



News from the Driver & Vehicle Licensing Agency

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Welcome to the February edition of our quarterly update. The aim of this regular update is to keep our stakeholders, commercial customers and suppliers informed on key developments and news from the Agency.

Since our last issue the [Department for Transport \(DfT\) digital strategy](#) has been published setting out how DfT will transform services through digital tools and technology. Continuing with this digital theme our 'A bit about' slot includes an interview with Mike Bracken, Executive Director of Digital at Government Digital Services and our Team talk article features David Hancock, DVLA's Director of Digital Services and Data input.

We have also seen the launch of DfT's [Consultation on Motoring Services Strategy](#), which seeks your views on a number of proposals for reform of the four motoring services agencies: DVLA; Driving Standards Agency; Vehicle and Operator Services Agency; and Vehicle Certification Agency. The consultation runs until **Thursday 7 March**.

On 15 January, Road Safety Minister, Stephen Hammond announced [the law on driving licence exchange has been tightened](#) to improve road safety. Applications from outside the European Union can now only be accepted if the licence holder proves they passed a driving test in a country where testing standards are comparable with those in Britain.

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

Simon Tse Chief Executive



DVLA Chief Executive Simon Tse





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Team talk

This month DVLA's External Communications team met with David Hancock, the Agency's Director of Digital Services and Data Input.

Thanks for meeting with us David. What do you do/deliver at DVLA?

I'm responsible for all customer transactions entering the Agency. My Digital Services team also provide a range of enquiry services, for example, for road transport companies needing to validate driver entitlements.

Who do you work with?

I work closely with Carolyn Williams, Head of Digital Services, who has a team of 25 responsible for the services we offer. As well as the day to day delivery of digital services I also work closely with a wide group of people across the Agency. This includes a team responsible for the design of the services in respect of the customer experience – a key factor in ensuring that digital transactions are attractive and work for the user.

How do you deliver these services?

Through a team of highly skilled and committed managers who understand the importance of creating accurate records and supporting customers and stakeholders as they go about their business. It may sound a cliché, but it really is true... I'm only as good as the collective quality of service my teams provide – and on that front I'm pleased to say that they are first class!



David Hancock





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What does the team do and how do they do it?

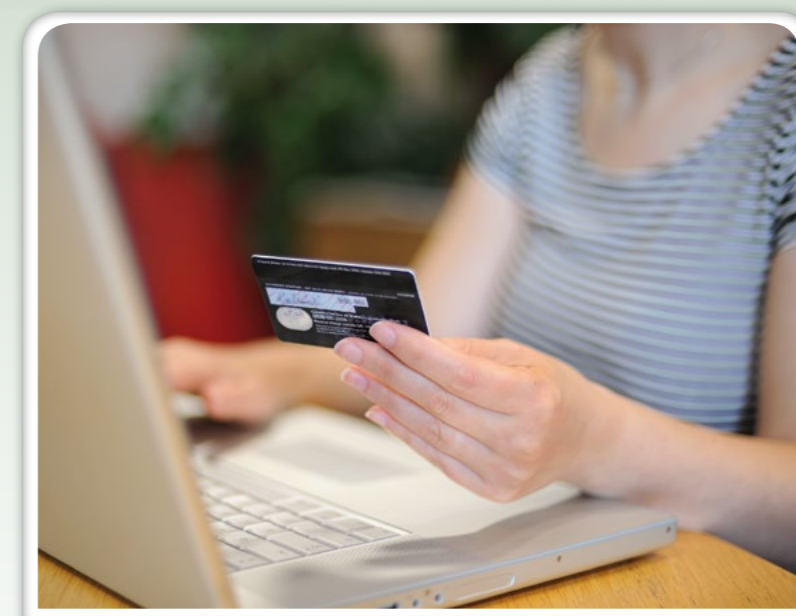
They ensure our services are available to the specified standard both in terms of response times and availability. For example, it's vital that services, such as, the ability to [automatically register and license a vehicle](#) is available to the motor trade on a reliable basis. They also use a range of tools to continuously improve the customer experience – such as listening to and acting on customer/stakeholder feedback, and monitoring transaction failure and abandonment rates. If we can see where a transaction might fail then we can do something to improve it.

Who are your main stakeholders – who does your work impact on?

We interact with over 100 stakeholders including the police, courts, Transport for London (congestion charge), fleet leasing industry, motor manufacturers and dealerships.

How do you keep in touch with your stakeholders and customers to ensure they are up to speed with everything?

We have a range of ways in which we keep in touch. In many cases this is on a daily basis, for instance, answering queries and setting up new users. Our product managers talk regularly to stakeholder groups about the services we offer and how they might be improved. Our key account managers working in our Corporate Affairs Directorate regularly meet, through the Industry Liaison Group, with organisations such as the Society of Motor Manufacturers and Traders and fleet associations. In addition our Agency Communications Team manages customer and stakeholder communications with an increasing emphasis on using digital channels, for example, social media.





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What are the business benefits of working with stakeholders?

It's all about understanding our customer and stakeholder needs and what's important to them. Without them it would be impossible to set a clear path to the future that supports wider economic and societal benefits.

What's on the horizon for your customers and stakeholders?

A range of things too detailed to get into here, but in a nutshell, as part of the Department for Transport, we want to be at the forefront of delivering on the government's '[Digital by Default](#)' agenda. We want to deliver fast and efficient services in ways that best meet the needs of customer and stakeholders, and to do this in an ever more cost effective way.



What's your view on DVLA's digital services?

Please email:
news@dvla.gsi.go.uk





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A bit about... Mike Bracken

This regular slot introduces you to some of our stakeholders. We recently spoke to Mike Bracken in his role as Executive Director of Digital within the Cabinet Office.

Thanks for agreeing to be interviewed for news@dvla Mike. Can you tell us about your role?

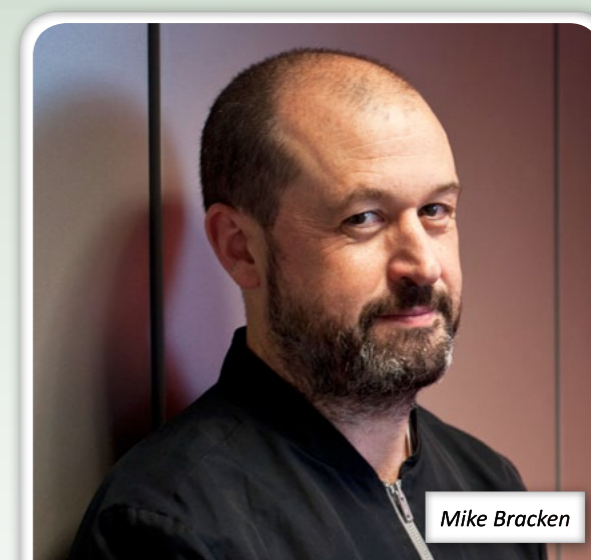
The [Cabinet Office](#), which sits at the centre of government, has the overarching purpose of making government work better. I joined in July 2011, and spent the first few months creating the Government Digital Service (GDS).

GDS is made up of a few parts of the government's digital estate; [GOV.UK](#) (which replaced DirectGov and BusinessLink), Innovations, Digital Policy, Identity Assurance and Digital Engagement.

My role is to lead the transformation of digital services in government, creating services so good that people prefer to use them. Prior to joining the Cabinet Office I was Director of Digital Development at Guardian News and Media.

What does your role working with DVLA involve?

The team and I here at GDS are very excited to be working with DVLA. We have a tremendous opportunity to help one of the best known government agencies build on its successes so far, and become an exemplar of digital service delivery. DVLA's online services have proven that there's a real appetite amongst the public for digital transactions, and in many cases there's an expectation that services should be online. We're working with people throughout DVLA to work out how those services will look in the future, and help ensure there's capacity and expertise to get that work done and deliver more terrific services to the public.



Mike Bracken





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

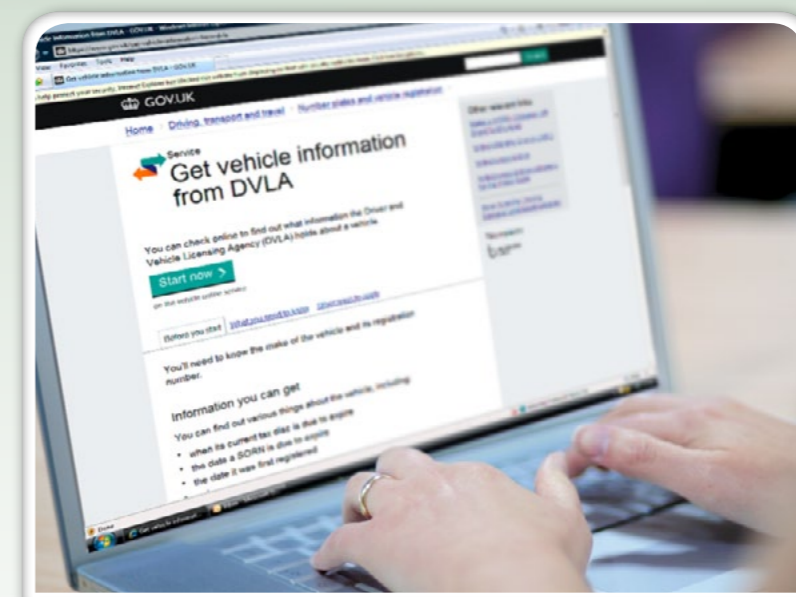
We all know the challenges that face us throughout government. DVLA's longevity as an Agency means there are some challenging processes that can slow down the development of new tools and transactions, but it also means there's a tremendous opportunity to reach a huge number of people with new, user focused services.

We've been working with the Agency since the summer on a strategy that will deliver the 'Insurance Industry Access to Driver Data (IIADD)*' programme whilst simplifying the number of computers in the data centres. We've also helped DVLA go to market and find a small supplier for building some of these new services, in just a matter of weeks. The supplier has now started and we are already seeing DVLA and its current Information and Communication Technology service contract suppliers working in a very different way, through workshops and collaboration rather than writing large documents.

We expect that this more agile way of working and putting users' needs at the heart of what we do will allow DVLA to deliver valuable services in months, or weeks, where before the timescales would have been years.

What's your favourite part of the role?

There are many parts of my role that I enjoy but I particularly like seeing the collaboration that is now happening right across government. The publication of the departmental digital strategies in December was a really enjoyable moment, demonstrating as it does the commitment across government to make our services simpler, clearer and faster for users. We have 400 days left in the life of the current parliament to radically transform government and I am very proud to be part of that journey.





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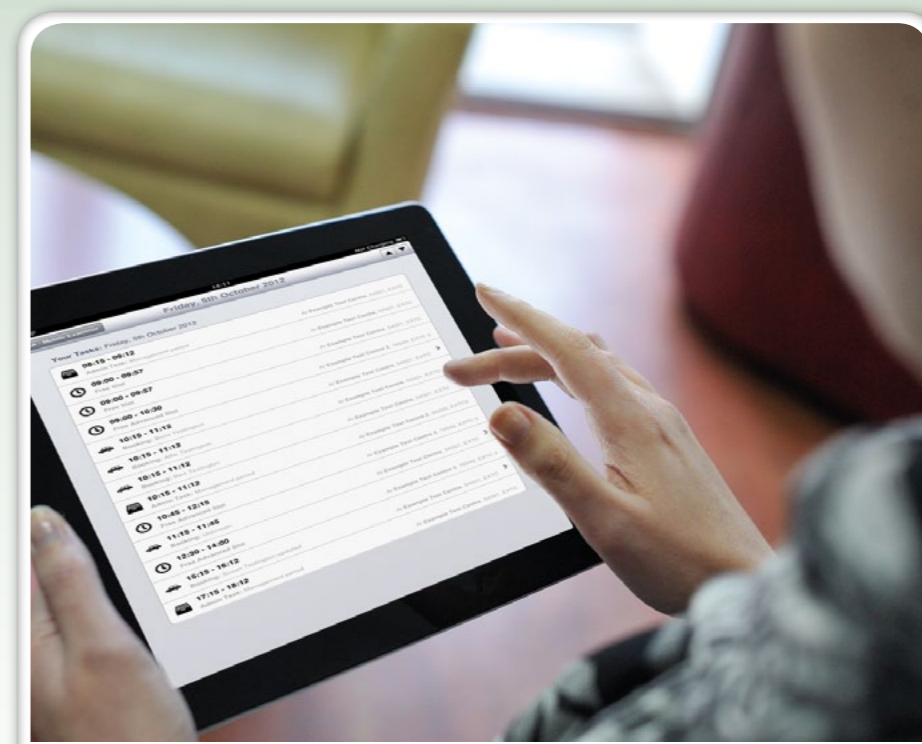
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And what do you find most difficult?

The [Civil Service Reform Plan](#) is very clear in that we must strive to make the service fitter and faster, to move at the speed required for our ambitious delivery agenda. Sometimes I find that my understanding of pace is a little different to those who are coming to the digital agenda more recently. But everyone understands the need to focus on users because they are our primary customers. So while change can be difficult I know that once we accept that user need always wins everyone will get on board to make 'Digital by Default' a reality.

Note:

*** IIADD will allow relevant driver data to be checked by motor insurance providers to base quotations on accurate information rather than self declaration. This will make the process simpler for honest motorists and support road safety.**





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This is a regular section which explains a term or process

What is... GDS?

GDS stands for Government Digital Service and was established in April 2011, in response to a [report](#) from Martha Lane Fox, CBE, to ensure government offers world-class digital products to meet people's needs.

The report highlighted the need for government to become digital in thinking to deliver services suitable for everyone. Delivering services digitally will also result in savings of £1.7 to £1.8 billion to government each year.

GDS aims to make the products and services they [design](#) equal to any in their class and offer the digital experience we all expect from daily interaction with the giants of the web.

The [Government Digital Strategy](#) sets out how government is redesigning its digital services. All digital developments are built within a clear set of rules putting the customer at the heart of the process making it easier for them to find clear, jargon free information.



Government Digital Service

Putting the public first in delivering digital public services





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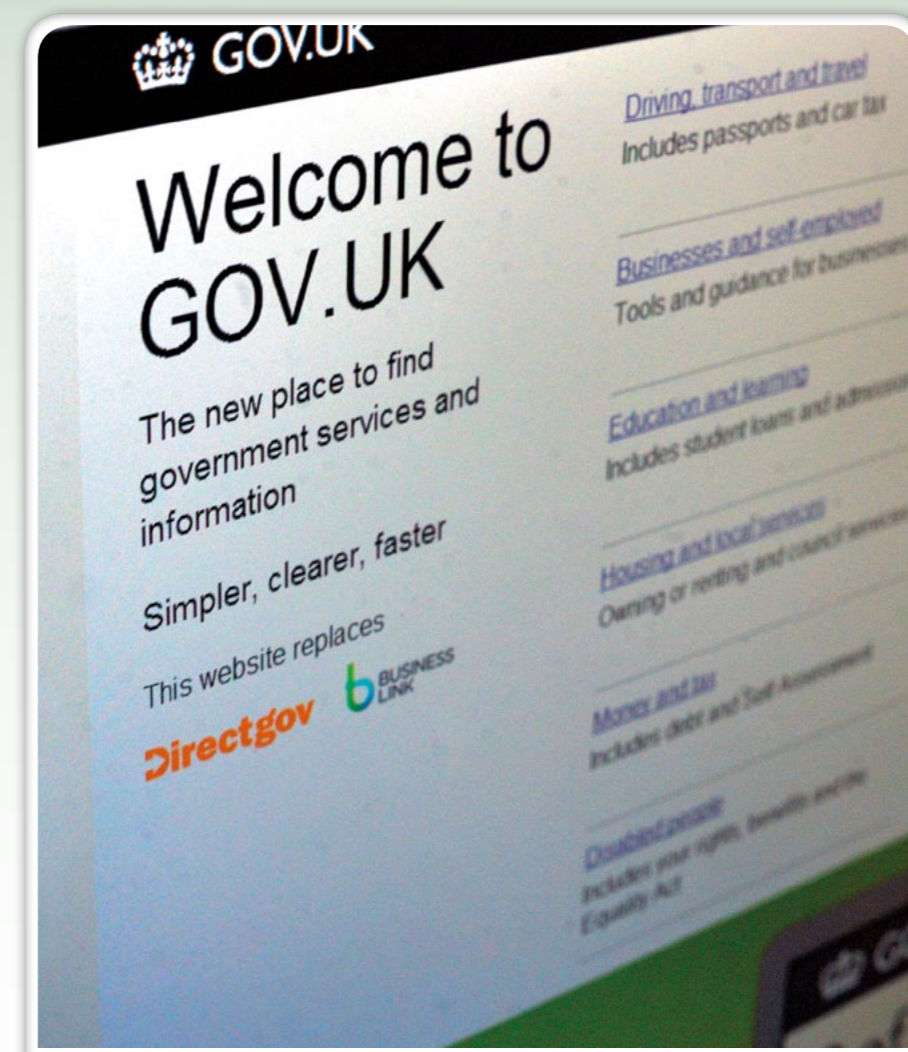
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GOV.UK, developed by GDS, is the new website bringing all of government's services and information into one place ([take the tour for more information](#)). GOV.UK replaced Directgov and Businesslink last October so most people will only need to visit one website to get what they need from government. Over time other government departments websites will join GOV.UK making it the new home for government services online, and £40 to £50 million cheaper. It is quicker, clearer and faster and is constantly being tested and improved. GOV.UK also works on lots of different [devices](#).

Online services are now designed around digital transactions with everyone able to independently use digital services encouraged to do so. GDS recognises that not everyone will be able to use digital communications, information and services independently. The [Government Approach to Assisted Digital](#) publication provides assurances that no one will be left behind.

Department for Transport's [digital strategy](#) tells you how the department will transform the delivery of services through the use of digital channels.

DVLA will continue to work with and support GDS. To find out more read [DVLA's Business Plan](#).





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Why is customer insight important to DVLA?

Customer insight plays a vital role in improving business relations and ensuring products, services and initiatives are fit for purpose and easy to use for the diverse range of customers that we serve ([David Hancock also touches on this point in our 'team talk' article](#)).

Customer Insight and Diversity is about understanding the needs of our customers with regards to our products and services to continually improve our customer experience. Because of an increasing demand by government for this insight to support business change and continuous improvement, it's more important than ever for us to have you at the forefront of our thinking now and in the future.

DVLA's Customer Insight and Diversity Team use a number of methods and techniques to engage with customers. These include traditional surveys, an online panel, usability testing and focus groups.

DVLA's online panel participates in market research surveys and discussions online to gain the views of those directly affected by any existing or proposed product or service. This is a very effective tool and gives those who sign up as panellists a real voice to influence DVLA policy and initiatives.

Do you want a say in DVLA policy and new initiatives?

Then join our online panel. This is an ideal opportunity for you to regularly offer your opinion on a wide range of DVLA related subjects.



DVLA's Customer Insight and Diversity Team

To find out more please email:
marketresearch.panel@dvla.gsi.gov.uk





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Changes to Trade Licensing Services (TLS)

Information for TLS customers about planned system and process changes.

From **Wednesday 1 May** all trade licence plate applications should to be sent to DVLA Swansea for processing:

- Trade licence reminders/renewals will be issued, as usual, from DVLA, Swansea.
- All trade licences and plates will be issued by post from DVLA, Swansea.
- Please do not go to your local office after this date with any trade licence application.

GOV.UK provides quick answers to questions on [trade licence plates](#).

The DVLA website provides more information on [transforming services](#).





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Post Office® to tax more vehicles for DVLA

Recently, DVLA announced an expansion to the range of vehicle taxation services available through Post Office® branches.

From June, 4,600 Post Office® branches will be able to:

- tax a vehicle without needing to see the Renewal Reminder for a tax disc (V11), Vehicle Registration Certificate (V5/C) or New Keeper Supplement (V5C/2)
- tax a vehicle if the customer has a V5C/2 over two months old
- change a vehicle's tax class
- tax Heavy Goods Vehicles using the Renewal Reminder for a tax disc (V85/1)
- tax reduced pollution vehicles.

In addition, duplicate tax discs will also be issued at 400 Post Office® branches.



For more information please email:

mns.project@dvla.gsi.gov.uk





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Has your licence expired?

The [BBC](#) recently reported drivers risk a fine of £1,000 if they don't keep their photocard licence up to date*. If your photocard licence has expired, you must renew it. DVLA writes to every driver, prior to renewal, providing instructions on how to renew and the penalty for not doing so.

Check your licence expiry date in section 4b on the front of the card.
If the date has passed – your licence has expired!

Whether you are renewing or replacing a lost or stolen licence the process is the same.

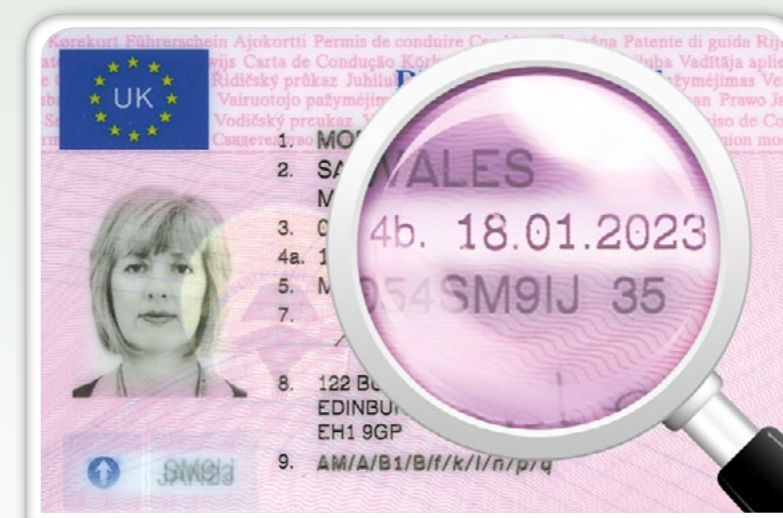
For **ordinary driving licences**, there are three ways to apply: **online** at gov.uk/renew-driving-licence providing you've had a new digital passport issued in the last five years; **in person at selected Post Office®** branches – there's a £4.50 handling fee on top of the standard £20 fee; or, **by post**, without the DVLA reminder letter (the D798) you need form D1 'Application for a driving licence' available in selected Post Office® branches or by searching and ordering from gov.uk/browse/driving.

For **lorry, bus or minibus licences** you need form D2 'Application for lorry, bus or minibus driving licence' also available **online** or from selected [Offices of the Traffic Commissioners](#).

Renewing your licence ensures you have the latest security features to protect you against fraud. It will provide police and other enforcement agencies with the best possible information to help correctly identify whether a driving licence is being used fraudulently. This helps prevent driving licence impersonation and perhaps stop disqualified and dangerous drivers taking to our roads.

Having an expired licence may mean you experience difficulties when obtaining insurance, hiring a car and driving abroad.

** The report also incorrectly states paper licences would be phased out in 2015. DVLA has no current plan to recall paper licences.*





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dvl@lert – Changes to driving licences (EU3D)

New driving licence rules and a new driving licence card design came into force on the 19 January.

Within [September's newsletter](#) we told you about the European Union third Directive (EU3D), the biggest change to happen to driving licences since the introduction of the photocard in 1998. There are many new rules for motorcycles, cars towing trailers, buses and lorries.

As part of the changes to the new rules for driving, DVLA is now issuing a new style of driving licence. The old driving licence format is still valid and will be updated gradually as they are renewed and replaced.

Find out more about these changes and how they could affect you as an existing or new driver at:

www.gov.uk/newlicencerules



New EU3D photocard licence





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dvl@lert – Easter opening

Customers will be able to transact with us electronically throughout the Easter period at GOV.UK Our local offices and contact centre will be open **as normal**, unless otherwise stated below:

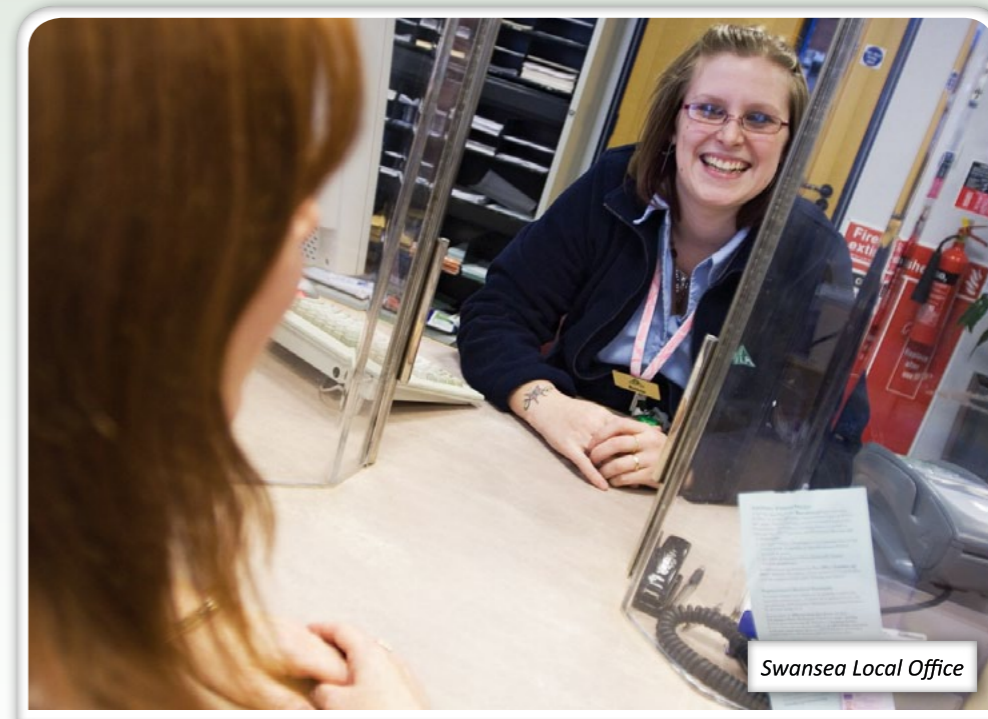
Local Office Network

Friday 29 March – Closed
Monday 1 April – Closed

Contact Centre

Friday 29 March – Closed
Monday 1 April – Closed

Information on DVLA opening hours is available within [‘Contact us’](#) on the DVLA website.



Swansea Local Office





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and finally... scrap your car safely and legally

Motorists must dispose of a car responsibly. This can only be done through an Authorised Treatment Facility (ATF). Motorists are warned to watch out for scrap metal dealers who falsely claim to be licensed by the Environment Agency (EA).

Scrap yards must be licensed

To scrap and de-pollute cars scrap metal dealers must register with the EA to become an ATF and receive an appropriate licence permit. This allows them to register with DVLA in order to issue manual or electronic Certificate of Destruction (CoD). An increasing number falsely claim to have a licence and their adverts often incorrectly claim an association with EA and DVLA. They are acting illegally. Many illegal scrap metal dealers only display a mobile number, making it almost impossible for authorities to take action against them.

The effect on the motorist

Illegal operators will not be able to issue a CoD for a vehicle. Without a CoD there's no guarantee the vehicle has been de-polluted, scrapped and removed from DVLA's database. This means the vehicle may reappear on the road, subjecting the registered keeper to possible enforcement action, including parking fines.

GOV.UK provides you with an [overview](#).





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DVLA main site, Swansea



DVLA online services



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