



## December 2013 Headline News

**Final office closures** – Today (13 December) will be the final day of business for the last thirteen local offices across the country. Offices in Birmingham, Borehamwood, Bristol, Cardiff, Glasgow, Leeds, Manchester, Newcastle, Northampton, Nottingham, Portsmouth, Preston and Wimbledon will close permanently at the end of the day.

**Future of MNS News** – This will be the final edition of MNS News as from next year, DVLA will be producing a new look newsletter for our customers and stakeholders. The focus of this newsletter will be on the changes that will follow on from the local office closures as DVLA continues its journey towards a digital business model. Look out for details of the new newsletter in the new year.

**Post Office® piloting new services** – November saw the commencement of the pilot for bulk licensing payments at the Post Office®. Two pilot companies are already using the new service and 13 more companies signed up to participate during the month. Further communications on widespread rollout of the service will be issued shortly.

**DVLA Contact Centre opening times** – Customers will be able to transact with us electronically throughout the Christmas period at [www.gov.uk/browse/driving](http://www.gov.uk/browse/driving). Opening times for our contact centre are:

Tuesday 24 December	-	8am – 12pm (Drivers premium Rate line 8am – 3pm)
Wednesday 25 December	-	closed
Thursday 26 December	-	closed
Friday 27 December	-	closed (Drivers premium Rate line 10am – 4pm)
Saturday 28 December	-	8am – 2pm for general enquiries 8am – 5:30 pm for Electronic Vehicle Licensing and Driving Licence Online enquiries
Monday 30 December	-	open as normal
Tuesday 31 December	-	8am – 5.30pm
Wednesday 1 January	-	closed
Thursday 2 January	-	open as normal



## ARTICLE – One step further along...

Today (13 December) is not only the final day of business for the last tranche of local offices to close, it also marks two years since the launch of the public consultation that first sought the views of DVLA customers and stakeholders on the proposals to move DVLA towards a digital business. While today is a poignant day for all those affected by the local office closures, it is also a time to reflect on the change that has happened in the last two years.

Since the start of this transition, DVLA has:

- Extended the range of vehicle licensing services available at over 4,600 Post Office branches around the country, providing a more accessible face-to-face counter service to its customer base.
- Enhanced the Automated First Licensing and Registration (AFRL) scheme to make it more effective for the motor trade to register new vehicles online.
- Introduced legislative changes that mitigate the impacts of tax discs being issued through the post, including options for customers to select where the disc should be sent.
- Centralised many of the services previously available in the local offices, including Personalised Registrations and Trade Licensing, at DVLA headquarters in Swansea.

Throughout this process, DVLA and the motor industry have been working together to deliver these changes in a way that minimises as much as possible the impact on our customers and stakeholders. We have opened up new channels of communications including this newsletter to make sure the industry is kept informed of the details they need to ready themselves for change. Our intention, based on the feedback we have received from the industry, is to continue this approach going forward.

So what is the next step? With the local offices closed, there is opportunity to develop DVLA as a digital organisation where the customer is at the heart of everything we do. Some of the services we have centralised will be among the first we develop as new digital channels, working in partnership with Government Digital Services (GDS) and others. Everyone at DVLA is looking forward to the challenges ahead and to continuing to build on the good relationships we have developed with the motor industry to drive forward the change for the future.

### Friday 13 December

Birmingham

Borehamwood

Bristol

Cardiff

Glasgow

Leeds

Manchester

Newcastle

Northampton

Nottingham

Portsmouth

Preston

Wimbledon



## ARTICLE – A few reminders

*With the closure of the local offices nearing completion, DVLA would like to take the opportunity to remind its customers and stakeholders of a few of the changes to ways of working that have been introduced this year:*

**Personalised Registrations** – If you need to apply to transfer or retain a registration number you now need to send your application to DVLA, Swansea, SA99 1DP. You can expect your application to be processed within 7 working days of receipt (please allow time for postage). If you know the registration number and want to find out if we have processed your application you can check on the Vehicle Enquiry System ([www.gov.uk/get-vehicle-information-from-dvla](http://www.gov.uk/get-vehicle-information-from-dvla)). If you do not receive your documents after 10 working days, please contact DVLA on 0300 790 6802. You can view our YouTube videos on [transferring a registration number](#) and [retaining a registration number](#) for further information.

**Wheelclamping** – Customers who have been wheel clamped may pay a “surety fee” when releasing their vehicle previously were refunded if they then produce a valid tax disc at either the vehicle pound or a DVLA LO. With the closure of the local offices, the latter option no longer exists. This will mean that customers will have to attend the vehicle pound in order to obtain their refund. Although DVLA’s records will show the vehicle has since been licensed, the requirement to physically produce the tax disc is set down in law.

**Scottish Prosecutions** – With the closure of the Glasgow Local Office, one of the changes that has enabled this is the introduction of changes to the service in place with the Scottish Prosecution Service (SPS). The primary change to the system is in the way the information is supplied and received from the Police. We have been working closely with the 8 Police forces and the service change has been very positive. Stakeholders involved in this service should notice no change apart from the contact information for staff moving premises in Glasgow to support the SPS service going forward.



## 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.*

### MNS Bulletin (13/09/13)

- DVLA has been keeping you informed of our progress in handling the transition of services and transactions involved in this.
- Do not forget you need to use the pre-addressed plastic envelopes for sending in your applications centrally to DVLA Swansea.
- Motor traders can request preaddressed envelopes for Personalised Registrations (EN415) or First Registrations (EN416) by writing to:

**Requisition Clerk**

**D Basement Stores**

**DVLA**

**Morrison**

**Swansea**

**SA6 7JL**

By Fax to: 01792 783525 or by email to: [stores.order.forms@dvla.gsi.gov.uk](mailto:stores.order.forms@dvla.gsi.gov.uk)

- Please note that these envelopes enable us to identify dealer transactions on receipt at DVLA and allow us to apply a consistent process to applications and the return of documents to dealers.
- **We have identified one of the main reasons for having to return applications is that the documents have not been signed. To avoid the application being returned to you please ensure that signatures are included on all the documents where the signature is required.**



## Questions & Answers

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

**Q1:** We reclaim RFL refunds for several of the fleets that we manage. Where we have a tax disc we obviously use a V14 form but there are occasions where the tax disc has been lost and we are asked to use a V33 form to reclaim the outstanding amount. We are only able to collect these forms from a local DVLA office. Can you advise how we are to obtain these forms going forwards?

**A1:** Any future V33 requests for tax discs that are lost, stolen or destroyed should be sent via email to [stores.order.forms@dvla.gsi.gov.uk](mailto:stores.order.forms@dvla.gsi.gov.uk)

## 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.*

- New information will be published through the DVLA website on [www.gov.uk](http://www.gov.uk) over the coming months.
- The latest corporate newsletter [news@dvla](mailto:news@dvla) is now available on the DVLA website.
- 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](https://twitter.com/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.