



July 2013 Headline News

Post Office® changes are live – on 24 June, the Post Office Ltd began transacting additional licensing services on behalf of DVLA. Early indications are that the technical changes are working to specification and a number of messages such as posters and Tweets have raised the awareness of these new services in the Post Office®. The project is currently reviewing the lessons learned from this development and monitoring the early period of live running as the service ramps up following the recent issue of first reminders directing customers to the Post Office®.

Summary of Changes document – given the scope and scale of changes being introduced in relation to the DVLA Local Office closures, the project has produced a document for the motor industry that summarises all of the changes being introduced. This document has been socialised via the Industry Liaison Group and is being circulated through industry trade bodies.

Updates to GOV.UK – the DVLA website has recently been changed (click [here](#)) and information relating to the changes being introduced by the project are also changing on GOV.UK including updated versions of downloadable application forms. There will be access to the latest information on the office closures available on the DVLA homepage over the coming months.

Export review – on 21 June, the project met representatives of the Society of Motor Manufacturers and Traders (SMMT) to review the V55 email export pilot. There was acceptance of the new process, the outcomes of the pilot proved to be useful and there was positive feedback regarding the way in which DVLA had engaged in an open and innovative manner in the creation of this new service.

Vehicle Inspections – The Agency is in discussions with Vehicle Operator Standards Agency (VOSA) regarding an interim arrangement for the delivery of vehicle inspections until such time as an appropriate supplier can be procured. More information about changes to inspection procedures will be issued shortly.



ARTICLE – On 22 July...

Monday 22 July will see a number of important changes around vehicle registrations introduced in readiness for the DVLA Local Office closures:

- Automated First Registration and Licensing (AFRL) service users will see a number of system changes introduced, primarily around the centralised issuing of tax discs;
- First Registration (V55) applications will be centralised at DVLA Swansea, customers can send their applications directly to Swansea instead of via the local office;
- Legislative changes will come into effect meaning a vehicle can be legally driven on the road without displaying a tax disc for up to 14 calendar days from the date it is registered;
- The current advanced registration limit of four days will be extended to 14 calendar days prior to the required date of registration and will be available all year round.

These changes have been widely communicated across the industry and information about these different changes is available electronically and via the DVLA Local Office. The Agency has worked closely with AFRL users over the last 12 months to manage the introduction of these systems and process changes. Paper-based applications sent to local offices are being redirected to Swansea since 8 July so applications get straight to the correct processing teams as soon as possible.



This date represents the last major technical change milestone supporting local office closures. The next three months running up to the closure period will be focused on managing customer transition and preparing for the office closure activities. More information about these important next steps will be published in the next edition of MNS News.

BREAKING NEWS: The legislative changes have been given Royal Assent through the Finance Act 2013 and officially became law on 17 July 2013.



ARTICLE – Feedback for MNS

Over the past few weeks, the project has seen an increase in enquiries received via the dedicated email address mns.project@dvla.gsi.gov.uk. This has coincided with an increase in the amount of customer-facing communications as more posters, events and information have been made available.

The project endeavours to respond to all email enquiries as soon as possible. We log all questions asked in order to analyse trends and adapt our communications to tackle to any issues or confusion that may exist. In some cases, the enquiry may need additional information in order to provide a specific response to meet the customer's needs. Some of the positive responses we have received to our replies include:

"Thank you ever so much for your reply, much appreciated"

"Many thanks for your excellent service. We find the MNS News very helpful."

"Thank you for the information. Much clearer."

"We found the MNS News very informative and should be pleased to be added to your circulation list."

"Thanks for your reply. I have had a chat with the tax office and together with your information, things don't seem as bad as first thought..."

In response to some of the constructive feedback we have received, all email responses will soon be issued following a set response template and we will endeavour to issue a response (even if this is just confirmation that the enquiry is being looked at) within 3 working days of receipt.

As the closure period gets closer, we anticipate a greater interest in the issues around the project and we work closely with our wider stakeholder community to ensure messages are appropriately and efficiently communicated. We still encourage any customers with concerns or suggestions relating to the transition of services away from the local offices to get in touch and send us your feedback.

All DVLA local offices are closing permanently

This office will close on **13 DECEMBER 2013**

To find out more about how this affects you, please direct queries to us at MNSProject@dvla.gsi.gov.uk

For more information, see www.dft.gov.uk/dvla/transformation



May 2013 Headline News

Industry Communications Event – on 10 May 2013, DVLA held a communications event with representatives of the motor industry at the IMVIC venue in Coventry. The event was generally well received and generated a number of questions from the industry which DVLA staff have been busy collating responses. An article summarising the outcomes of this event will be published as part of the next MNS News edition.

General Public Customer Insight Survey – Following on from the Commercial Customer Survey completed in March 2013, a survey aimed at the general public will be issued shortly. Similar to the first survey, this exercise will allow DVLA to collate information regarding the current levels of awareness of the general public in relation to the impending closure of the local offices. This insight will represent an accurate picture of the views and opinions of the general public and aid in the development of robust communications activities regarding transition of services to alternative channels.

Half-day training sessions at local offices – Between May and October 2013, each local office will be closing for 3 half-day training sessions. These sessions will allow staff to take part in important career transition training following the announcement that local offices will close permanently to the public by the end of December. Closures will be scheduled to ensure as little disruption to customers as possible and information on each closure will be published within each office ahead of each closure date.



Case Study

This section is where we will explain how some of the face-to-face services currently available to specific sectors of the motor industry will change as a result of the closure of the DVLA Local Offices.

“What is the quickest way for me to get a cherished transfer completed for my customer?”

Under the new process which came into effect from 1 July, Personalised Registration applications are now a centralised service. This means that you should send your application form along with associated documentation and payment to the following address:

**DVLA
Swansea
SA99 1DP**

Sending the application directly to this address will avoid any delays from the application being redirected via the local office. If you chose to, you also have the option to send the application via special delivery arrangements. The sooner DVLA receives the application, the sooner it can be processed.

Please ensure you enclose the correct payment as any errors with the application may cause delays in processing. When the customer receives the new V5C, you will be able to have new number plates made through a registered number plate supplier. If after 10 days you have not received your tax disc or associated documentation please contact DVLA Swansea on 0300 790 6802.

For all Dealers and Commercial Customers who frequently transact with DVLA in Personalised Registrations, we are providing plastic envelopes (order code EN415), to make it easier for you to submit your applications to us. Please submit your requests (based on the amount of applications you are likely to send to DVLA) by letter addressed to:

**Requisition Clerk
D Basement Stores
DVLA
Morrison
Swansea
SA6 7JL**

You can also fax your request to **01792 783525** or e-mail us at stores.order.forms@dvla.gsi.gov.uk

Note - When sealing the plastic envelope, please ensure the wording ‘Personal Registration Applications Only’ is covered completely by the flap.



Information Hub

The Information Hub is where we will share specific information about the changes that will be made to existing services and when you can expect to see these changes come into effect. You will also find this information available at your nearest DVLA Local Office.

For ease of reference, we attach all the latest information leaflets currently available in the local offices. Please feel free to download and share these leaflets with your customers, colleagues and stakeholders.



ADD_Commercial
Customer Update_A4



PR_Change is
Here_Jun13_Eng.pdf



FR_V55
Applications_A4_Jun1



MNS_Taxing vehicle
at LO_A4_Jun13_Enc



MNS_Redirection of
mail_A4_Jun13_Eng.1



ELS_Change is
Coming_Feb13_Eng.1



ENF_AEC closing in
Mar_A4_Mar13_Eng.1

MNS News Bulletin (04/07/13)

As you may be aware, DVLA are centralising a number of services so that customers will send applications through the post to DVLA Swansea as opposed to via the local offices (ahead of the impending closure of the local offices by the end of the year). For ease of reference, the following table explains which addresses you should use to direct your application to the correct team for processing:

Address	Post Code	Transaction
DVLA, Swansea	SA99 1AH	Enforcements related
DVLA, Swansea	SA99 1AR	V890 and V11 applications
DVLA, Swansea	SA99 1BA	Changes to a V5C
DVLA, Swansea	SA99 1BD	Disposals into Trade (V5/3)
DVLA, Swansea	SA99 1BE	First Registrations (V55/1,2,4,5)
DVLA, Swansea	SA99 1BN	Replacement driving licences
DVLA, Swansea	SA99 1BP	Enquiries of vehicle and drivers records
DVLA, Swansea	SA99 1DH	Ten Year Renewal of driving licences
DVLA, Swansea	SA99 1DP	Personalised Registrations (Motor Trade)
DVLA, Swansea	SA99 1DS	Personalised Registrations (Public)
DVLA, Swansea	SA99 1DZ	Trade licensing / licensing

Please ensure that the correct application is in the appropriately addressed envelope. Redirection of incorrectly addressed applications will result in delays in the time taken to process your application.



MNS News Bulletin (10/07/13)

With the impending closure of the DVLA Local Offices, the MNS Project has recently issued a number of communications with different information about the changes that are being introduced to transition services away from the local offices. The attachment [below] summarises this information in one consolidated document and is intended to be circulated across the industry to help our customers understand and prepare for these changes.

If you have any queries, comments or suggestions in relation to these changes please share them with us via mns.project@dvla.gsi.gov.uk



Transition of DVLA
services_OOJX13X13

Exporting a vehicle out of the UK

This information is for customers who export vehicles and use the following schemes:

- New Means of Transport (NMT)
- Personal Export Scheme (PES)
- Direct Export Transactions.

If you are interested in submitting your applications by e-mail please contact DVLA at exportvehicleregistration@dvla.gsi.gov.uk for further information.



Questions & Answers

Each month the project will provide answers to questions raised by our customers and stakeholders

Q1: We intend to try to tax some of the more straight forward ones online but we sometimes have to tax up to 70 vehicles per month and doing each one separately will be quite onerous, will there be a facility to tax multiple vehicles on the same application on line??

A1: Following the recent public consultation - Transforming DVLA Services, which closed in March 2013 – DVLA’s vision is committed to increasing its digital delivery. Working in line with the Governments Digital Strategy we are currently looking at electronic solutions for our bulk re-licensing transactions. Dates of delivery are yet to be confirmed, however we will work with our customers and stakeholders to deliver an electronic service that is more straight forward, accessible and efficient than current processes.

Q2: Has DVLA issued any customer communications regarding the new tax disc procedure? Something we can give customer’s on handover. I am sure customers will be skeptical of taking delivery of a vehicle without a tax disc since so much pressure is put on them to display one at all times.

A2: DVLA has produced an information leaflet “Tax Discs – important information” which will be provided to manufacturers and dealers to be issued to customers at the time they purchase a vehicle. This leaflet will provide information about how the customer will receive the tax disc so they may drive their vehicle away with a clear understanding of what is involved with the new process. This leaflet will shortly be available on the DVLA website for download.

Driver & Vehicle Licensing Agency

Tax discs important information

Background
Historically, motor dealers have provided customers with a tax disc on the sale of a newly registered vehicle. Changes in the operational processes of the Driver and Vehicle Licensing Agency (DVLA), and the closure at the end of 2013 of the DVLA Local Offices that administer tax discs, mean that dealers will no longer be able to supply tax discs. This means that new vehicles may not have a tax disc at the point of collection by the customer.

What this means for customers
From the date the vehicle is registered it can be driven for 14 calendar days without displaying a tax disc. The disc will already have been purchased at the point of registration and will be posted by DVLA to either the dealer address, the address of the registered keeper or the address of the fleet operator.

The legislation
The display of a tax disc is governed by Section 33 of the Vehicle Excise and Registration Act. It is this section which has been changed, by legislation in the Finance Bill 2013, to allow for the non-display of a tax disc for 14 calendar days from the date of registration.

If the tax disc has not been received within 8 days of the date of registration, DVLA will provide a free duplicate. Registered keepers who have received the V5C can visit one of 400 Post Office® branches to obtain a free duplicate. From 24 June 2013, you can check which Post Office® branches will offer the service by checking online using www.postoffice.co.uk/branch-finder

If you are a dealer or fleet operator and you are expecting the disc to arrive at your premises or you are the registered keeper who has not received the V5C, you will need to contact DVLA on 0800 790 6882. All customers in Northern Ireland who have not received their tax disc after 8 days should contact the Driver and Vehicle Agency (DVA) on 0845 402 4000.

For further information please visit www.gov.uk

For dealer use only:

Date of first registration _____

Vehicle registration mark _____

0800000 000

Q3: Looking at the recent documentation that has been made available regarding the [AFRL Disc Distribution] project may I ask to what extent do these changes impact Northern Ireland? There would not appear to be any closures identified within Northern Ireland. Nonetheless, I am assuming the changes are no different as to whether the dealership resides in England/Scotland/Wales or indeed Northern Ireland.

A3: Any vehicles registered via AFRL for Northern Ireland will have the tax disc issued from DVLA Swansea. The AFRL system process for AFRL NI dealers is exactly the same as GB. The only difference is that there are there are no fleets in NI, so the fleet option to send the tax disc will not be applicable. The only difference from a business process is to request a duplicate tax disc for NI registered vehicles, the request must be made by contacting DVA on **0845 402 4000** or the customer going to a DVA Local Office.



WORKSTREAM UPDATE

Each edition will feature a progress update from specific workstreams within the project, to give you an idea of progress of specific activities that may affect customers.

Decommissioning Workstream [Lead: Rebecca Rymer]

This workstream ensures activities related to the decommissioning and subsequent office closures are undertaken and monitored. Following closure of the DVLA Local Office network, each office will require the decommissioning of IT Kit, telecoms, cables, associated servers, etc.

We will plan for and ensure all decommissioning activities are carried out. An inventory has been undertaken of all DVLA owned assets and our service providers are engaged to carry out the activities required to clear local offices of equipment prior to the expiry of each current accommodation lease.

Following the closures, there is a requirement for some staff to work remotely from the DVLA main site in Swansea. DVLA staff will be based in other Government Department accommodation in Birmingham, Bournemouth, Dundee, Exeter, Glasgow, Ipswich, Northampton, Norwich, Nottingham, Bangor, Borehamwood, Chelmsford, Leeds, Newcastle, Portsmouth, Preston, Shrewsbury, Sidcup, Stockton, Theale and Wimbledon.

These staff carry out the following:

- Audit;
- Prosecution at court;
- Scottish Procurator Fiscal Support;
- Register of Number Plate Suppliers;
- Automatic Number Plate Recognition.

In order to enable the required staff to continue to provide these services, we are investigating technical solutions, security considerations, accommodation options and any HR related issues to be addressed.

Workstream Objectives

Project Management Office (PMO) - To support successful management and control of the project in line with best practice project management standards and procedures.

AFRL Disc Distribution (ADD) - To enable tax discs printing in Swansea resulting in there being no requirement for dealers to hold discs on their premises

Extended Licensing Services at Post Office (ELSPO) - To extend the scope of vehicle licensing services offered at Post Office branches.

Trade Licensing Services (TLS) - To change the current paper trade licensing process so all applications are processed at DVLA Swansea.

LSN Centralisation - To deliver centralised services for all transactions currently offered within the Local Office Network and will not be offered via the Post Office.

ED Centralisation - To centralise enforcement 'back office' activities, ie penalty payment collection, preparation of court case papers and resolution of disputed cases.

Decommissioning - To facilitate all necessary decommissioning and Local Office closure activities.



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 directly at mns.project@dvla.gsi.gov.uk .
- AFRL manufacturers can direct questions relating to the AFRL Disc Distribution (ADD) initiative directly to afrldiscdistribution@dvla.gsi.gov.uk
- New information will be published through www.gov.uk/browse/driving over the coming months (we will keep you informed on this progress).
- For further information about the Transforming DVLA Services Public Consultation conducted last year (including some background context around the reasons for the decision to close the DVLA Local Offices), click [here](#).
- Follow DVLA on our official Twitter account: [@dvlagovuk](https://twitter.com/dvlagovuk)