



## News from the Driver & Vehicle Licensing Agency

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**Welcome to the November edition. This regular update aims to keep our stakeholders, commercial customers and suppliers informed on key developments and news from the Agency.**

The main theme of this edition is how we support the police and intelligence authorities in dealing with vehicle related crime and keeping road users safe. Our 'A bit about' slot with Karl Wissgott, Head of Police National Computer Services and 'Team talk' article will tell you more.

Since the last issue we have seen the launch of the [Government's Digital Strategy](#) by Minister for the Cabinet Office, Francis Maude. The strategy describes how delivering services digitally will result in savings of £1.7 to £1.8 billion to government each year. DVLA is acknowledged as one of the leaders in this field and we are continuing to drive our Digital by Default agenda.

This month saw DVLA beat off fierce competition to win the coveted title of 'Customer Contact Centre of the Year' and 'Most Effective Training Programme' award in the [Customer Contact Association \(CCA\) Excellence Awards](#). CCA is the leading independent authority on customer contact strategies and operations. Head of DVLA's Contact Centre Carole Evans received both awards at the ceremony and I'm extremely proud that DVLA's Contact Centre has been given the recognition it deserves.

And finally, [read a message](#) from our sister agency, the Highways Agency, on tips to keep safe this winter.

We hope you find this edition informative and we welcome any comments you might have. Please email any feedback to [news@dvla.gsi.gov.uk](mailto:news@dvla.gsi.gov.uk)



DVLA Chief Executive Simon Tse

Simon Tse Chief Executive





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## Team talk

**DVLA's External Communications team met with Jemma Hamilton, Head of DVLA's Police Liaison and Support Group (PLSG) to discuss the role of PLSG and the relationship they have with the police.**

### Thanks for meeting with us Jemma. What is PLSG's key role?

We provide details from the driver and vehicle databases to our police stakeholders for assistance in traffic and criminal enquiries. We also produce witness statements and act as a communication channel for key DVLA messages and updates to the police.

### What does the team do?

A range of activities including coordinating intelligence reports sent to our police contacts, manning our dedicated telephone enquiry line and responding to emails on criminal activities. We receive around 2000 emails and 3000 telephone calls a month. These enquiries come from police liaison officers based within each police force.

### What training do you receive?

All PLSG staff are trained in [Data Protection protocols](#) to ensure information is correctly released to police liaison officers. This protects both DVLA and the evidentiary value of the information we provide.



Jemma Hamilton





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### What type of enquiries do you receive?

We deal with a wide range of enquiries; the most frequent is for data from the driver or vehicle record to identify suspects involved in non road traffic offences, in line with Data Protection exemptions. Information can be supported with the provision of witness statements for use in court – the team have been required to attend court on a number of occasions.

In addition to his many duties, my deputy Ian Davies has responsibility for manning the out of hours enquiry line. This ensures urgent responses can be provided for serious criminal investigations (for example, murders and abductions). This service is manned 24 hours a day, seven days a week, 365 days a year on an on call basis. My team will come into work day or night if assistance is required in an emergency.

### So, who are your main stakeholders?

Our stakeholders can be anyone in the police force and other enforcement agencies across government. All communication is through a nominated liaison officer to ensure we can identify who is requesting the information, and their entitlement to do so. One of my roles is to engage internally with colleagues looking at transforming DVLA services (for example, I am currently looking at revisions to the trade plate licensing scheme) to ensure the needs of police stakeholders are considered.



Police Liaison and Support Group





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### How do you ensure your stakeholders are kept up to speed with any changes?

We issue regular 'Police bulletins' to liaison officers who cascade the information throughout the police forces. The bulletins cover a wide range of topics, for example; longer opening times during the Olympics to provide additional support to the police; changes introduced to the driving licence (note: our [September newsletter](#) gives more information on EU3D); and details of stolen tax discs.

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

One key benefit is the understanding the team has developed of the importance of their work. Many team members have worked here for a number of years and are passionate about supporting the police, because they see the value they add. They know even the most basic enquiry can at times be critical, so commit themselves to everything they do with urgency and professionalism.

### If there was one message you'd like to give to your stakeholders what would it be?

I would encourage all my police stakeholders to find out who their liaison officer is to fully understand the support PLSG can provide – we are here for you.





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## A bit about... Karl Wissgott

We recently spoke to Karl Wissgott, Head of the Police National Computer (PNC) Services as he prepares to hand over the reins....

**Hello Karl, thanks for agreeing to be interviewed for news@dvla. What organisation do you represent and what's your role within it?**

I work for the [National Police Improvement Agency \(NPIA\)](#) running a Home Office unit called PNC Services. PNC Services provides the PNC to the Police Service and over 100 other organisations in total.

### Where else have you worked?

During my 36 year public service career I have also worked for the Employment Department, the vast majority within information technology/systems, but with a two year stint as the National Training Manager for the introduction of Job Seekers Allowance.

### How long have you been working in partnership with DVLA?

I have had the pleasure of a very positive and productive relationship working with DVLA over the past six years and prior to this from 1997 to 2000.

I first visited DVLA in 1993 to see the scanning operations when I was project manager for the 1993 Census of Employment. I have to say in all my dealings I have been impressed with the professionalism, courtesy and development of the organisation.



Karl Wissgott





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### How does DVLA fit in as part of your role?

DVLA provides vehicle data to assist the police service with a range of operations, from roadside checks to the investigation of crimes. DVLA also provides driver licence data to assist the police in different aspects of roads policing operations. All of this is available 24 hours a day, seven days a week.

The work of the police service is always to be ready to deal with any eventuality – from major incidents to the successful policing of the Olympics.

### What do you think are the benefits to PNC of the relationship with DVLA?

DVLA and PNC have always had an excellent relationship as our goals are very similar and in many ways mutually supportive. The two agencies have always worked closely together and plan to continue to do so going forward. PNC Services sees itself as a trusted partner.

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

I've had a lot of job satisfaction in my role as Head of PNC Services. I like hearing of my customers' successes in their investigations and I've been able to assist police forces in detecting serious crimes using the PNC. This can range from the more demanding work involving complex searches to providing snapshots of data. I enjoy the problem solving aspects, from people issues through to software design. I know all my staff at Hendon Data Centre (home of the NPIA), Birmingham and central London and also have a good rapport with PNC customers in police forces and different agencies. I take great pride in seeing PNC continue to grow, whilst paying tribute to those who were here before me.





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### And what do you find most difficult?

Probably my time management because I do like to get involved and provide support to my colleagues. I find there's always a lot to do, plenty of challenges and never a dull moment. This suits my personal style of working.

### Karl, we've heard you're moving on very soon and we'd like to wish you good luck. What's the one piece of advice you would give to your successor, John Neil, as he enters into this role?

In stepping down from this role I see this as a different phase of my working life and I'm looking forward to future challenges.

John Neil is an excellent successor and one I would have picked myself, having had the pleasure of knowing and working with him for the last ten years. My advice to John would be "Welcome each day and the new set of challenges and opportunities that are presented".

**Editor's note: John Neil took up his new post on 1 November.**



John Neil





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This is a regular section which explains a term or process

## What is... a PNC check?

### **PNC stands for Police National Computer.**

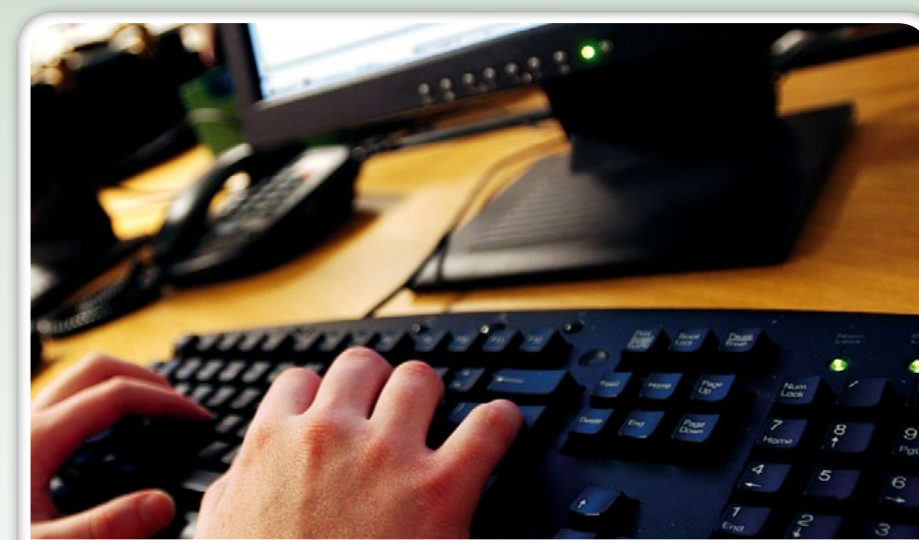
A record is held on the PNC of anyone who has been arrested, convicted, cautioned, reprimanded or warned in respect of a recordable offence (being all offences punishable by imprisonment of at least one year, plus a number of other minor offences such as begging or drunkenness in a public place). Around 10 million records are held on the PNC.

Information about anyone's convictions, cautions, reprimands or warnings on the PNC is stored for 100 years from their date of birth. The introduction of the Protection of Freedoms Act will change the retention on PNC such as if an arrest results in no further action, these records will be deleted after a very short period of time.

The PNC went live in 1974 with stolen vehicles as its initial database. Since then the range of facilities, level of detail and potential value of information stored on the PNC has improved significantly. This has led to the PNC being more of an investigative tool rather than its original purpose of a record keeping one.

The PNC contains several separate files and these include names, vehicle, property and drivers. One part of the vehicle file and all the drivers file is updated by DVLA.

All PNC users adhere to the [Data Protection Act 1988](#). Penalties for misuse or unlawful access of data from the PNC are severe.







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## Post Office® wins contract to provide DVLA services

On 13 November the [Secretary of State for Transport](#) announced the intention to let the contract for our Front of Office Counter Services (FOCS) to Post Office®. The current arrangement between DVLA and Post Office® expires on 31 March 2013. A new seven year contract will run from 1 April 2013 until 31 March 2020, with the option to extend by up to three additional years.

**Background** – The Post Office® has provided face-to-face counter services for Vehicle Excise Duty (VED) collection since 1972 under a series of contracts with DVLA, mainly for VED collection. In 2010 the contract was extended and the Post Office® was able to check details and collect a customer's photograph for the 'Ten Year Renewal' photocard licence transaction.

**The scope of the contract** is for existing and new FOCS, including applying for tax discs and driving licences. The Post Office® will also provide some services currently available through DVLA local offices, such as, the provision of duplicate licences and licensing of Heavy Goods Vehicles. These additional services will become available through designated branches of the Post Office® network giving greater accessibility to motorists.

DVLA also provides for a further extension of services through this contract. For example, further driver transactions and, possibly in future, road tax refunds and other vehicle transactions. The contract also gives scope for the winning bidder to provide FOCS for other government departments, an expressed intent of Government for some time.

**Savings** to DVLA are expected to be in the region of £13 to £15 million per annum and wider savings are possible through economies of scale for similar services across Government in the future.





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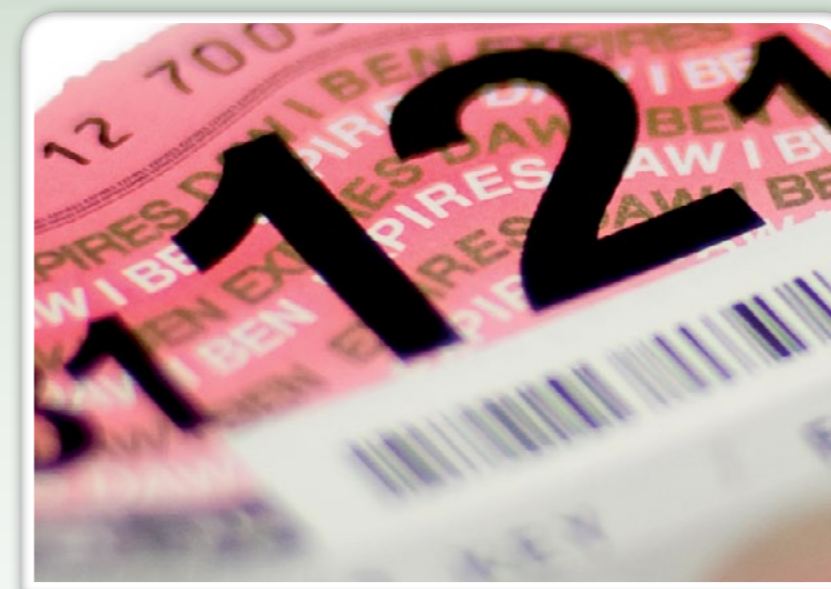
## Changes to Advanced First Registration and Licensing (AFRL)

**Information for AFRL customers about planned system and process changes:**

- From July 2013, new vehicles registered and taxed using AFRL will have the tax discs issued centrally from DVLA, Swansea.
- As no tax discs will be held on motor dealers' premises there will be no need to collect or return tax discs from a DVLA local office.
- Proposed new legislation (subject to approval in 2013) will allow new vehicle users to drive for 14 days, following taxation of the vehicle, without displaying a tax disc.

**In addition, we listened to customer feedback and as a result the:**

- current advanced registration limit of four days will be extended to 14 days and will be available all year round
- new AFRL system will be designed to allow the dealer to request that the tax disc be sent either to the registered keeper's address, the fleet operator's address or dealers' premises.



*Article amended 04/12/12 in order to update factual information in original version.*





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## Historic vehicles MoT

From 18 November 2012, vehicles manufactured before 1 January 1960 became exempt from the requirement to have a mandatory MoT test. The decision was announced last year by the [Minister for Transport](#) following a Public Consultation in November 2011.

The keeper or driver of the vehicle still has the responsibility for ensuring the vehicle is in a road worthy condition and safe to be driven on the road.

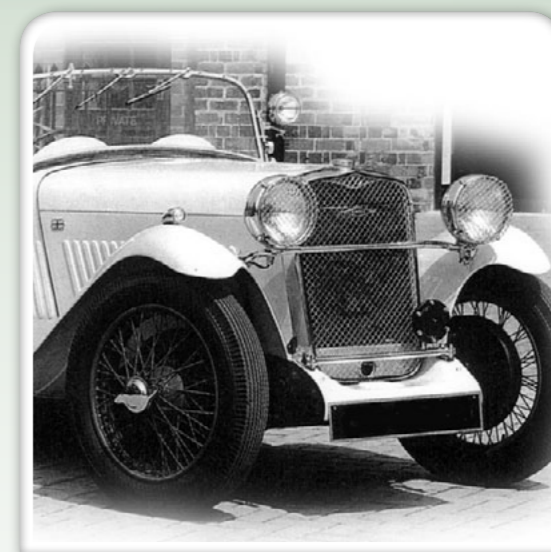
### Taxing historic vehicles

The easiest way to tax these vehicles is through our [Electronic Vehicle Licensing](#) service where the exemption will be recognised automatically. Vehicles can also be taxed at a Post Office® with the Renewal reminder for a tax disc or Statutory Off Road Notification (V11) or Vehicle Registration Certificate (V5C) plus a completed [V112](#).

If a V5C does not show this information and a vehicle keeper believes their vehicle is exempt it should be returned to DVLA, Swansea, SA99 1BA with either an extract from the manufacturer/factory record or an extract from the appropriate 'Glass's Check Book'. Both documents need to show a direct link to the chassis number already accepted and recorded on the vehicle record as part of the initial registration process. Dating certificates will not be accepted. (Note: dating certificates will be accepted for other purposes such as [V765 claims](#) and requests for age related numbers for recently restored or recently imported vehicles.)

### Cherish transfers

The Agency will continue to allow pre-1960 vehicles to either transfer or retain their registration mark using the current cherished transfer scheme provided a voluntary MoT test has been passed and they meet all other criteria of the transfer or retention scheme.





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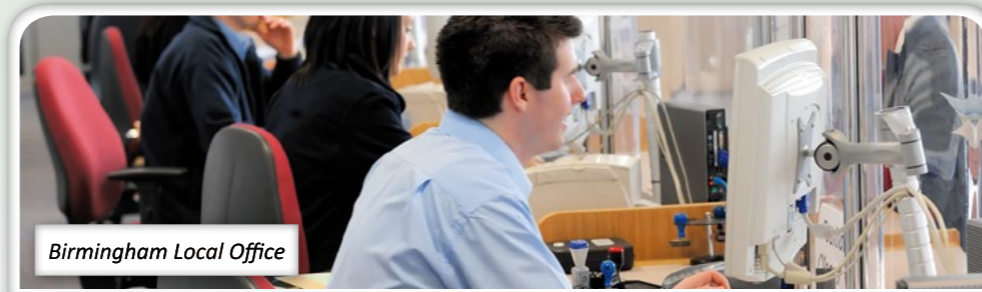
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## dvl@lert – Christmas opening

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



### 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)

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

### Contact Centre

Monday 24 December	– 8am to 12pm Drivers Premium Rate Line 8am to 3pm
Tuesday 25 December	– Closed
Wednesday 26 December	– Closed
Thursday 27 December	– Closed Drivers Premium Rate Line 10am to 2pm
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





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## Introducing DVLA's new logo

### It's out with the old and in with the new.

In common with all government departments, DVLA is getting a new logo which introduces a more consistent unified approach to identities and branding. The logo will aid transparency, cut future costs and support digital communications.

Transition to the new logo will be gradual to minimise cost. This allows us to use up any materials displaying the old logo, so for a while both old and new logos will be used at the same time.

The new logo has three parts:

- a green coloured stripe (representing the Department for Transport)
- the Royal Crest
- the Department name.

The Royal Crest is the basis of the existing HM Government brand and is already identified by the public as a sign of government.



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## and finally... make time for winter

As we head into winter the Highways Agency (HA) is urging road users to make sure they are prepared.

This year's 'Make time for winter' campaign emphasises the need for you to take responsibility for your own journey preparations this winter, and to consider whether your journey is essential. If you need to travel there are some simple steps that can reduce the risk of you being caught out:

### Are you prepared?

- Check your vehicle is ready for winter.
- Always carry your emergency kit.
- Be alert. Road conditions may change, drive with care, and allow HA crews the time and space required to keep the network clear for you.

### Are you informed?

- Just a few minutes checking the traffic updates before you leave can make all the difference to your journey.

Remember, it's not only snow and ice that can affect journeys during the winter season, but strong winds, heavy rain and thick fog too! To help plan your journey the HA provides up-to-the-minute information on winter traffic conditions. You can find these on the HA's website: [www.highway.gov.uk/traffic-information](http://www.highway.gov.uk/traffic-information); iPhone app and mobile website; telephone information line 0300 123 5000; social media channels: Twitter – @winterhighways and facebook.

You should also check; local radio and TV broadcasts and the Met Office website: [www.metoffice.gov.uk](http://www.metoffice.gov.uk)

For more information on the HA's winter campaign, its journey planning and information services, check out the [POWDERY](#) checklist for checking your vehicle and what to carry in your emergency kit.

#### Be prepared

Is your vehicle ready?



#### Be informed

Check traffic updates.





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DVLA main site, Swansea



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