



News from the Driver & Vehicle Licensing Agency

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Welcome to the September edition. This regular update aims to keep our stakeholders, commercial customers and suppliers informed on key developments and news from the agency.

Since the last issue [Oliver Morley has been appointed as DVLA's new Chief Executive](#). Oliver has a wealth of experience of working in the public and private sectors delivering digital strategies and improving services for customers. He also brings experience of delivering the digital transformation of the National Archives.

I'll continue in the role of Interim Chief Executive until Oliver takes up the reins in November. My focus remains on ensuring the delivery of the agency's business plan commitments and digital agenda and continuing DVLA's successful transformation into a digital organisation.

This edition's insurance theme includes an [interview with Ashton West](#), Chief Executive of the Motor Insurance Bureau and our Team talk article features Dudley Ashford, Programme Manager for DVLA's Integrated Enquiry Platform. They tell you how we are working to deliver services to the insurance industry.

[DVLA's annual report and accounts 2012 to 2013](#) was published in August and tells you about our performance over the last financial year.

On a lighter note, designed to promote awareness of DVLA's digital channels, our [Silliest Excuses campaign](#) in July proved really successful. In the week of its release the campaign contributed to a marked increase in online take-up, 4 per cent over forecasted levels.

And finally, please take the time to complete a [short survey](#) on this newsletter. We'd really like to know your thoughts of the newsletter as a communication tool and how else you would like to communicate with us.

Malcolm Dawson OBE
Interim Chief Executive





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This is a regular section which explains a term or process

What is... IIADD?

IIADD stands for... Insurance Industry Access to Drivers Data.

Early next year insurance companies will be allowed access to DVLA's drivers' records allowing them to deal with the growing problem of false declarations.

Not all insurance applicants declare full details of their penalty points or convictions.

Not declaring this information, whether deliberately or not, has a significant effect on the insurance companies risk assessment, the cost of the policy to the motorist and can result in the insurance being invalidated. Driving without the necessary insurance cover also impacts on road safety and results in the policies of honest motorists having to be loaded with additional costs to meet the undeclared risks of less scrupulous motorists.

We will provide:

- A real-time enquiry service allowing insurance companies access to driver information for input into new business quotations.
- View Driving Record – a self service enquiry facility, to enable drivers to check their own records online more easily (without either the need to register on Government Gateway or to have transacted on Driver Licensing Online before).





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Team talk

This month saw us meet with Dudley Ashford, Programme Manager for the Integrated Enquiry Platform (IEP). IEP will give the agency the ability to handle millions of digital requests for data from individuals, public sector and outside organisations.

Thanks for meeting with us Dudley. Can you tell us what you do/deliver for DVLA?

My first priority is to deliver the View Driving Record service as part of the Insurance Industry Access to Drivers Data (IIADD) Project. 'View Driving Record' is the first DVLA [Digital Exemplar](#) and ensures we work closely with [Government Digital Services](#) (GDS). It is also one of the first projects at DVLA to be delivered using the 'Agile' approach to project delivery.

Can you tell me a little more about 'Agile'?

In a nutshell, 'Agile' is a means to deliver value quicker. It is currently used in line with government's [Information and Communication Technology \(ICT\) Strategy](#) to reduce the average delivery time and improve quality of ICT change programmes.

Agile allows the build to begin quicker without all solutions fully defined. We deliver repeatedly in 2 weekly sprints. This provides flexibility to make enhancements to the services we are delivering as they are being developed. For more information check out ['A day in the life of an Agile tester.'](#)



Dudley Ashford





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What services/benefits are your team delivering?

The first phase will allow members of the public to view their driving record. We will also deliver services to the Insurance Industry (Ashton West from the Motor Insurance Bureau (MIB) also talks about this in our [A bit about article...](#)) to allow insurance companies access to drivers' data. This will inform a customer's insurance quote and improve road safety. Currently the cost of under declared motoring convictions means the honest motorist picks up the bill. This initiative also makes the process of applying for insurance quicker for the customer. Another benefit is that we are able to contribute towards the insurance industry's desire to reduce insurance fraud.



IIADD Project Team

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 are the insurance industry (which includes the MIB, Association of British Insurers (ABI), Brokers, Aggregators and Software Houses), Department for Transport and GDS. Because of our large stakeholder list it's vital we contact them on a regular basis. Working closely with GDS means we adhere to the latest digital strategy. [A digital blog is published weekly](#) on GOV.UK to keep our stakeholders up-to-date on progress.





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What are the business benefits of working with stakeholders?

It ensures we capture requirements correctly and means we can share resources, for example, messages can be communicated using channels other than DVLA. We have a well established and effective partnership with the MIB as we have been working with them for a number of years. We have established ways of working to support each other in our developments.

What are the biggest challenges of the role?

We challenged the way to approach project delivery from day one and have a motto 'The person who says it cannot be done should not interrupt the person doing it.' This has summed up our experience nicely – we have to change the preconceptions of how we deliver change to make this new approach a success.

What's on the horizon?

We plan to launch the digital service for individual customers in early 2014. This will be followed with the delivery of services to the Insurance Industry in mid 2014.





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A bit about... Ashton West

Ashton West recently spoke to us about his role as Chief Executive of the Motor Insurer's Bureau (MIB).

What's your role?

My role is to lead the organisation to achieve its **strategic objectives** in a way that is aligned to our core values. MIB was established in 1946 initially to compensate the victims of negligent uninsured drivers. This has been extended to ensure victims of 'hit and run' drivers also receive appropriate compensation. Since the launch of the Motor Insurance Database (MID) in 2003 we have focused on reducing the level and impact of uninsured driving in the UK and more recently upon providing data asset management facilities to the insurance industry.

What does your role working with DVLA involve?

MIB and DVLA have worked together for a number of years, initially on the development of Continuous Insurance Enforcement (CIE) launched in 2011 to ensure vehicle keepers comply with their obligation to insure their vehicles. DVLA's vehicle database is compared with the MID to identify uninsured vehicle keepers. Advisory letters are sent by the MIB to remind them of their obligations and that failure to have insurance will result in fines and penalties from DVLA.

(Note: To address the problem of uninsured drivers, the Road Safety Act (2006) introduced a new offence of being the 'keeper of an uninsured vehicle' unless that vehicle was subject to a Statutory Off Road Notification (**SORN**) or notified to DVLA as being transferred to a new keeper.)



Ashton West





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The MIB also partners DVLA on the Insurance Industry Access to Driver Data (IIADD) project. From next year, customers searching for car insurance quotes will be encouraged to provide their driving licence number and DVLA will confirm: the type of licence they hold; how long they have held it; and if they have any driving convictions. (Dudley Ashford talks about [‘View Driving Record’](#) within the Team talk article..)

Using DVLA’s data will speed up the customer’s insurance application and remove the opportunity for people to make mistakes when declaring their driving history. Not declaring motoring convictions can add about £15 per policy to the cost of insurance for motorists who do declare their driver data accurately. As well as saving honest customers money, this initiative means insurers need to ask fewer questions when people apply for cover, speeding up the purchasing process for everyone.



How does DVLA fit in as part of your role?

A significant element of MIB activities focuses on reducing the level of uninsured driving in the UK. This relates to call centre operations, data services, project management and communications. Our relationship with DVLA is critical to achieving success in these areas.

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

We appreciate and understand our respective ways of working and coordinate our efforts to benefit the honest motorist. In this respect we have a shared goal. CIE has already contributed to a reduction in uninsured driving. The IIADD initiative will allow us to tackle the industry’s desire to reduce insurance fraud.





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What's your favourite part of the role?

Undoubtedly, working as part of a successful, professional and enthusiastic team at MIB. As a very keen participator in sport, admittedly more in the past than now, I have always enjoyed being part of a team and the shared success this can bring.

And what do you find most difficult?

Many initiatives we are engaged in involve working directly with the insurance market and often our role involves encouraging or persuading them to operate a new process or change an existing one. This can be challenging. Everyone seems to think their solution is the best one!

Biography

Ashton joined MIB as Chief Executive in 2003. He has been in the insurance industry for over 30 years actively involved in claims and general management.

He was a founder member of the Civil Justice Council, is a current member of the ABI Motor Committee and ABI Personal Injury System Reform High Level Group. In addition to his MIB role, he is a director of the Insurance Fraud Bureau and Insurance Database Services Ltd. He is a Chartered Insurer, law graduate, member of the Institute of Management and past winner of the British Insurance Awards Achievement award.





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New home on the web for DVLA

GOV.UK is the new place for corporate information from DVLA.

[Issue 2 of news@dvla](#) ('What is... GDS?' article) told you that over time all government departments will join GOV.UK. DVLA has now moved its corporate and policy content over to the new website – the new single home for all government services and information.

Bookmarks - All corporate web addresses have been redirected, so you don't need to update your bookmarks.

Inside Government on GOV.UK is designed to make government information easier to find and more transparent for the user. For the first time, you can begin to find out what's happening inside government all in one place and in a clear, consistent and transparent format.

Topics and policies – You can now view multiple government departments grouped by **topic**. For example, you can see how our work contributes to the [Department for Transport](#) policy on [making roads safer](#).

More about Inside Government and GOV.UK

Inside Government is still a work in progress. Work will continue as other organisations, many hundreds in total, move their information to GOV.UK. This will happen in batches and will be completed by March 2014. Find out more here:

- [Inside Government tour and introductory video](#)
- [Blog post: What is Inside Government?](#)





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Diabetes – driver licence requirements

What do drivers need to do if they have diabetes?

Group 1 – cars and motorbikes

Motorists who control their diabetes by diet or tablets do not normally need to tell DVLA, but they do if they are on insulin.

Motorists do not need to notify DVLA if they are on any non-insulin medication unless they have suffered from 2 episodes of severe hypoglycaemia within the last 12 months, developed impaired awareness of hypoglycaemia or suffer visual problems.

Group 2 – buses and lorries

Motorists need to tell DVLA if they have any form of diabetes for which they take medication. If Group 2 motorists are on insulin, they need to:

- provide 3 months of continuous meter readings every time they apply for a licence
- test their blood glucose at least twice daily and at times relevant to driving (no more than 2 hours before the start of the first journey and every 2 hours during the journey).



For full information visit the [diabetes and driving](#) pages on GOV.UK





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DVLA Personalised Registrations

DVLA has millions of number plates available for you to view and purchase from just £250 all-inclusive, both online or from our auctions. The introduction of each new series opens up a whole new range of potential registration combinations.

Purchasing online: Browse our [website](#) and search through millions of combinations to ensure you come up with your perfect plate then buy directly online, it's quick and easy.

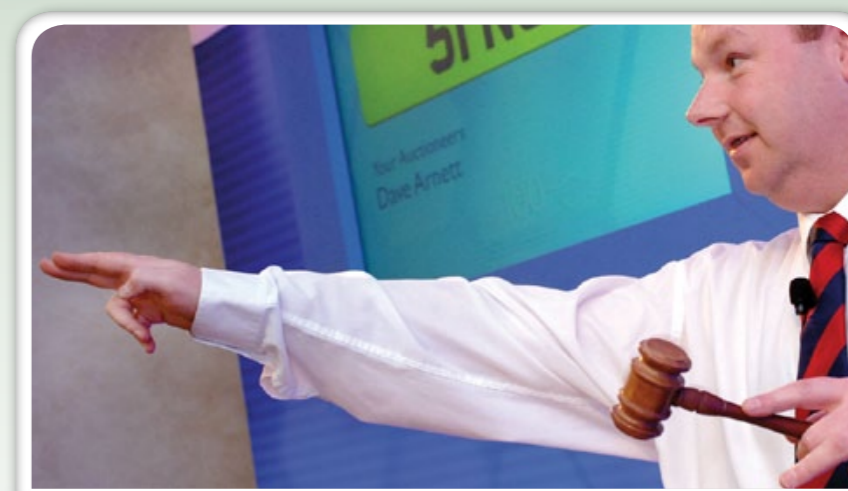
At an auction: DVLA hosts five auctions a year of exclusive registrations at locations throughout Great Britain. Our auctions include distinctive dateless, current and older registrations. Bidding in person is the most popular way to bid, but if you can't make it we also offer the option of free telephone and internet bidding, or you can submit an absentee bid. The next auction will be held at:

Mercedes-Benz World
Brooklands
Weybridge
KT13 0SL

on the **26, 27 and 28 September.**

Find out which registrations will be available on our [auction page](#) and register as a bidder.

Online only auctions: Hosted on our website the auctions usually includes registrations from customer requests and reserve prices start from £130. For information on dates and venues of forthcoming auctions or to view the number plates for sale in our interactive catalogue visit our dedicated [auction section](#) of our website.



Your perfect number may be just a click away
at www.dvlaregistrations.direct.gov.uk





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Centralisation of DVLA services

Since the Secretary of State for Transport announced the [findings of the Transforming DVLA Services public consultation in July 2012](#) the agency has completed the migration of local office services to alternative channels and all 39 DVLA local offices are scheduled for closure by the end of 2013.

The first of our offices are to close permanently to the public on [Friday 25 October](#).

All appropriate forms and guidance documents are now updated to reflect changes to service processes. Though local offices currently remain open all mail will be redirected to DVLA Swansea for processing, therefore we urge all our customers to start using the new processes now.

Work in progress:

- we are implementing a number of services dedicated to specific stakeholders such as Police Forces and British Forces Germany
- diplomatic and consular registration and driver licensing, currently provided by Wimbledon local office to foreign embassies, will be centralised before the office closes in December
- vehicle inspections will be outsourced and the Vehicle & Operator Services Agency will be performing this service on our behalf, from the 1 October, for an interim period. This will allow the service to continue following local office closures until a procurement exercise can be completed.

More information on all of these changes is detailed in '[Transforming DVLA services](#)'. Also check for updates on our new webpage on GOV.UK www.gov.uk/dvla



DVLA main site, Swansea





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dvl@lert – Local offices closures

DVLA's local office network will close by the end of 2013. Key dates are as follows:

Friday 25 October	Friday 22 November	Friday 13 December
Aberdeen	Bangor	Birmingham
Bournemouth	Beverley	Borehamwood
Brighton	Chester	Bristol
Carlisle	Dundee	Cardiff
Chelmsford	Exeter	Glasgow
Edinburgh	Inverness	Leeds
Ipswich	Maidstone	Manchester
Lincoln	Peterborough	Newcastle
Norwich	Sidcup	Northampton
Oxford	Theale	Nottingham
Sheffield	Truro	Portsmouth
Shrewsbury	Worcester	Preston
Stockton		Wimbledon
Swansea		



Local offices will close on certain days for essential staff training in the coming months.

To check the dates and times of closing for each office please visit GOV.UK or follow us on Twitter [@dvlagovuk](https://twitter.com/dvlagovuk)





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What will happen on the final day of business?

Local offices will remain open and continue to offer vehicle licensing services over the counter until the final day of business.

When should I stop going to my local office?

All services have already been migrated to other channels. All mail is being redirected so you may experience delays if you take/send your application to a local office instead of DVLA Swansea.

How will I know what to do after the local offices close?

Information will be updated online on GOV.UK. Detailed changes can be found in '[Transforming DVLA services](#)'. Also check for updates on our new webpage on www.gov.uk/dvla which also shows our contact details.



Birmingham Local Office

For more information please email:
mns.project@dvla.gsi.gov.uk





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dvl@lert – 14 day waiver

Renewing a tax disc or taxing a vehicle for the first time.

Our [June](#) edition told you about plans to increase the grace period for driving while waiting to receive a tax disc.

Since the 17 July when you [renew your vehicle tax](#) or when your [new vehicle is taxed for the first time](#), you now have up to 14 days to display the new tax disc on the vehicle. Under the old rules, you had just 5 days to do this.

For renewals, this extended period will only apply when your application to renew your tax disc is made before the previous one expires. If the application is made after the current disc expires, then the vehicle will be treated as untaxed and the 14 day rule will not apply.

Check out the [top 10 excuses for not buying a tax disc](#)

It's easier than ever before for people to tax their car and our [digital service](#) is designed to be used any time of day or night to fit in with people's lifestyles – so there really is no need for silly excuses.





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dvl@lert – Are you aware of the vision standards for driving?

Good eyesight is crucial for driving and [our last issue of news@dvla](#) told you about legislation that came into force on [8 March](#). The following information will help clarify when you should tell DVLA about your condition and what the licensing standards are.

All drivers must be able to read a number plate ([post 1.9.2001 font](#)) from 20 metres and have a visual acuity of decimal 0.5 (6/12). Drivers won't have their eyesight tested as part of the group 1 application process, but must declare if advised they can't meet this standard.

Lorry and bus drivers must have a visual acuity of decimal 0.8 in the better eye, and decimal 0.1 in the worse eye. If glasses are worn, they mustn't have a power greater than +8 dioptries. If at a medical examination the doctor can't complete the vision assessment, it can be completed by an optician.

If you are in any doubt it's essential you arrange an appointment with your optician.

Drivers who can't meet the above standards will not be licensed to drive.

GOV.UK provides quick answers to questions on [driving eyesight rules](#).





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This quarterly newsletter aims to keep you, our stakeholders, commercial customers and suppliers informed of news and main developments from the agency.

Please let us know what you think of this newsletter by completing this survey. We'd like to know your likes/dislikes and what we could do to make it better. It also seeks your views on how you use social media for both personal and work use. It should only take a few minutes. To complete the survey click [here](#).

All responses will be treated in the strictest confidence.

If you have any queries about the questionnaire or experience difficulties accessing it, then please email news@dvla.gsi.gov.uk





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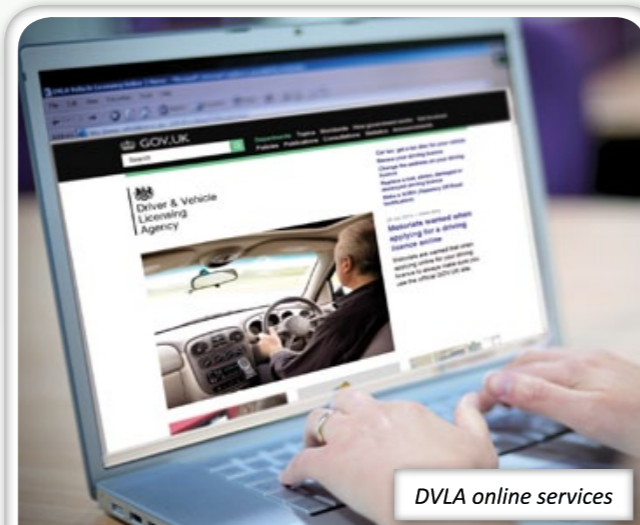
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DVLA main site, Swansea



DVLA online services



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