



News from the Driver & Vehicle Licensing Agency

In this issue...

- ▶ Introduction
- ▶ DVLA review
- ▶ A bit about...
- ▶ What is...?
- ▶ Abolition of the tax disc
- ▶ Vehicle tax – Direct Debit
- ▶ Team talk
- ▶ DVLA transformation
- ▶ Online vehicle tax makeover
- ▶ Centralisation of services
- ▶ Unofficial websites
- ▶ dvl@lert: DEOM update
- ▶ dvl@lert: Opening hours
- ▶ dvl@lert: MNS newsletter
- ▶ and finally... Cyber awareness
- ▶ Contact us

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Welcome to the March edition of news@dvla. This regular update aims to keep our stakeholders, commercial customers and suppliers informed of news and main developments from the agency.

Thanks to those of you who took the time since our last edition to give your views on how you would like DVLA to provide services in the future. Last week, Department for Transport announced the results of the recent [review of DVLA](#). (You can read more about that [here](#)).

The coming year will see the agency building up to the day when the last tax disc will be issued. You can read more about these changes [here](#). Our communication team will be in touch to see how you can help us raise awareness amongst the motoring public.

As you know we are transforming and digitising our services in line with customer and stakeholder needs (see [DVLA's transformation](#) article for an update). Our aim is to maximise the use of digital to deliver high quality, customer-focussed services that work for everyone. Although some services cannot be fully delivered digitally, such as assessing a customer's fitness to drive, we can improve the processes supporting the delivery of these services through making greater use of digital tools.

In the meantime if there is anything more you would like to know, or if you have any views on the above, please contact us at news@dvla.gsi.gov.uk



Oliver Morley

Oliver Morley | Chief Executive





News from the Driver & Vehicle Licensing Agency

In this issue...

- ▶ Introduction
- ▶ **DVLA review**
- ▶ A bit about...
- ▶ What is...?
- ▶ Abolition of the tax disc
- ▶ Vehicle tax – Direct Debit
- ▶ Team talk
- ▶ DVLA transformation
- ▶ Online vehicle tax makeover
- ▶ Centralisation of services
- ▶ Unofficial websites
- ▶ dvl@lert: DEOM update
- ▶ dvl@lert: Opening hours
- ▶ dvl@lert: MNS newsletter
- ▶ and finally... Cyber awareness
- ▶ Contact us

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DVLA Review – update

In our **November** edition we told you that, on 8 October 2013, DfT had announced a review of DVLA.

The review outcomes and Ministerial response were published on 27 February. Mary Reilly, a DfT Non-Executive Director with a background in accounting, led the review.

DfT Ministers have accepted all of the recommendations made in the review with priority given to measures that will provide the greatest benefit to customers. The key recommendations are:

Accelerate and expand digital transformation

A significant number of DVLA services and transactions are still predominantly paper based. Customers want modern processes which allow increased flexibility in the way in which services are delivered. A modern IT platform, developing the skills of staff and changing processes are all needed.

Reduce burdens on customers and allow others outside of government to deliver some services

A greater focus on providing services better is needed. Ensuring that customer needs are properly understood is key and DVLA should consider whether non-core activities could be delivered better by or through others.



DVLA main site, Swansea





The quarterly update for stakeholders, commercial customers and suppliers

News from the Driver & Vehicle Licensing Agency

In this issue...

- ▶ Introduction
- ▶ **DVLA review**
- ▶ A bit about...
- ▶ What is...?
- ▶ Abolition of the tax disc
- ▶ Vehicle tax – Direct Debit
- ▶ Team talk
- ▶ DVLA transformation
- ▶ Online vehicle tax makeover
- ▶ Centralisation of services
- ▶ Unofficial websites
- ▶ dvl@lert: DEOM update
- ▶ dvl@lert: Opening hours
- ▶ dvl@lert: MNS newsletter
- ▶ and finally... Cyber awareness
- ▶ Contact us

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Introduce a governance and management structure fit for future challenges

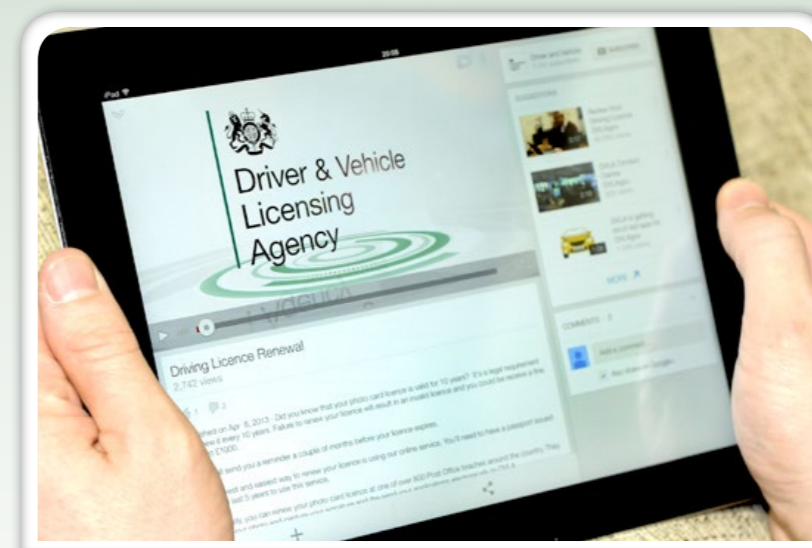
A clear governance structure will provide the basis for the organisation to develop the strategic direction and focus needed to deliver its business. There is no wish to increase the complexity of the governance structure but the review will recommend consideration be given to the appointment of a Non-Executive Chair with responsibility for the strategic direction of DVLA.

Optimise DVLA's value as a service provider for government

Significant experience will be gained through delivery of IT transformation and further development of digital services. DVLA should use this experience to create a centre of digital excellence, in line with the government's overall strategy for sharing functions and services across departmental and agency boundaries

DVLA will now prepare a strategic plan to take forward the review recommendations.

You can read the full review paper and the ministerial response [here](#).





The quarterly update for stakeholders, commercial customers and suppliers

News from the Driver & Vehicle Licensing Agency

In this issue...

- ▶ Introduction
- ▶ DVLA review
- ▶ **A bit about...**
- ▶ What is...?
- ▶ Abolition of the tax disc
- ▶ Vehicle tax – Direct Debit
- ▶ Team talk
- ▶ DVLA transformation
- ▶ Online vehicle tax makeover
- ▶ Centralisation of services
- ▶ Unofficial websites
- ▶ dvl@lert: DEOM update
- ▶ dvl@lert: Opening hours
- ▶ dvl@lert: MNS newsletter
- ▶ and finally... Cyber awareness
- ▶ Contact us

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A bit about... Ray Engley

This month we met with Ray Engley, Head of Technical Services within the [Road Haulage Association](#) (RHA). RHA is a trade association for professional transport companies. There are **7,000 members**, ranging from very large companies to single truck firms. They run about **100,000 trucks in total**, providing an essential service to the economy and society as a whole.

Hello Ray, thanks for agreeing to be interviewed for news@dvla. Can you tell me about your role?

I support members with all sorts of queries - from compliance and contractual problems to ideas on good practice to improve efficiency. This means I deal with vehicle and other suppliers as well as government bodies.

I also work on policy issues with government. For example, I sit on the technical committee of the International Road Transport Union dealing with the European Commission on issues such as brake test standards; I'm also the day-to-day contact for RHA with the Department for Transport's motoring services agencies, which includes DVLA.



Ray Engley





The quarterly update for stakeholders, commercial customers and suppliers

News from the Driver & Vehicle Licensing Agency

In this issue...

- ▶ Introduction
- ▶ DVLA review
- ▶ **A bit about...**
- ▶ What is...?
- ▶ Abolition of the tax disc
- ▶ Vehicle tax – Direct Debit
- ▶ Team talk
- ▶ DVLA transformation
- ▶ Online vehicle tax makeover
- ▶ Centralisation of services
- ▶ Unofficial websites
- ▶ dvl@lert: DEOM update
- ▶ dvl@lert: Opening hours
- ▶ dvl@lert: MNS newsletter
- ▶ and finally... Cyber awareness
- ▶ Contact us

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What does your role working with DVLA involve?

Listening and providing feedback on behalf of members to proposed changes and how they affect operators on a day-to-day basis. As a representative organisation it's extremely important we're in close contact with government and their respective agencies – now more than ever. It's important for both organisations to fully understand the impact of any change within their respective areas of responsibility. It's a time of considerable change – to the way DVLA's day-to-day services are currently supplied and will be provided going forward. We assist in communicating messages on behalf of DVLA to RHA members and also act as the honest broker when issues arise, as they do, at regular intervals.

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

When a member has a problem with DVLA it can be for a number of reasons. Our member, the agency or a combination of both parties could be at fault. The impact to the firm or one of its drivers can be severe. The one-to-one relationships that have developed over the years allow us to target the right people within the agency to speed up any issues raised. For example, the issue of replacement vocational driving licences and drivers' digital tacho cards. Similarly, on the policy side, issues can affect the whole industry so it's important to be able to speak, in confidence, with a degree of openness on both sides. Our members expect us to have that sort of relationship so that we can represent their legitimate interests.





The quarterly update for stakeholders, commercial customers and suppliers

News from the Driver & Vehicle Licensing Agency

In this issue...

- ▶ Introduction
- ▶ DVLA review
- ▶ **A bit about...**
- ▶ What is...?
- ▶ Abolition of the tax disc
- ▶ Vehicle tax – Direct Debit
- ▶ Team talk
- ▶ DVLA transformation
- ▶ Online vehicle tax makeover
- ▶ Centralisation of services
- ▶ Unofficial websites
- ▶ dvl@lert: DEOM update
- ▶ dvl@lert: Opening hours
- ▶ dvl@lert: MNS newsletter
- ▶ and finally... Cyber awareness
- ▶ Contact us

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What's your favourite part of the role?

The sheer diversity of my role within the organisation. No two days are alike. The secret is the ability to juggle many balls and achieve the right result consistently, which is exceptionally satisfying. Additionally, being part of a team that at times provides a safe haven for members seeking help and reassurance in an increasingly busy commercial market place.

And what do you find most difficult?

The need to bring about change across a wide spectrum of businesses. Our members range from owning very large companies to single truck firms. At RHA we ensure that any change must benefit all our organisations, whatever the size - albeit some members benefit more than others. The most difficult part of the job is achieving that 'level playing field'.

Biography:

I've been in the haulage industry all my working life. Initially as a fully qualified vehicle technician working through depot operations to eventually managing complete divisions responsible for the overall operation of a large fleet of trucks. I joined RHA about 7 years ago and have thoroughly enjoyed the opportunity to share my knowledge and experience in what is hopefully a beneficial and helpful manner for our members. Every day I learn something new.





The quarterly update for stakeholders, commercial customers and suppliers

News from the Driver & Vehicle Licensing Agency

In this issue...

- ▶ Introduction
- ▶ DVLA review
- ▶ A bit about...
- ▶ **What is...?**
- ▶ Abolition of the tax disc
- ▶ Vehicle tax – Direct Debit
- ▶ Team talk
- ▶ DVLA transformation
- ▶ Online vehicle tax makeover
- ▶ Centralisation of services
- ▶ Unofficial websites
- ▶ dvl@lert: DEOM update
- ▶ dvl@lert: Opening hours
- ▶ dvl@lert: MNS newsletter
- ▶ and finally... Cyber awareness
- ▶ Contact us

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Red Tape Challenges

What is... the Heavy Goods Vehicle (HGV) Road User Levy scheme

The HGV Road User Levy scheme will charge all HGVs weighing 12 tonnes or more to use the UK road network.

The changes to vehicle tax for HGVs were announced by the Chancellor in his [March 2013 Budget](#) and introduced in the [HGV Road User Levy Act 2013](#) to start in April 2014.

Operators of UK registered vehicles will pay the HGV levy alongside their vehicle tax, thereby avoiding any additional administration costs.

Foreign operators must pay the levy for all journeys in the UK from 1 April 2014. The levy must be paid before a vehicle uses UK roads. A variety of payment channels will be available including an online payment portal.

Why is this scheme being introduced?

The introduction of the scheme is a coalition government commitment. Ensuring all HGVs contribute to the wear and tear caused to UK roads makes it a fairer system for UK hauliers. UK operators will see a reduction in vehicle tax so 9 out of 10 operators should pay no more than now.

UK vehicles have to pay road user charges when travelling to other European countries, so it is right that European HGVs pay to use UK roads. The introduction of a charging scheme for foreign hauliers is also something the logistics industry has long called for, provided that the cost burden on UK carriers remains roughly neutral.

Failure to pay the levy will be a criminal offence; it will attract a £300 fixed penalty notice and could result in a fine of up to £5000.

For more information on the HGV Road User Levy go to [GOV.UK](#)

For more information on Red Tape Challenges click [here](#)





The quarterly update for stakeholders, commercial customers and suppliers

News from the Driver & Vehicle Licensing Agency

In this issue...

- ▶ Introduction
- ▶ DVLA review
- ▶ A bit about...
- ▶ What is...?
- ▶ **Abolition of the tax disc**
- ▶ Vehicle tax – Direct Debit
- ▶ Team talk
- ▶ DVLA transformation
- ▶ Online vehicle tax makeover
- ▶ Centralisation of services
- ▶ Unofficial websites
- ▶ dvl@lert: DEOM update
- ▶ dvl@lert: Opening hours
- ▶ dvl@lert: MNS newsletter
- ▶ and finally... Cyber awareness
- ▶ Contact us

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Red Tape Challenges

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Abolition of the tax disc

On the [5 December 2013](#) it was announced that the government will change the law in 2014 to reduce tax administration costs and burdens associated with vehicle tax.

From 1 October 2014, the paper tax disc will no longer be issued and required to be displayed on a vehicle windscreen. Vehicle tax will still need to be paid. A paper tax disc is no longer necessary as proof that vehicle tax is paid as DVLA has a digital record.

If you have any remaining months left on your current paper tax disc from 1 October 2014, you can either remove the tax disc from your vehicle or display the disc until it expires.



Checking the tax status of a vehicle

You can check the tax status of any vehicle [online](#). DVLA will still notify you when your vehicle tax is due for renewal. You will still need to renew your vehicle tax if your vehicle is exempt e.g. historic tax class.

Buying or selling a vehicle

When buying a used vehicle you will be able to use the V5C/2 - new keeper supplement to pay vehicle tax at a Post Office branch, along with the MOT certificate (if applicable) and fee. From 1 October 2014 you will also be able to pay vehicle tax using the V5C/2 online or by phone.

When selling a vehicle to a new vehicle keeper, the vehicle tax will no longer be transferable. Vehicle tax will end when a vehicle is sold and the new keeper will need to get the vehicle taxed immediately before the vehicle can be used.

If you have been paying your tax annually or every 6 months, you will get a refund for any full calendar months left on the tax period when you tell DVLA you no longer require tax.





The quarterly update for stakeholders, commercial customers and suppliers

News from the Driver & Vehicle Licensing Agency

In this issue...

- ▶ Introduction
- ▶ DVLA review
- ▶ A bit about...
- ▶ What is...?
- ▶ Abolition of the tax disc
- ▶ **Vehicle tax – Direct Debit**
- ▶ Team talk
- ▶ DVLA transformation
- ▶ Online vehicle tax makeover
- ▶ Centralisation of services
- ▶ Unofficial websites
- ▶ dvl@lert: DEOM update
- ▶ dvl@lert: Opening hours
- ▶ dvl@lert: MNS newsletter
- ▶ and finally... Cyber awareness
- ▶ Contact us

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Red Tape Challenges

Vehicle tax – Direct Debit

In **December 2013**, the Chancellor announced that DVLA will offer motorists the ability to spread their vehicle tax payments should they wish to do so. Thanks to those of you who responded to the survey that followed in January. All comments to DVLA and HM Treasury are currently being considered to aid the design of the legislation.

You'll be able to set up a Direct Debit when paying online for vehicle tax. DVLA will forward your instructions to your bank and you'll be given the option to pay:

- annually
- 6 monthly
- monthly.

Whichever option you choose, the payments will continue automatically until you tell DVLA to stop taking them or you cancel the Direct Debit with your bank.

If you've been paying your tax annually or every 6 months, you'll get a refund for any full calendar months left on the tax period when you tell DVLA you no longer require tax.

DVLA will automatically stop taking Direct Debit payments from your bank once you **declare the vehicle off-road (SORN)**.

DVLA is still working through the practical details and will provide a further update in the May edition of this newsletter.

For more information on Red Tape Challenges click [here](#)



To keep-up-to-date with DVLA check the links at the bottom left of this page. Further information is shown on the '[Contact us](#)' page at the end of this newsletter.





News from the Driver & Vehicle Licensing Agency

In this issue...

- ▶ Introduction
- ▶ DVLA review
- ▶ A bit about...
- ▶ What is...?
- ▶ Abolition of the tax disc
- ▶ Vehicle tax – Direct Debit
- ▶ **Team talk**
- ▶ DVLA transformation
- ▶ Online vehicle tax makeover
- ▶ Centralisation of services
- ▶ Unofficial websites
- ▶ dvl@lert: DEOM update
- ▶ dvl@lert: Opening hours
- ▶ dvl@lert: MNS newsletter
- ▶ and finally... Cyber awareness
- ▶ Contact us

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Team talk

This is a big year for DVLA as we mark the 25th anniversary of the launch of the ‘Sale of Marks Scheme’ when we first started selling registrations. We met with Damian Lawson, DVLA’s Personalised Registrations sales manager.

Thanks for agreeing to feature in news@dvla Damian. Tell me a little about your role and the team’s set up.

I manage the sales and marketing strategy for the sale of the agency’s personalised registrations. I am also the contract manager for our auction contract and dedicated commercial website. Given the size of the sales operation I have a small team of 7 managing different areas of the business. They identify and price registrations, manage the auction and sales events as well as updating our commercial website and mainframe databases.

What services does your team deliver?

There are 2 personalised registration sale-routes. With over 40 million registrations currently available for sale the majority are available for purchase, at fixed prices, through our website. The most attractive are offered for sale through auction at [venues](#) throughout the country.



Damian Lawson





The quarterly update for stakeholders, commercial customers and suppliers

News from the Driver & Vehicle Licensing Agency

In this issue...

- ▶ Introduction
- ▶ DVLA review
- ▶ A bit about...
- ▶ What is...?
- ▶ Abolition of the tax disc
- ▶ Vehicle tax – Direct Debit
- ▶ **Team talk**
- ▶ DVLA transformation
- ▶ Online vehicle tax makeover
- ▶ Centralisation of services
- ▶ Unofficial websites
- ▶ dvl@lert: DEOM update
- ▶ dvl@lert: Opening hours
- ▶ dvl@lert: MNS newsletter
- ▶ and finally... Cyber awareness
- ▶ Contact us

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Who are your main stakeholders? How do you keep in touch with them to make sure they are up to speed with everything?

Our main stakeholders include our auctioneers, Scottish Motor Auctions (SMA) Leeds Ltd, and our website hosting contractor, Connect Internet Solutions Limited (CISL).

Our sales scheme operates in a competitive commercial market place. We target sales to all demographics of potential customers and niche markets. This means we are in daily contact with both companies to manage the day to day delivery of the sales business. We also meet regularly on a monthly basis to discuss their operational performances against agreed service levels and performance indicators.

DVLA also meets annually with the Cherished Number Dealers Association which is affiliated with the Retail Motor Industry Federation to discuss various topics including sales, transfers and retention of registrations.

What are the business benefits of working with stakeholders?

The benefits of daily contact with our contractors SMA and CISL has resulted in them becoming an extended arm of our business. They have the same work ethic and realise the importance of delivering a professional sales operation.



Personalised Registrations team





The quarterly update for stakeholders, commercial customers and suppliers

News from the Driver & Vehicle Licensing Agency

In this issue...

- ▶ Introduction
- ▶ DVLA review
- ▶ A bit about...
- ▶ What is...?
- ▶ Abolition of the tax disc
- ▶ Vehicle tax – Direct Debit
- ▶ **Team talk**
- ▶ DVLA transformation
- ▶ Online vehicle tax makeover
- ▶ Centralisation of services
- ▶ Unofficial websites
- ▶ dvl@lert: DEOM update
- ▶ dvl@lert: Opening hours
- ▶ dvl@lert: MNS newsletter
- ▶ and finally... Cyber awareness
- ▶ Contact us

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It's also been important to have a good relationship with our regular customers (dealers) who buy a large proportion of our registrations. We actively seek requests for registrations, from the public and dealers, to meet demand and to allow us to sell registration numbers that people want. Our website can help them to find their ideal registration. This helps us achieve our annual sales and revenue targets set by HM Treasury.

What are the biggest challenges of the role?

The biggest challenge is continually having to identify attractive registrations and setting a price to reflect its value. The current economic climate has also made it very challenging over the last 5 years – after all we are selling a luxury item. Luckily for us it hasn't stopped our customers purchasing personalised registration numbers – we currently generate around £65 million a year in revenue for HM Treasury.

What's on the horizon?

We continually look at ways to increase sales and revenue through advertising and marketing campaigns. On a bi-annual basis, we release batches of new registrations (March and September) with the 14 series and 64 series to come next. We are currently busy identifying and pricing attractive combinations from these ranges.

Our next auction takes place at the Hellidon Lakes, Daventry, Northamptonshire NN11 6GG on 7, 8, 9 May 2014. Find out which registrations will be available on our [auction page](#).

Is there a particular message you would like to give to put across to customers and stakeholders?

Why not have a look online at our website dvlaregistrations.direct.gov.uk with over 40 million registrations to choose from that number plate you've always wanted could be there waiting for you!

Stay connected with DVLA's
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social media:

www.youtube.com/DVLAuction

www.twitter.com/dvlaauction

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The quarterly update for stakeholders, commercial customers and suppliers

News from the Driver & Vehicle Licensing Agency

In this issue...

- ▶ Introduction
- ▶ DVLA review
- ▶ A bit about...
- ▶ What is...?
- ▶ Abolition of the tax disc
- ▶ Vehicle tax – Direct Debit
- ▶ Team talk
- ▶ **DVLA transformation**
- ▶ Online vehicle tax makeover
- ▶ Centralisation of services
- ▶ Unofficial websites
- ▶ dvl@lert: DEOM update
- ▶ dvl@lert: Opening hours
- ▶ dvl@lert: MNS newsletter
- ▶ and finally... Cyber awareness
- ▶ Contact us

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Digital

DVLA's transformation

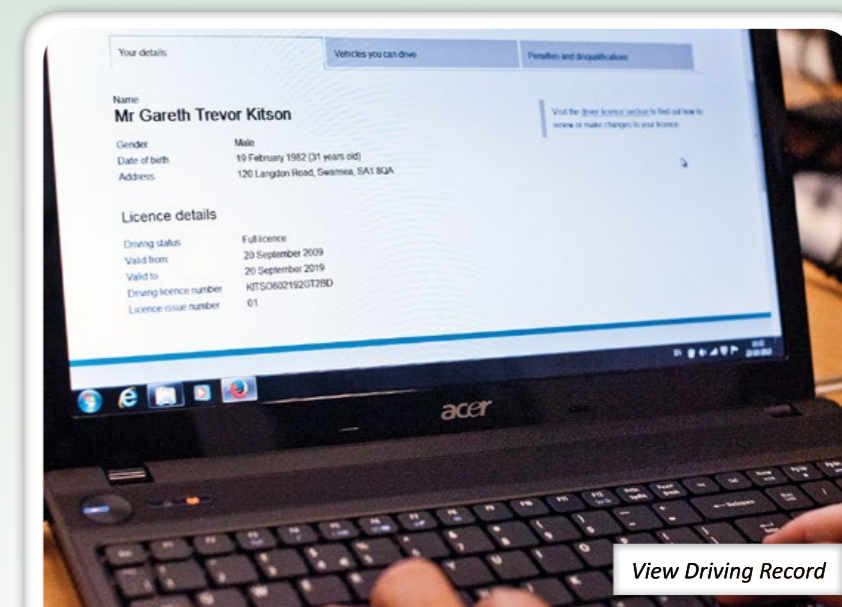
DVLA is currently in the middle of transforming how we conduct our business so that more and more is delivered digitally. Here, we update you on progress in the following areas: Enquiries, Common services, Vehicles and Drivers.

Enquiries

The Integrated Enquiries Platform (IEP) will provide DVLA with an enquiry platform capable of handling millions of requests for data from individuals, the public sector and organisations who have a right to view it:

'View Driving Record' is the first service to use the new IEP platform and will allow customers to view their own driver records online. This removes the need for customers to contact DVLA by phone or in writing for straightforward things like checking whether the address held is correct, or confirming when their penalty points expire. We're working closely with Government Digital Service, to develop [View Driving Record](#), as it was selected as one of 25 digital exemplars across government. In our last issue Oliver Morley advised that this will be introduced as a [beta service](#) in the coming months (see [issue 6](#)) – we'll provide an update when it's available.

Subject to strict data protection controls MyLicence will allow the insurance industry to find out the type of licence a customer holds, how long they have held it, and whether they have any driving convictions. It'll ensure; more accurate motor insurance quotes; speed up the insurance quotation process for customers as they'll no longer need to declare their driving history; and help to prevent inaccurate or fraudulent applications which in turn will be a benefit to road safety.





The quarterly update for stakeholders, commercial customers and suppliers

News from the Driver & Vehicle Licensing Agency

In this issue...

- ▶ Introduction
- ▶ DVLA review
- ▶ A bit about...
- ▶ What is...?
- ▶ Abolition of the tax disc
- ▶ Vehicle tax – Direct Debit
- ▶ Team talk
- ▶ **DVLA transformation**
- ▶ Online vehicle tax makeover
- ▶ Centralisation of services
- ▶ Unofficial websites
- ▶ dvl@lert: DEOM update
- ▶ dvl@lert: Opening hours
- ▶ dvl@lert: MNS newsletter
- ▶ and finally... Cyber awareness
- ▶ Contact us

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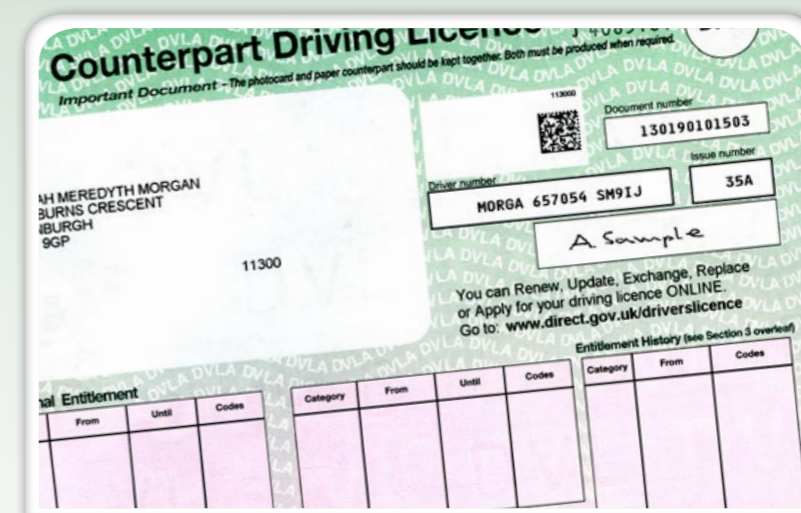
The next phase will see the development of:

- ‘Share Driver Record’ – this will extend the use of IEP to deliver further driver enquiry services and support commercial customers (vehicle hire companies and employers) when we abolish the counterpart driving licence, for example, to access the driver record to check entitlements to drive
- a Vehicles Enquiry Platform to provide a strategic database capable of coping with current and future enquiries demand.
We will also develop the first vehicle enquiry services to use it.

In the coming weeks we will be engaging with stakeholders to understand your requirements and how these services will impact you.

Common services

We’ve now moved to a new, open source IT platform to underpin the new driver, vehicle and enquiry services being delivered. The aim of the common services programme is to identify, develop and exploit the use of common IT utility services across all DVLA services using the principle of ‘build once, use many times’.





The quarterly update for stakeholders, commercial customers and suppliers

News from the Driver & Vehicle Licensing Agency

In this issue...

- ▶ Introduction
- ▶ DVLA review
- ▶ A bit about...
- ▶ What is...?
- ▶ Abolition of the tax disc
- ▶ Vehicle tax – Direct Debit
- ▶ Team talk
- ▶ **DVLA transformation**
- ▶ Online vehicle tax makeover
- ▶ Centralisation of services
- ▶ Unofficial websites
- ▶ dvl@lert: DEOM update
- ▶ dvl@lert: Opening hours
- ▶ dvl@lert: MNS newsletter
- ▶ and finally... Cyber awareness
- ▶ Contact us

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Vehicles

A development team is now working on putting vehicle services online to allow customers to notify us electronically of a change of keeper and undertake personalised registration. See our latest [blog](#). We are committed to delivering key elements of both of these services by October 2014.

The whole process i.e. buying and selling, transferring a number plate and taxing a vehicle, will be available digitally. This month we are taking a prototype around to trade customers, to capture their reactions and further understand the detail behind the functionality required. Reactions have been positive to date with the majority saying they'd use the system as soon as it's available. We'll continue user testing and use the feedback we receive for further development.

Drivers

DVLA is currently reviewing driving licences and digital tachocard services with a view to improving them in line with the government's digital by default agenda. We are at a very early point in this process and will be seeking views from customers and the haulage industry as we progress.

Regular updates will appear in news@dvla. You can check on the progress of DVLA's digital exemplars [here](#). The links, to keep up-to-date with DVLA are at the bottom left of this page with further information shown in the '[Contact us](#)' page at the end of this newsletter.





The quarterly update for stakeholders, commercial customers and suppliers

News from the Driver & Vehicle Licensing Agency

In this issue...

- ▶ Introduction
- ▶ DVLA review
- ▶ A bit about...
- ▶ What is...?
- ▶ Abolition of the tax disc
- ▶ Vehicle tax – Direct Debit
- ▶ Team talk
- ▶ DVLA transformation
- ▶ **Online vehicle tax makeover**
- ▶ Centralisation of services
- ▶ Unofficial websites
- ▶ dvl@lert: DEOM update
- ▶ dvl@lert: Opening hours
- ▶ dvl@lert: MNS newsletter
- ▶ and finally... Cyber awareness
- ▶ Contact us

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Digital

Online vehicle services get a makeover

DVLA is testing changes to its [online Vehicle Tax](#), [Statutory Off-Road Notification \(SORN\)](#) and [Vehicle Enquiry](#) services with customers.

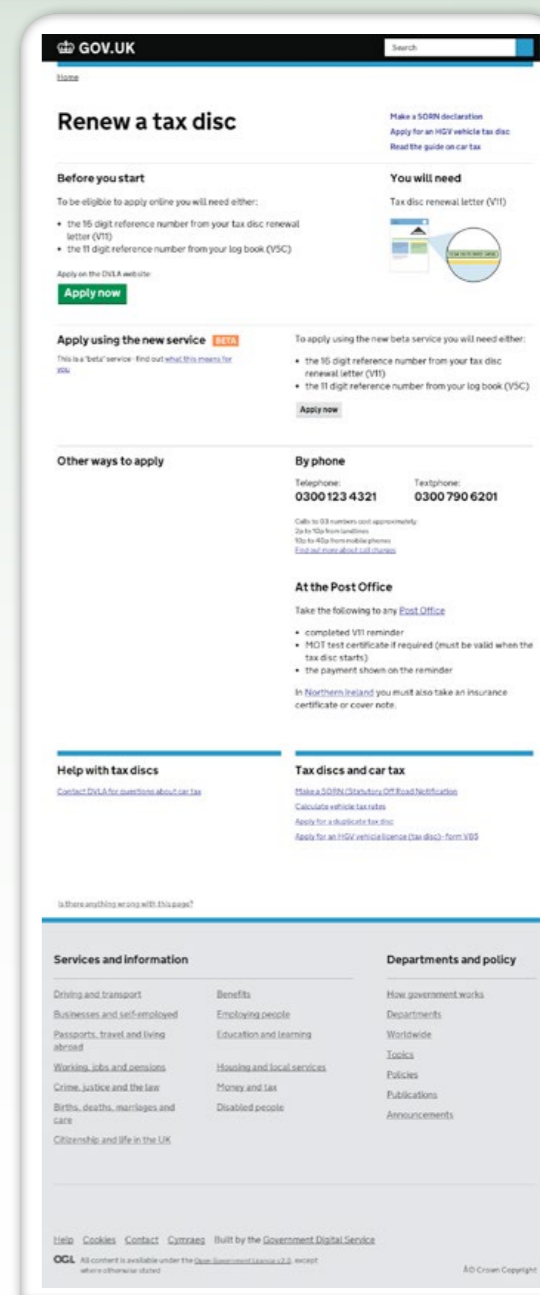
The changes, which were incorporated on Thursday 20 February, will:

- affect how the service appears to customers on screen. Designed to make it much easier to understand and navigate – it significantly improves a customer experience
- bring DVLA's service in line with [government digital standards](#) for digital services
- provide the opportunity for greater flexibility which will enable future changes to be delivered more quickly.

There will be two versions of the online vehicle tax service. Customers have the option to choose either the current version, or a new Beta version.

Initially, the Beta version will not be able to accept American Express cards. An upgrade will be created as soon as possible to enable American Express to be used on the Beta version. Until then, if you wish to pay using an American Express card you can continue to do so using the current version.

Read Tom Loosemore's (from Government Digital Service) blog saluting these [changes](#).





The quarterly update for stakeholders, commercial customers and suppliers

News from the Driver & Vehicle Licensing Agency

In this issue...

- ▶ Introduction
- ▶ DVLA review
- ▶ A bit about...
- ▶ What is...?
- ▶ Abolition of the tax disc
- ▶ Vehicle tax – Direct Debit
- ▶ Team talk
- ▶ DVLA transformation
- ▶ Online vehicle tax makeover
- ▶ **Centralisation of services**
- ▶ Unofficial websites
- ▶ dvl@lert: DEOM update
- ▶ dvl@lert: Opening hours
- ▶ dvl@lert: MNS newsletter
- ▶ and finally... Cyber awareness
- ▶ Contact us

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Efficiency

Centralisation of DVLA services – update

The last of our local offices closed on the 13 December. The following information gives you an update on some of the services that have been centralised:

Vehicle inspections

The agency is over half way through a 6 month contract with the Driver & Vehicle Standards Agency (previously known as Vehicle & Operator Services Agency and Driving Standards Agency). A good working relationship has developed resulting in a quicker resolution of cases. It is also far easier to identify persistent offenders.

Government Procurement Services is now carrying out compliance checks on bids for the vehicle inspection tender which was published in the **Official Journal of the European Union** earlier this year. The evaluation of the bidders took place online earlier this month and panel members were asked to provide a score and comments.

First Registrations and Personalised Registrations

The Society of Motor Manufacturers and Traders forecasts for 2014 predict an increase in first registration and personal registration transactions in March and April.



DVLA main site, Swansea





The quarterly update for stakeholders, commercial customers and suppliers

News from the Driver & Vehicle Licensing Agency

In this issue...

- ▶ Introduction
- ▶ DVLA review
- ▶ A bit about...
- ▶ What is...?
- ▶ Abolition of the tax disc
- ▶ Vehicle tax – Direct Debit
- ▶ Team talk
- ▶ DVLA transformation
- ▶ Online vehicle tax makeover
- ▶ **Centralisation of services**
- ▶ Unofficial websites
- ▶ dvl@lert: DEOM update
- ▶ dvl@lert: Opening hours
- ▶ dvl@lert: MNS newsletter
- ▶ and finally... Cyber awareness
- ▶ Contact us

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Don't use the Automated First Registration & Licensing (AFRL) system? Can't assign registration marks through AFRL?

To assist the agency in meeting demands over this busy period, consider sending your applications in early – they can be processed now. Motor traders can request pre-addressed* envelopes for first registrations (EN416) and personalised registrations (EN415) by:

- email to stores.order.forms@dvla.gsi.gov.uk
- fax to 01792 783525
- post to Requisition Clerk, D Basement Stores, DVLA, Morriston, Swansea, SA6 7JL.

If you require a pre-allocation of 14 series registration numbers and have not registered an interest please email V53Stickers@dvla.gsi.gov.uk as soon as possible. Any requests made should be for sufficient stocks to cover you for the 6 month period March to August.

**envelopes are pre addressed not pre-paid. If the postage is not paid it may result in your mail being undelivered or delayed.*

Interested in finding out more information on joining the AFRL scheme? Please email afrl@dvla.gsi.gov.uk

More information is detailed in '[Transforming DVLA services](#)'. Also check for updates on www.gov.uk/dvla





The quarterly update for stakeholders, commercial customers and suppliers

News from the Driver & Vehicle Licensing Agency

In this issue...

- ▶ Introduction
- ▶ DVLA review
- ▶ A bit about...
- ▶ What is...?
- ▶ Abolition of the tax disc
- ▶ Vehicle tax – Direct Debit
- ▶ Team talk
- ▶ DVLA transformation
- ▶ Online vehicle tax makeover
- ▶ Centralisation of services
- ▶ **Unofficial websites**
- ▶ dvl@lert: DEOM update
- ▶ dvl@lert: Opening hours
- ▶ dvl@lert: MNS newsletter
- ▶ and finally... Cyber awareness
- ▶ Contact us

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Customer Service

Warnings for motorists – unofficial websites

Applying for a driving licence/taxing a vehicle online

DVLA has been made aware of several websites offering a check and send service for driving licence/taxing your vehicle applications. These services are in no way affiliated with DVLA. You may come across these websites in the sponsored links or paid-for results section when using online search engines. The Office of Fair Trading has ruled that websites which charge additional fees and services are not acting illegally.

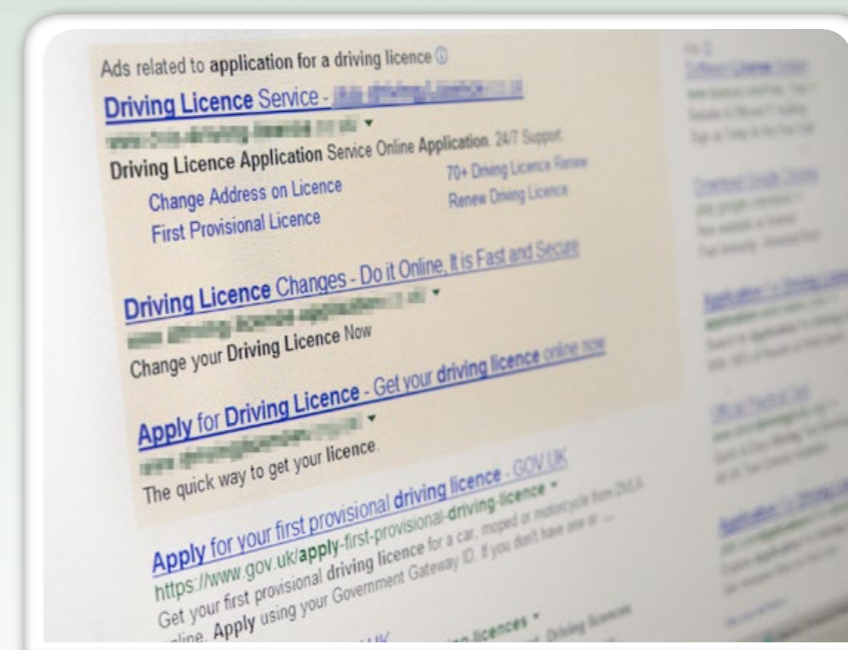
These websites will claim to offer value-added services to ensure your application is correct before you send it to DVLA. However, using these services will mean you can end up paying as much as 3 times the normal price and all you will receive is a paper application form that has been completed for you.

The government, led by Cabinet Office's Government Digital Service (GDS), are continuing to investigate reports of organisations which may be actively misleading users about their services or acting illegally, taking swift action when necessary.

Have you received driving licence reminders by text or email?

Some customers have received text messages or emails regarding a licence which is due for renewal.

DVLA does not send these types of reminders by text or email, these services are in no way affiliated with DVLA and you may be charged more.





The quarterly update for stakeholders, commercial customers and suppliers

News from the Driver & Vehicle Licensing Agency

In this issue...

- ▶ Introduction
- ▶ DVLA review
- ▶ A bit about...
- ▶ What is...?
- ▶ Abolition of the tax disc
- ▶ Vehicle tax – Direct Debit
- ▶ Team talk
- ▶ DVLA transformation
- ▶ Online vehicle tax makeover
- ▶ Centralisation of services
- ▶ **Unofficial websites**
- ▶ dvl@lert: DEOM update
- ▶ dvl@lert: Opening hours
- ▶ dvl@lert: MNS newsletter
- ▶ and finally... Cyber awareness
- ▶ Contact us

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Use the official GOV.UK site

When applying online for your driving licence/vehicle tax ensure you use the official GOV.UK site.

By using the online [driving licence transactions](#) and [renewal of vehicle tax](#) on GOV.UK you can be sure that you are dealing directly with DVLA and you will not be charged any additional fees. Your application will be completed online without the need for a postal application in the majority of cases.

You can find the online services in the [driving licences](#) and [vehicle tax](#) section of GOV.UK.





The quarterly update for stakeholders, commercial customers and suppliers

News from the Driver & Vehicle Licensing Agency

In this issue...

- ▶ Introduction
- ▶ DVLA review
- ▶ A bit about...
- ▶ What is...?
- ▶ Abolition of the tax disc
- ▶ Vehicle tax – Direct Debit
- ▶ Team talk
- ▶ DVLA transformation
- ▶ Online vehicle tax makeover
- ▶ Centralisation of services
- ▶ Unofficial websites
- ▶ **dvl@lert: DEOM update**
- ▶ dvl@lert: Opening hours
- ▶ dvl@lert: MNS newsletter
- ▶ and finally... Cyber awareness
- ▶ Contact us

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Red Tape Challenges

For more information on
Red Tape Challenges click [here](#)

dvl@lert: Date to End Of Month (DEOM) licensing scheme – update

As a result of a change to [The Road Vehicles \(Registration and Licensing\) Regulations](#) which came into force on **16 December 2013**, Graduated Vehicle Excise Duty tax class* vehicles that attract a nil duty because of their low emissions, are from immediate effect, eligible for the DEOM facility. (see article ‘What is DEOM?’ in [issue 6](#)).

From 10 March 2014 DEOM will now include vehicles that have a nil duty because of their tax class, for example, the disabled and electric vehicle tax class.

The changes will apply to applications for vehicles that are registering and taxing through the [Automated First Registration and Licensing system](#).

Because of restrictions to DVLA systems, changes to DEOM are not available through the [non-secure/secure registration schemes](#) (or any paper V55 transaction).

**For more information on tax classes see [‘V355/1 - Notes about Tax Classes’](#)*

Date of first registration	Number of extra weeks
From 10th to 16th of the month	3
From 17th to 23rd of the month	2
From 24th to 31st of the month	1





The quarterly update for stakeholders, commercial customers and suppliers

News from the Driver & Vehicle Licensing Agency

In this issue...

- ▶ Introduction
- ▶ DVLA review
- ▶ A bit about...
- ▶ What is...?
- ▶ Abolition of the tax disc
- ▶ Vehicle tax – Direct Debit
- ▶ Team talk
- ▶ DVLA transformation
- ▶ Online vehicle tax makeover
- ▶ Centralisation of services
- ▶ Unofficial websites
- ▶ dvl@lert: DEOM update
- ▶ **dvl@lert: Opening hours**
- ▶ dvl@lert: MNS newsletter
- ▶ and finally... Cyber awareness
- ▶ Contact us

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dvl@lert: Contact Centre Easter opening times

Customers will be able to transact with us electronically throughout the Easter period. Opening times for our contact centre can be found below:

Contact Centre

Thursday 17 April	–	8am to 8.30pm
Friday 18 April	–	Closed
Saturday 19 April	–	8am to 5.30pm
Monday 21 April	–	Closed
Tuesday 22 April	–	8am to 8.30pm





The quarterly update for stakeholders, commercial customers and suppliers

News from the Driver & Vehicle Licensing Agency

In this issue...

- ▶ Introduction
- ▶ DVLA review
- ▶ A bit about...
- ▶ What is...?
- ▶ Abolition of the tax disc
- ▶ Vehicle tax – Direct Debit
- ▶ Team talk
- ▶ DVLA transformation
- ▶ Online vehicle tax makeover
- ▶ Centralisation of services
- ▶ Unofficial websites
- ▶ dvl@lert: DEOM update
- ▶ dvl@lert: Opening hours
- ▶ **dvl@lert: MNS newsletter**
- ▶ and finally... Cyber awareness
- ▶ Contact us

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dvl@lert: Did you subscribe to DVLA's Modernising Network Services (MNS) newsletter?

If so, then you may be wondering why you've not received your regular update.

MNS News will no longer be issued – that came to an end when the local offices closed – but you'll continue to receive news about DVLA services through news@dvla.

For those of you not already subscribed to news@dvla your email addresses were added to our mailing list.

DVLA is also looking at other solutions as to how we can provide timely and relevant information to our stakeholders. We'll let you know more when this becomes available.

In the meantime, regular updates on DVLA services will appear in news@dvla. Don't forget, you can keep up-to-date with DVLA – the links are at the bottom left of this page with further information shown in the 'Contact us' page at the end of this newsletter.





News from the Driver & Vehicle Licensing Agency

In this issue...

- ▶ Introduction
- ▶ DVLA review
- ▶ A bit about...
- ▶ What is...?
- ▶ Abolition of the tax disc
- ▶ Vehicle tax – Direct Debit
- ▶ Team talk
- ▶ DVLA transformation
- ▶ Online vehicle tax makeover
- ▶ Centralisation of services
- ▶ Unofficial websites
- ▶ dvl@lert: DEOM update
- ▶ dvl@lert: Opening hours
- ▶ dvl@lert: MNS newsletter
- ▶ **and finally... Cyber awareness**
- ▶ Contact us

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and finally... Are you cyber aware?

Are you as 'streetwise' online as you would like to think you are?

DVLA supports the [National Fraud Authority's \(NFA\)](#) cyber awareness campaign 'cyberstreetwise.com'. NFA works across government, law enforcement, industry and voluntary/charity sectors to focus and coordinate the fight against fraud in the UK.

[cyberstreetwise.com](#) provides you with essential tips to improve your performance online and helps keep your important stuff safe.

Most of the UK online population are not doing enough to protect themselves, which means it is far too easy for undesirable individuals or groups to access data, abuse personal information and mislead web users into uploading malicious software.

Adopt a few simple online behaviours to keep you and your family safe:

- use strong, memorable passwords
- install anti-virus software on new devices
- check your privacy settings on social media
- shop safely online – ensure you check online retail sites are secure
- download software and the application of patches when prompted.

Have a look and test yourself, and please spread the word.

Be Cyberstreetwise!





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Licensing
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Issue 7 – March 2014

The quarterly update for stakeholders, commercial customers and suppliers



News from the Driver & Vehicle Licensing Agency

In this issue...

- ▶ Introduction
- ▶ DVLA review
- ▶ A bit about...
- ▶ What is...?
- ▶ Abolition of the tax disc
- ▶ Vehicle tax – Direct Debit
- ▶ Team talk
- ▶ DVLA transformation
- ▶ Online vehicle tax makeover
- ▶ Centralisation of services
- ▶ Unofficial websites
- ▶ dvl@lert: DEOM update
- ▶ dvl@lert: Opening hours
- ▶ dvl@lert: MNS newsletter
- ▶ and finally... Cyber awareness
- ▶ [Contact us](#)

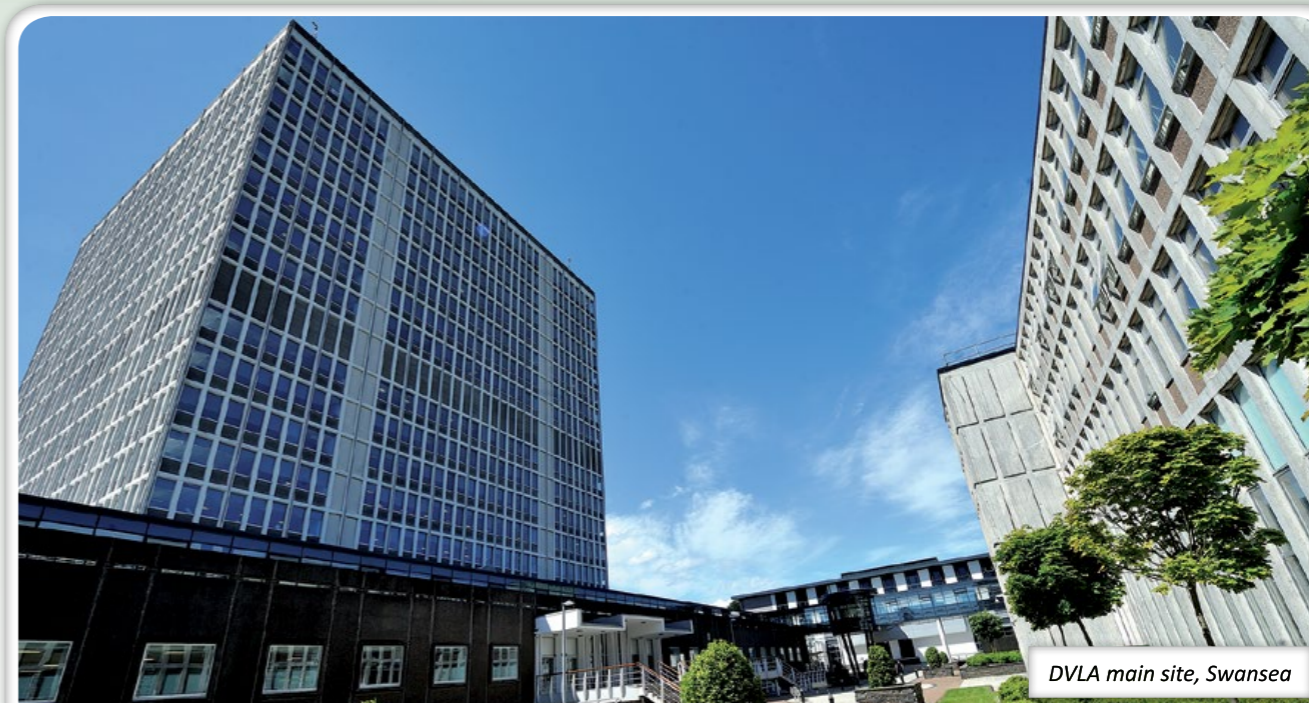
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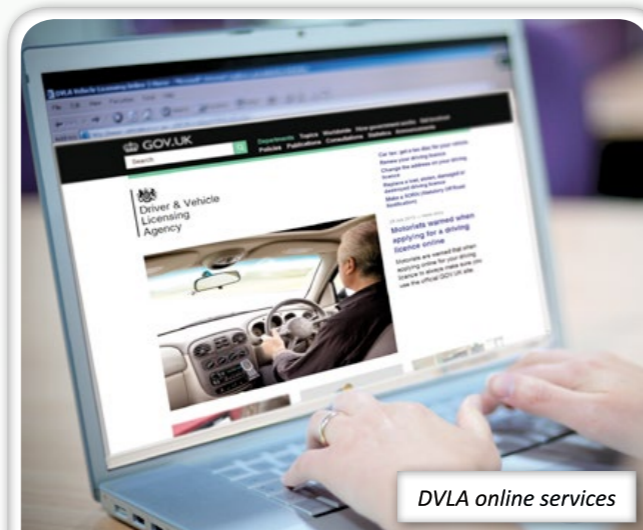
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