



Quality Assurance Process 2018

Appendix E

Implementation of Value-for-Money and Focused Policy Assessment Recommendations

This section provides an update on the implementation of recommendations arising from the following Value-for-Money Reviews and Focused Policy Assessments:

Driver Testing Service VfM Review

Update on the Implementation of VfM and FPA Recommendations

Driver Testing Service - Value for Money Review

Recommendation	Target Date	Action Update	Revised Date	Status
Improve Operation and Efficiency				
By end-2017, the RSA should design and put into operation a methodology for allocating direct, indirect and estate costs to each test centre. This data will be used as the basis for comparative analysis of similar test centres, to identify performance indicators and potential areas for improved efficiency. The unit cost per test at each centre should be published at least annually.	End 2017		Annual	Complete
By end-2017 the DTS will finalise a methodology to determine the costs and unit costs relating to specific test categories. This data is also to be published at least annually.	End 2017		Annual	Complete
The RSA to endeavour to provide all test applicants with the option of selecting the date and time of their driving test from an online calendar system.	Not specified	RSA estimate a Q3 2020 target date for completion.	Q3 2020	Ongoing
By mid-2017, the RSA is to complete its review of the methodology used to calculate national average waiting times and reassess past figures. This average should be maintained on an ongoing basis on the RSA website.	Mid 2017		n/a	Complete

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Update on the Implementation of VfM and FPA Recommendations

Driver Testing Service - Value for Money Review

Recommendation	Target Date	Action Update	Revised Date	Status
Improve Operation and Efficiency				
DTTaS and the RSA to agree annually on the number of test applications that can be received and delivered without exceeding the ten-week national average waiting time target. This figure to be included in the Performance Delivery Agreement between them.	Annual	The RSA has a capacity and demand management model in place	Annual	Complete
RSA to develop statistical monitoring system to identify test centres not meeting a sufficient level of test applications relative to similar centres within the same region.	Not specified	Further scoping required. There is a requirement to have a reasonable geographical spread of test centre locations in order to not place an undue journey on learner drivers atting for driving tests. Test centres are of a size and capacity to match expected demand	Not specified	Not started
RSA to explore the feasibility of developing an evaluation system to determine a maximum number of tests that can be delivered by individual test centres.	Not specified	The RSA maintains a list of the tester capacity of each test centre		Complete
Improve Effectiveness				
Future analysis of Driving Test Pass Rates at National and Test Centre levels should be carried out to include the assessment of possible factors influencing differences in pass rates between men and women, and between different age groups.	Not specified	The RSA research department does not hold the data required to address this. Obtaining the required data would involve undertaking an extensive body of complex national research, which would exceed the current capacity of our Research Dept's business plan commitments.	TBD	Not started
Future analysis should also include research into the distinct and enduring regional differences in pass rates, particularly between Western and Eastern test centres.	Not specified	The RSA research department does not hold the data required to address this. Obtaining the required data would involve undertaking an extensive body of complex national research, which would exceed the current capacity of our Research Dept's business plan commitments.	TBD	Not started
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Update on the Implementation of VfM and FPA Recommendations

Driver Testing Service - Value for Money Review

Recommendation	Target Date	Action Update	Revised Date	Status
Improve Effectiveness				
The statistical monitoring process for individual examiners' pass rates should account for the different vehicle category tests that examiners undertake and calculate the deviation accordingly. For example: an examiner's average pass rate for motorcycle tests should be compared to the comparison group's expected average pass rate for motorcycle tests, as opposed to conducting a comparison based on overall pass rates.	Not specified	Individual examiners' pass rates are compared with other examiners, by test category rather than in general		Complete
Measures should be explored to end the possibility of those who hold a third or higher iteration of their learner permit repeatedly renewing their permit without actually sitting the driving test.	Not specified	Clancy Amendment Legislation in place and this has seen a reduction in multiple learner permit holders. A suite of possible further measures has been discussed with DTTaS. Any implementation of these further measures would not be possible at this time due to driving test backlogs arising as a result of Covid-19	TBD	Ongoing
RSA to explore further the possibility of including a Hazard Perception element to the Driver Theory Test and an Independent Driving element to the practical Driving Test.	Not specified	A submission has been made to DTTaS on the Hazard Perception test in January 2020 An initial pilot of an independent drive element has been completed, with a further pilot likely in 2021	TBD	Ongoing

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Update on the Implementation of VfM and FPA Recommendations

Driver Testing Service - Value for Money Review

Recommendation	Target Date	Action Update	Revised Date	Status
Data Collection				
By end-2017, RSA and other relevant bodies (i.e. the CSO, An Garda Síochána) should have begun to collect information on license type, driver age, experience, and cause of collision for all drivers involved in collisions.	End 2017		n/a	Complete
The RSA should investigate collision rates, broken down by license type, driver age, driver experience and cause of collision in other countries, in order to better benchmark driver performance and behaviour, and potentially identify specific areas of driver training and testing to target for improvement.	Not specified		n/a	Complete
The RSA should begin to compile data on test fault marking statistics, distinguishing between candidates who pass and fail. This data should be coordinated with the 'cause of collision' data to enable comparison and analysis. This should be used to identify specific behaviours and competencies which should be targeted to improve road safety.	Not specified	A review of the fault marking guidelines is underway and some improvements are expected to be agreed before the end of 2020. However there is a wider research requirement that is beyond data already held. The RSA will consider whether such research is possible and communicate this to DTTaS	TBD	Ongoing

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Update on the Implementation of VfM and FPA Recommendations

Driver Testing Service - Value for Money Review

Recommendation	Target Date	Action Update	Revised Date	Status
Future Monitoring & Evaluation				
Once methodologies have been developed and implemented to accurately record and assess costs at a test centre level and by test type, and no later than 18 months after the publication of this report, the RSA should conduct a review of the delivery requirements of the DTS, including a cost-benefit analysis of identified options. This should identify future options for the estate and operational structure of the DTS, and how this will develop over future years.	Mid 2019	As part of the work around arrangements to cater for the 'Clancy amendment' a case was developing contrasting internal v external service delivery- this analysis included a costing element. This was shared with DTTaS, on foot of this it was deemed that there wasn't any material benefit from a cost perspective in delivering via an external service provider.		Complete
The RSA is to monitor the annual difference between Total Costs (incl. Estate Costs) and Fee Income for the DTS on a rolling 3-year basis. This data is to be published annually.	Annual			Complete
By end-2017, the RSA will conduct an assessment of the DTS's ability to apply resources where required so as to ensure a consistent level of waiting times between test centres.	End 2017	Demand forecasting in place		Ongoing

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Update on the Implementation of VfM and FPA Recommendations

Driver Testing Service - Value for Money Review

Recommendation	Target Date	Action Update	Revised Date	Status
Future Monitoring & Evaluation				
By Q1 2018, the RSA to have explored the possibility of developing a demand forecasting model for Driving Test Applications. As part of this process it should be investigated whether demand forecasting can be broken down geographically and/or seasonally.	Early 2018	Demand forecasting model in place	Q4 2019	Complete
A focused evaluation of the EDT and IBT programmes to be undertaken by 2018 to assess the impact of the programmes on road safety, pass/fail rates and attendance rates.	End 2017		Q4 2023	EDT evaluation has been completed and all of the recommendations are to be implemented within a period of three years. An evaluation of the IBT programme is proposed for 2021.
Following the RSA's review of the delivery requirements of the DTS, DTTaS should undertake a policy review of the DTS including the possibility of outsourcing the service.	Not specified	The RSA are awaiting feedback from DTTaS on this recommendation.	Q4 2019	Not started
DTTaS should consider, where feasible, explicitly including the recommendations made in this report as measurable targets in their Performance Delivery Agreement with the RSA.	Not specified	The RSA are awaiting feedback from DTTaS on this recommendation.	Q4 2019	Not started

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Update on the Implementation of VfM and FPA Recommendations

Driver Testing Service - Value for Money Review

Recommendation	Target Date	Action Update	Revised Date	Status
Future Monitoring & Evaluation				
The RSA and OPW should work together to identify alternative uses of estate that is found to be surplus to the requirements of the DTS, as part of the review of the delivery requirements of the DTS.	Not specified	There is no surplus estate currently. The RSA is satisfied as to the requirement to have the geographic spread of test centre locations as currently exists.		Not started
DTTaS will carry out a check as part of the 2018 and 2019 Quality Assurance processes to assess progress on the implementation plan for this report.	Mid 2018/2019	Progress Implementation plan reviewed in June 2018.	Not specified	Ongoing
END				