

Appendix 3

MOT testing station inspection visits - Scoring system

							Maximum score
Location	Residential	1	Industrial/commercial	2	Easily accessible	1	3
Waiting room/area	Good/clean/tidy	2	Basic/untidy/dirty	1	None	0	2
Viewing area	Separate	2	In workshop	1	Easily accessible	1	3
Cleanliness of workshop	Clean	1	Dirty	0			1
Tidiness of workshop	Tidy	1	Untidy	0			1
Complaints procedure	In place	2	Vague	1	None	0	2
Communication facilities	Phone	1	Fax	1	Email	1	3
Fees	Upto £50	3	£51 - £80	2	£81 +	1	3
Number of MOT bays	One	1	more than one	2			2
Number of testers	One	1	more than one	2			2
Parking facilities	Very good	2	Adequate	1	Poor	0	2
H&S policy in place	Yes	1	No	0			1
							25