



October 2013 Headline News

Today (25 October) is the final day of business of the first tranche of DVLA local offices to close. Aberdeen, Bournemouth, Brighton, Carlisle, Chelmsford, Edinburgh, Ipswich, Lincoln, Norwich, Oxford, Sheffield, Shrewsbury, Stockton and Swansea offices will no longer be open to the public after today and customers who previously used these offices should use the new service channels to transact with DVLA.

Vehicle inspections – Vehicle and Operator Services Agency (VOSA) commenced performing vehicle inspections on behalf of DVLA on 1 October on an interim basis. DVLA has commenced the process of seeking a permanent supplier after holding a supplier day on 4 October.

Processing Personalised Registrations (PR) – Over the past few months, DVLA has been issuing regular updates on the issues that have been experienced dealing with applications centrally. Processing of PR applications remains within the 7 day customer service delivery target and we continue to comfortably meet the First Registration Applications targets. Vehicle Registration documents (V5C) are being issued by first class post for transactions associated with First Registration and Personal Registrations. First class mail is being used to despatch the tax disc to the customer. We will continue to use this newsletter to keep you informed if we experience any issues with the processing of applications.

Applications from British Forces Germany (BFG) – In October, DVLA colleagues visited the British Forces Germany (BFG) HQ to introduce the new processes when applying to register and licence a vehicle previously registered with BFG (a service previously provided primarily by Maidstone Local Office but available at other offices). The trip was successful and the new centralised procedures came into effect this week (21 October) as a trial period prior to full migration by Mid-November.

Diplomatic and consular vehicles – A pilot for Foreign and Commonwealth Offices (FCO) applying to DVLA Swansea for registering diplomatic and consular vehicles commenced from Monday 21 October prior to full migration by mid-December. The service is currently available at Wimbledon Local Office and DVLA has worked closely with FCOs to develop and introduce this new procedure before this office closes.

Post Office® additional enhancements – Following consultation with the industry around enhanced licensing services at the Post Office®, DVLA are introducing two new services for registered fleet companies to help them transact with the Post Office®. One is an email scheme for bulk licensing applications, the other is the provision of prefunded accounts as payment. These new services are scheduled to be rolled out via the Post Office® in November and anyone interested in taking advantage of this scheme should email stewart.john@dvla.gsi.gov.uk for information.



Post Office® opening times – The following table provides an overview of the opening times for Post Office® branches during the Christmas period (for customers who wish to access DVLA intermediary services available at the Post Office®):

Date	Post Office opening hours
Tuesday 24 December 2013	Crown branches: 8.30 - 12.30 Agency branches: 9.00 - 12.30 Main/Local branches: normal opening hours apply
Wednesday 25 December 2013	Closed
Thursday 26 December 2013	Closed
Friday 27 December 2013	Normal opening hours
Saturday 28 December 2013	Normal opening hours
Monday 30 December 2013	Normal opening hours
Tuesday 31 December 2013	Crown branches: 9:00 – 16:00 Agency branches: 9:00 – 16:00 Main/Local branches: normal opening hours
Wednesday 1 January 2014	Closed
Thursday 2 January 2014	normal opening hours apply except Scotland (opening and staffing arrangements for branches in Scotland will be by local arrangement)

Please check your local branch opening times via the [branch finder](#) service for more information.

Updated Customer Information Documents – DVLA has produced two documents to explain the changes that have been made to DVLA services due to local office closures. One document is targeted at the [motor industry](#) (with guidance on how to apply through new centralised processes) and the other is targeted at the [general public](#). These documents are available to download from [GOV.UK](#).



ARTICLE – Final day of business

For customers and staff of the fourteen DVLA local offices listed, today will be the final day of operations. Though the office will still be open, most of the services they used to provide have already been migrated away from the office. Posters on display in the local offices (and [available online](#)) will provide information about where to go to access these services (for example, you can now go to your nearest vehicle licensing Post Office branch for most vehicle taxing services).

Staff in the local offices will be busy preparing for the process of getting the office ready for handover (e.g. storing documentation, clearing out the office, preparing furniture and equipment to be collected, etc). After the final day of business for the first tranche of offices, **you should not attempt to attend the next nearest DVLA office** as the staff there will also be busy preparing for closure of their offices and may not be able to deal with your application.

The second and third tranches of local office closures will follow on 22 November and 13 December respectively. Information about how customers can continue to transact with DVLA following the closure of the local offices is available through GOV.UK and through the information documents that have been circulated to the motor industry.

Friday 25 October

Aberdeen

Bournemouth

Brighton

Carlisle

Chelmsford

Edinburgh

Ipswich

Lincoln

Norwich

Oxford

Sheffield

Shrewsbury

Stockton

Swansea





ARTICLE – History of the DVLA Local Offices

Originally there were 180 local taxation offices when DVLA took over responsibility for vehicle registration and licensing from County Councils. By 1971, there were 81 Local Vehicle Licensing Offices (LVLOs) responsible for the registration of new and imported vehicles and licensing transactions not handled by Post Offices®. The LVLOs also dealt with export licensing arrangements, trade registration plates, cherished transfers and carried out the local Vehicle Excise Duty (VED) enforcement duties.

In 1974, about 2,500 Post Office® branches were able to issue VED 'tax discs'.

Since 1974, many of the agency's internal processes have been automated and other services can be provided online. As a result, the structure of DVLA's local services network has changed and its size has been steadily reduced.

In 1985, the number of LVLOs was reduced to 53. By then, about 95% of all VED licensing transactions were completed at one of more than 4,000 Post Offices®. To reflect the changing nature of their work the LVLOs were renamed Vehicle Registration Offices (VROs).

In 1995, DVLA introduced Automated First Registration and Licensing (AFRL), which enabled car manufacturers and dealers to register vehicles electronically, without the need to involve a VRO. The local network was reduced again, to 40 offices in 1997. Since 2000, they have been referred to as local offices. In 2008, the Luton office was closed bringing the network down to 39.

Since the introduction of AFRL, the agency has continued to provide more services electronically, including the introduction in 2004 of Electronic Vehicle Licensing (EVL), and more still are in the pipeline. After a review of local office functions in 2009, the network was developed to focus on providing an initial face-to-face contact for customers, with more of the associated processing work being centralised. Centralised Processing Units (CPUs) were established in Manchester, Swansea and Northampton to handle personalised registration transactions from across the network. A centralised operating model was also developed for the future management of enforcement casework.

With the closure of the last DVLA Local Offices, all customer-facing counter services from DVLA will be available through intermediaries (e.g. Post Office Ltd) and DVLA is embarking on the next phase of its transformation to offer more digital customer services.

All 39 local offices are to be closed permanently in three tranches by Friday 13 December 2013.



ARTICLE – Important Reminder – sending documents to DVLA

As a result of local offices closures, some services previously offered over the counter are now paper-based postal applications. When applying, it is important that you correctly complete the application to ensure it is processed efficiently. Any errors or omissions (such as missing documentation) will delay your application. The following summarises where DVLA accepts an **original** (O) or a **copy** (C) of the document:

		V55/1 & 2	V55/4	V55/5
Documents (if applicable)	Sub forms	Secure form	Dealer	Dealer
V55 form		O	O	O
Fee		O	O	O
Insurance Certificate		O*	O*	O*
Identity documents		N/A	C or V959	C
Type approval	Certificate of Conformity (CoC)	C	O**	O
	Individual Approval Certificate (IAC) <i>commonly known as IVA</i>	C	O**	O
	M/cycle Single Vehicle Approval (MSVA)	C	O**	O
	Mutual Recognition Certificate	C	O**	O
	Single Vehicle Approval (SVA)	C	O**	O
	NSSTA	C	O**	O
Cert of Initial Fitness (COIF)		O	O	O
Pre-reg inspection reports (PRI)		O	O	O
Plating certificate		C	C	C
Reduced pollution certificate (PRI)		O	O	O
Certificate of newness		N/A	C***	C***
Declaration of newness		N/A	C***	C***
V5Cs		N/A	O	O
Invoices / Receipts		N/A	O	O
Foreign registration certificates		N/A	O	O
Foreign temporary registration certificates		N/A	O	O
Foreign export certificates		N/A	O	O

* **Insurance Certificate** – **Original certificates are required** but DVLA will accept valid, readable copies.

** **Type Approval / COIF / PRI** – **Original certificates are required** but DVLA will accept good quality, readable copies. This has been reviewed because of poor quality documents received to date. This process will continue to be reviewed as part of our continuous business improvements.

*** **Certificate and Declaration of newness** – The base stationery can be copied / downloaded but the form (s) must be filled in each time it is used (no copies of forms with signatures already completed).



Information Hub

The Information Hub is where we share specific information about the changes to existing services and when you can expect to see these changes come into effect.

Police Bulletin (17/10/13) – for Police Forces and related stakeholders

- As part of the Modernisation of Network Services Project, DVLA has been preparing for the centralisation of registration and licensing transactions. Such a challenging set of complex changes will require some time to introduce new ways of working.
- Following an increase in e-mail enquiries, it seemed appropriate to issue a communication to all Police forces to explain the process to be followed. The information has been split into applications:

V55 applications

- Current process - All V55 first registration applications are to be sent to: **DVLA, Swansea SA99 1BE**
- New process to be introduced mid/end November - Applications will be sent to a different postcode with the use of plastic colour envelopes, which are in the process of being procured.

V11 applications

- Current process - If there is a DVLA pre-funded account in place, the application is to be submitted to a Post Office branch that issues tax discs (www.postoffice.co.uk/branchfinder-tax) and if there is no DVLA pre-funded account, the application is to be sent to: **DVLA, Swansea SA99 1DZ**
- New process to be introduced in 2014 - Pre-funded account process will be introduced at Post Office Ltd (N.B. there is currently no process available for the Police to use the on-line Electronic Vehicle Licensing (EVL) service).



FURTHER INFORMATION & CONTACT DETAILS

DVLA welcomes feedback from our customers and stakeholders and the project would particularly like your views on this newsletter. Please let us know what you think and feel free to share with us ideas for future articles or questions you want answered.

- Email the project at mns.project@dvla.gsi.gov.uk for further information on local office closures.
- For a list of office closure dates, you can view [the article](#) on GOV.UK.
- New information will be published through [GOV.UK](#) over the coming months.
- The latest corporate newsletter news@dvla is now available on GOV.UK.
- For further information regarding the 'Transforming DVLA Services' Public Consultation (including background context around the reasons for the decision to close the DVLA Local Offices), click [here](#).
- Follow DVLA on our official Twitter account: [@dvlagovuk](#)

Please note that, as part of the transition of local office services, if you are progress chasing an application you should contact DVLA directly as opposed to directing your enquiry through the MNS project. The June edition of [MNS News](#) included an article about how to contact DVLA for enquiries. This will ensure that your enquiry is dealt with by the right people as quickly as possible. The MNS email address will continue to be used for dealing with general questions around the local office closures and for circulating information to email contacts such as MNS Bulletins.