



The quarterly update for stakeholders, commercial customers and suppliers



## News from the Driver & Vehicle Licensing Agency

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## Welcome to the first edition of DVLA's new quarterly electronic newsletter for stakeholders, commercial customers and suppliers.

This newsletter is to keep you up-to-date with the work of the Agency during what is a very challenging and interesting time for us. It tells you about the various initiatives being undertaken by the Agency so that you can consider and feedback your views on what we are doing and how it impacts on you. I hope you find it interesting, informative and most importantly, useful.

The main theme in this edition is the announcement made on the 4 July about the outcome of the public consultation '[Transforming DVLA Services](#)' which ran from 13 December 2011 until 20 March 2012. I would like to thank those who took the time to respond to the consultation which centred on the increased use of digital services and use of intermediaries.

As we transform the Agency for the future it is crucial we look to you, our stakeholders, commercial customers and suppliers to learn how we take the transformation proposals forward in a way that will benefit all. We will be engaging with those of you affected by these changes as they are developed and delivered.

We want to know what works for you and what doesn't so please email any feedback or suggestions for the newsletter or any comments about any of the initiatives mentioned to [news@dvla.gsi.gov.uk](mailto:news@dvla.gsi.gov.uk)

I hope you will find this newsletter useful.

Until next time,

**Simon Tse** Chief Executive



*DVLA Chief Executive Simon Tse*





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## Team talk

DVLA's External Communications team met with Tim Daley, Programme Manager for the Efficiency Programme to discuss the role of the Efficiency Programme and how it fits in with wider Agency [objectives](#).

### Thanks for meeting us Tim. Can you tell us what you do at DVLA?

I'm accountable for the delivery of changes that will bring about the transformation of DVLA's services to our customers and produce efficiency savings of £100m per annum by 2015. I'm responsible for bringing everything together to help us move to more online transactions in line with the Government's digital by default agenda.

### Who is on the team?

Programme Office Manager Michelle Wozencraft and Project Managers Marie Lewis, Elliott Brown, Lee Cambule, Alison Parsons and Rob Stewart. I also see the team as being "DVLA" as we work closely with colleagues from across all areas of the business.



Tim Daley





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### What is the Efficiency Programme?

The Efficiency Programme is a bundle of projects which will:

- design and deliver modernised DVLA services through a combination of channel shift, wider use of intermediaries plus transactions and process re-engineering
- increase productivity
- deliver against the Government's "**Red Tape Challenge**" to reduce unnecessary burden of regulation on businesses and members of the public through less paperwork, greater transparency and more personal freedom.

### What are the delivery dates?

The programme life span is 2011 to 2015. There are a number of key delivery milestones along the way, but the final delivery date is March 2015 when we expect to have delivered a range of new services and closed our network of local offices.

### Who are your main stakeholders?

Because the changes are so widespread we undertook a stakeholder analysis exercise. This identified organisations and businesses in both the private and public sector.



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### How do you keep in touch with your stakeholders?

We have successful working liaison groups and forums. Recently we held a workshop for representatives of DVLA's Industry Liaison Group. We also ran a public consultation exercise which highlighted issues and areas of concern for all users of DVLA services which we are now addressing as part of our delivery plans.

I am the single point of contact for the transformation proposals, directing stakeholders to the contact(s) that can best answer their needs. If readers are unsure what we are proposing and the changes we are making, talk to us so we can explain. We're inviting everyone along on this journey with us.

### What reaction have you had from our stakeholders so far?

Generally, stakeholders have been positive towards most of the proposals and pleased that we went out to talk and engage with them. Many have been heavily involved and influential since the process began. They wanted to be part of shaping the way ahead and we were only too keen on inviting those who wanted to be involved. We have worked with stakeholders to manage expectations, being honest that we can't deliver everything to everyone. For instance the Police had concerns on the removal of insurance checks at licensing but we continue to engage with them on this and other issues.

### What are the business benefits of working with stakeholders?

Direct engagement in which we explain, listen and respond means we understand each other and are equally committed to the delivery of the changes.

### What's on the horizon for the programme?

The first change will be early in the New Year, when customers are able to change a vehicle's taxation class at a Post Office®. On 1 October we launch a public consultation on plans to move more vehicle related transactions online. Readers should keep an eye on our [website](#) to keep up-to-date.





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## A bit about... Jay Parmar

**This slot will introduce you to some of our stakeholders. We recently spoke to Jay Parmar on his role as Legal and Policy Director for the British Vehicle Rental and Leasing Association (BVRLA).**

### Tell us a little about the BVRLA

Established in 1967, BVRLA is the trade body for companies engaged in the leasing and rental of cars and commercial vehicles.

Its members provide short-term self-drive rental, leasing hire and fleet management services to corporate users and consumers. The sector employs an estimated 46,000 people and supports 200,000 jobs across the automotive industry in the UK. BVRLA members operate a combined fleet of around 2.5 million cars, vans and trucks, buying nearly half of all new vehicles sold in the UK.

Through its 500 member companies and customers BVRLA represents the interests of more than two million business car drivers and also millions of drivers who rent vehicles each year.

It lobbies at the heart of government in the UK and EU to ensure regulation and legislation is fair and doesn't stifle competition. BVRLA also works with public sector agencies, industry associations and key business influencers on key road transport, taxation and finance-related issues.

The association regulates the industry through a regular series of quality assurance inspections and a mandatory code of conduct.



Jay Parmar





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### What's your role?

I help to develop and implement campaigns on issues affecting the industry. My team provides members with advice and guidance on a host of industry and business related subjects and manages the [BVRLA conciliation service](#).

### What does your role working with DVLA involve?

I have worked in partnership with DVLA since 2001. As a member of DVLA's Industry Liaison Group I am able to provide views and advice on how DVLA can strengthen the delivery of its services in the most efficient and effective manner and ensure any legislative and policy matters are implemented in a proportionate manner.

The Group helps generate new ideas and suggestions on how the Agency can deliver its services. In my role I formulate responses to consultation papers on behalf of our members.

### How does BVRLA benefit from this relationship?

Through being able to voice industry concerns to help shape and contribute to legislation and policy. For example, our members submit over five million separate paper transactions a year and implementing changes we identified in 2012 will mean they will be able to interact with DVLA electronically, saving in excess of £30 million a year. These savings will help to underpin the Government's wider agenda of supporting growth and jobs in the UK.

*(Note: DVLA and BVRLA have worked together for a number of years on enhancements to the fleet scheme and these have been defined and agreed for introduction in 2013. This includes offering the Registration Certificate (V5C) on demand for fleet customers, providing an online enquiry function, providing electronic Statutory Off Road Notifications and applying for duplicate V5Cs).*



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### How does DVLA benefit?

DVLA can obtain views and feedback first hand from a key industry representative body on planned policy and service changes. We provide insight on the implications changes will have on the industry and help to avoid any unintended consequences on motorists. We also give DVLA an understanding of current and future vehicle market changes to ensure it is fully equipped to meet these changes.

### What's your favourite part of the role?

Sounds a bit cheesy, but I like to make a difference and add value wherever I can use my skills and knowledge. I also like seeing the delivery of positive change, the removal of excessive burdens on motorists, being listened to by Government, removing antiquated and burdensome processes and supporting UK businesses to remain competitive and successful.

### And what do you find most difficult?

Bringing about positive change can sometime be painfully slow. It also takes time to unravel ill considered and ill thought out policy. It's vital to ensure that business has clarity and certainty over policy changes and this is why industry needs be engaged as early as possible to ensure positive outcomes.

### Biography

Jay studied law at Bristol and gained extensive knowledge on the mechanics of regulated industry working with economic water regulator, OFWAT.

Joining BVRLA in 2000 he plays a pivotal role in interfacing and working with Government departments at a national and European level on policy and legislative matters. Jay offers his expertise to help develop both legislative and policy matters and has built a refreshing partnership between industry and Government to ensure the least burdensome proposal is adopted by presenting practical and workable solutions.

Would you like to be featured in a future 'a bit about' slot? Contact DVLA External Communication team [news@dvla.gsi.gov.uk](mailto:news@dvla.gsi.gov.uk)





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This is a regular section which explains a term or process used by the Agency

## What is... an intermediary?

**DVLA considers an intermediary to be anyone who transacts with DVLA on behalf of the keeper of a vehicle, or a driver. In some instances they will do so upon our request or legal requirement such as first registration of a vehicle, or at other times to enhance their own customers experience like completing a cherished transfer on their behalf.**

The use of intermediaries has been a key part of DVLA customer service delivery since the 1970's when the Post Office® started to issue tax discs on our behalf. Motor dealers have also been acting as intermediaries between vehicle keepers and ourselves since DVLA was created and we are seeking to improve the process for them in much the same way the first registration process was improved in the late 1990s with the introduction of Automated First Registration and Licensing (AFRL).

Providing improved access to DVLA services for intermediaries is now a key objective for the Agency to reduce burden for those that deal with us, and also to support the Agency's ongoing Transformation programme, while ensuring overall service levels are improved.







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## dvl@lert – Christmas opening

Customers will be able to transact with us electronically throughout the Christmas period at [www.direct.gov.uk/motoring](http://www.direct.gov.uk/motoring)  
Opening times for our local offices and contact centre can be found below:



Birmingham Local Office

### Local Office Network

Monday 24 December	– 9am to 12pm
Tuesday 25 December	– Closed
Wednesday 26 December	– Closed
Thursday 27 December	– Closed
Friday 28 December	– 9am to 5pm
Monday 31 December	– 9am to 5pm
Tuesday 1 January	– Closed
Wednesday 2 January	– Open as normal from 9am (Scottish offices closed due to Bank Holiday)

### Contact Centre

Monday 24 December	– 8am to 12pm
Tuesday 25 December	– Closed
Wednesday 26 December	– Closed
Thursday 27 December	– Closed
Friday 28 December	– 8am to 5.30pm
Saturday 29 December	– 8am to 2pm for general enquiries 8am to 5.30pm for Electronic Vehicle Licensing and Direct Licence Online enquiries
Monday 31 December	– 8am to 5.30pm
Tuesday 1 January	– Closed
Wednesday 2 January	– Open as normal from 8am

If you are a commercial customer and need more information on our services then please contact us at: [news@dvla.gsi.gov.uk](mailto:news@dvla.gsi.gov.uk)





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## EU3D

**The European Union Third Directive (EU3D) is the biggest change to happen to driving licences since the introduction of the photocard in 1998.**

On 19 January 2013 the European Third driving licence directive provisions (2006/126/EC) must be applied. The Directive will introduce a single driving licence model across Europe and introduces new rules for driving licences in Europe. The new rules reduce possibilities of fraud, guarantee a true freedom of movement for EU drivers and reinforce safety on European roads.

In DVLA a project was set up in October 2010 to implement the change within the business and communicate these changes to our customers. To that end, the project has worked with both internal and external stakeholders to identify key business change activities.

Information packs have been sent out to **commercial customers and stakeholders** (form reference number D844/1) and further copies are available at [EU3D.CentralCommunications@DVLA.gsi.gov.uk](mailto:EU3D.CentralCommunications@DVLA.gsi.gov.uk)

For the **general public**, for full information go to [www.direct.gov.uk/newlicencerules](http://www.direct.gov.uk/newlicencerules)

All literature is also available in Welsh.



New EU3D photocard licence



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### So what does this mean for the customer?

**Existing drivers/riders:** will retain any entitlement granted before 19 January 2013. However, the new rules will affect them as some of the vehicle categories they are entitled to drive will be shown differently on the new licences issued after 19 January 2013 and the validity period will depend on the type of vehicles they are allowed to drive/ride.

**New drivers/riders:** if they apply for provisional entitlement to drive/ride, or pass a driving test on or after 19 January 2013 the new rules will apply.

### What are the main changes?

#### Riding mopeds, motorcycles and tricycles

The Directive introduces new categories and definitions for mopeds, motorcycles and tricycles. Entitlement to ride the different categories will depend on age and experience.

#### Trailer restrictions for car and small vehicle drivers

From 19 January 2013 there will be new restrictions for existing and new drivers who wish to tow a trailer.

#### Age restrictions for driving any type of vehicle

The age from which some vehicles can be driven will be changing as part of the new rules. This will affect new drivers and existing drivers who want to drive new vehicle types.





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### Buses and lorries – new driving licence validity periods

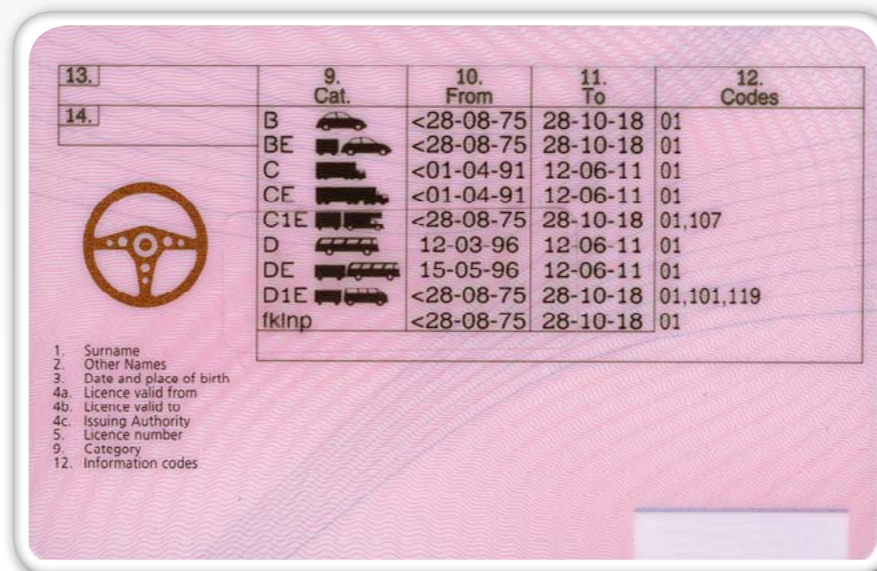
Drivers of minibuses, buses and lorries will also have changes to how long their licence will be valid. This will affect existing and new drivers from 19 January 2013.

### New driving licence card design

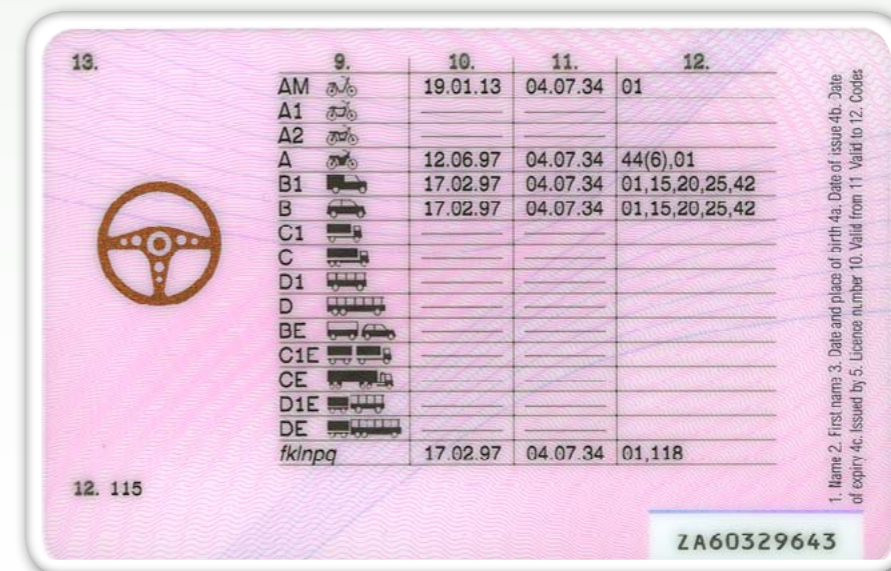
As part of the changes to the new rules for driving, from 19 January 2013 DVLA will be issuing a new style of driving licence. There are three main elements to the changes: the card design, the table design on the back of the card and some categories within that table.

Customers are asked to note that photocard licences issued between October 2012 and January 2013 will look slightly different. This is due to DVLA printing the photocard licences with the new full driving entitlement category listing on existing card stock. The photocard licence variations will look slightly different but all will be valid.

For more detailed information: [www.direct.gov.uk/newlicencerules](http://www.direct.gov.uk/newlicencerules)



Reverse of old photocard licence



Reverse of new EU3D photocard licence



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## and finally... even a Puddle Duck taxed online

Some unusual vehicles have been taxed or declared off road through our online service.

Last year over 24 million vehicles were taxed or declared off road online or by phone. This means that over half of our motorists went online or used the phone.

Some of the more unusual makes, included:



**Puddle Duck Valiant**



**Hupmobile**



**Goggomobil**



**Peel Trident**

Carolyn Williams, DVLA's Head of Electronic Services said:

**"It has never been easier to go online or use the phone to tax your vehicle or tell us it's off the road. The service is available 24 hours a day and only takes a few minutes."**

For further information on DVLA's electronic services, go to: [www.direct.gov.uk/onlinemotoringservices](http://www.direct.gov.uk/onlinemotoringservices)

*Article amended 18/10/12 in order to correct statistical inaccuracies on original publication.*





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