portal](#)