



FEBRUARY 2013 HEADLINE NEWS

Working with the Post Office – in November 2012, DVLA announced that Post Office Ltd had been successful in bidding for the new Front Office Counters contract. This will extend the vehicle licensing services in over 4,600 Post Offices. The project is now working closely with the Post Office team to rollout this service from June 2013. The Date of Liability for these first transactions will be August 1 and renewal letters will be printed from approximately 9 June, to arrive with customers in July .

Information published at Local Offices – the project have collaborated with our colleagues in the Local Offices and DVLA Communications Team to publish a series of information updates under the heading “Change is Coming”. Leaflets are available over the counter and on the DVT screens in all offices. Current key messages are focused around Trade Licensing Services and AFRL changes, with more information scheduled to be available over the coming months.

MNS Questionnaire – a new questionnaire will shortly be issued to some of the biggest customers of the 39 Local Offices to seek views on their current awareness of the closure programme and the impacts of Local Office closure on their business.

AFRL Interface Changes – in order to deliver the changes to the Automated First Registration and Licensing (AFRL) system, the project have recently issued an Interface Change Document (ICD) with details of the changes required by manufacturers to their systems.

Centralisation of Enforcement Casework – 90% of all Enforcement casework is now being under taken at Swansea and the remaining 10% will be migrated by the end of March, the 10 Regional Enforcement Centres will close at this point. A remote work force of 20 prosecutors will continue to represent the Agency at courts across England and Wales and a small team will remain in Glasgow to undertake Scottish Prosecution activity.



ARTICLE – ENGAGING WITH THE MOTOR INDUSTRY

The Local Office closures will have a number of potential impacts for the motor industry such as:

- Changes to AFRL that mean tax discs are issued centrally from DVLA (either to the dealer, keeper or fleet operator) without the need to attend a Local Office or store blank tax discs;
- Some licensing transactions moving to the Post Office, extending the number of locations at which these services are available;
- Centralising some transactions currently available at the Local Office, making them available from DVLA Swansea.

To assist the industry before, during and after this period of transition, the project will be conducting a number of engagement and communication activities aimed at ensuring the industry is well informed and supported. Whilst we have already undertaken some activities, future engagements will include:

- Future editions of MNS News, circulated across the motor industry and its stakeholders;
- Senior industry representatives will be invited to regular Industry Checkpoint meetings;
- A DVLA Engagement Event will be scheduled for Spring 2013 to share the latest DVLA plans and proposals with representatives of trade bodies;
- Ongoing engagement with specific workstreams (for example, the current fortnightly conference call between the project and AFRL manufacturers to discuss specific issues with AFRL changes).

The project also welcomes the opportunity to provide contributions to any industry events, communications, trade magazine articles and other engagement activities to share these key messages with a broader audience so please feel free to contact us with your ideas and proposals.



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.

Trade Licensing Services (TLS)

- From **1 May 2013**, all trade licensing applications are to be sent to DVLA Swansea for processing.
- Trade Licensing reminders/renewals will be issued as usual from DVLA Swansea.
- All trade licences will be issued centrally from DVLA Swansea.
- All trade plates will be issued centrally from DVLA Swansea.

Extended Licensing Services at Post Office (ELSPO)

- The following additional transactions will be available at approximately 4,600 Post Office branches from end of June 2013:
 - Renewal of vehicle tax without a vehicle reminder, a V5C or a V5C/2 (current keepers only)
 - Renewal of vehicle tax if customer has a V5C/2 over 2 months old
 - Change of tax class
 - Renewal of vehicle tax for HGVs using a V85 or V85/1
 - Renewal of vehicle tax for Reduced Pollution Vehicles
 - Duplicate tax discs will also be issued at 400 Post Office branches (details of these branches to be confirmed)
 - For customers wishing to transact in large volumes over the counter a 'drop off and collect' service will be available at Post Office branches
- Details of which services are available at different branches will soon be available on the Post Office website

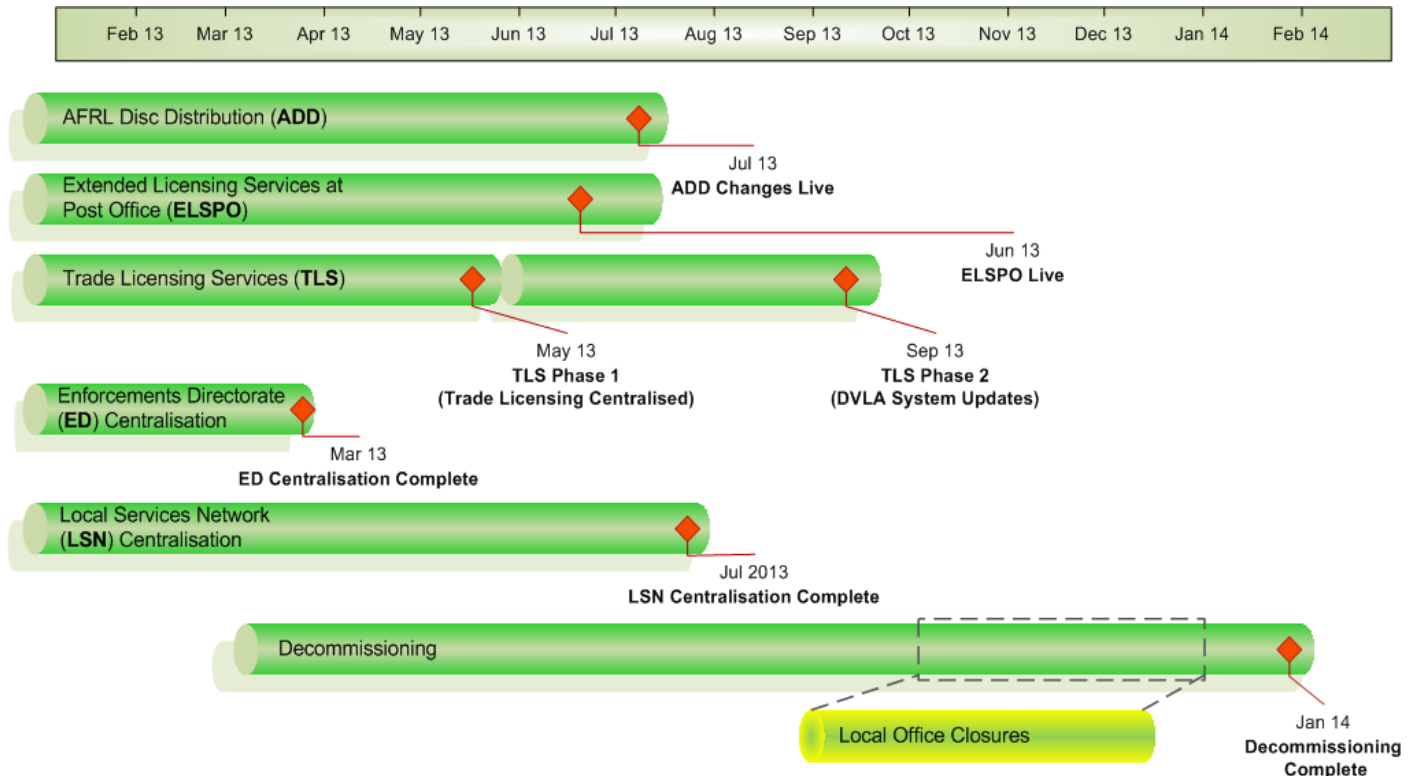


ARTICLE – PLANNING FOR TRANSITION

The process of closing 39 regional offices and coordinating the closure to minimise the impacts on our customers is a significant challenge for DVLA. To help the project manage this transition, detailed planning activities have been undertaken to ensure we are well prepared for the closure period. The detailed plan is maintained regularly with updates from workstreams, colleagues and stakeholders. Key milestone dates are extracted and reported through our governing bodies, who provide assurance and challenge to ensure delivery is successful.

At present, this work is being refined in relation to the detailed office closure and decommissioning activities. From there, we will work out the impacts and track back to the key communications that need to be managed with our customers. There are many dependencies to manage for such a complex project such as availability of resources, technical release slots, changes to legislation, etc. This will also allow the project to hold more detailed discussions with industry representatives regarding the forecast impacts of these changes on the motoring industry.

Future editions of MNS News will focus on the detailed plan and highlight key milestones, explaining what these mean and likely impacts. For this edition, the following high level plan sets out the general context and some of the key delivery milestones of when the capability is available:





CASE STUDY

This section is where we will attempt to 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 Local Office Network.

“I am a Leasing Company and I have just received a Fixed Penalty from DVLA for a vehicle that we have leased out but was not insured by the customer. How do I go about resolving that fine?”

Under the rules for insurance enforcement (Continuous Insurance Enforcement) a vehicle that is not appropriately insured or declared off road may be subject to a £100 fixed penalty. DVLA will issue a fixed penalty notice to the Registered Keeper of the vehicle with instructions on how to pay the fixed penalty. Leasing Companies have their own internal processes for recouping fines from their customers.

At present, customers also have the opportunity to attend a Local Office to pay their fixed penalty over the counter. From the end of March 2013, when back office enforcement case management is centralised at DVLA Swansea, this option will no longer be available. *All fixed penalty payments can still be paid over the phone and payment by cheque should be directed to Swansea Enforcement Centre, DVLA Swansea SA99 1AH from the end of March 2013.*

DVLA Swansea will process the payment however the vehicle will still need to be insured. Leasing companies may need to liaise with their customers to ensure this happens in order to avoid future additional enforcement proceedings. Customers can check whether their vehicle is insured at askmid.com

We welcome feedback from our customers around how the services they currently use at the Local Office will change as a result of the delivery of the project. Please feel free to send your questions to the project via mns.project@dvla.gsi.gov.uk



LOCAL OFFICE CLOSURE PLAN

Specific dates of closures and related activities at individual Local Offices will be publicised locally and through project communications.

October 2013	November 2013	December 2013
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		



WORKSTREAM UPDATE

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

Project Management Office [Lead: Lee Cambule]

The role of Project Management Office is to support the management and control of the project, providing challenge and assurance to the work of the delivery teams as well as ensuring correct processes are followed such as business case approvals and financial controls. Not the most exciting job in the world but a vital one to ensure the project delivers to meet the needs of our customers.

One of our biggest roles is around stakeholder engagement and communications. We have a dedicated Communications Manager who plans and implements various activities from newsletters such as this to communications events and presentations with the industry. We also have a Customer Transition Manager who has recently joined the team and will be playing a key role over the coming months in coordinating engagement with Local Office customers to support them during the closure period. An article on how this role can work for our customers will appear in the next edition of MNS News.

The Communications Manager is also responsible for coordinating input into this newsletter; feedback received via the email address provided above will be used to inform future articles and details included in later editions of MNS News. If you have any specific requests for updates from the other workstreams in future editions of the newsletter, please let us know. We will also publish details of some of the key communications events in future editions.

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, i.e. penalty payment collection, preparation of court case papers and resolution of disputed cases.

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



LOCAL OFFICE TRANSACTIONS MATRIX

An at-a-glance view of all the services currently provided face-to-face at the Local Offices and an indication as to how these transactions will be provided going forward.

Product	Transaction	Annual Volumes	Current Channels	Future Channels (Project)
Vehicle Registration	Used Personal Import V55/5	62,380	Local Office	Postal
	New Vehicle V55/1	146,503	Local Office	Postal/ AFRL
	New Personal Import V55/4	33,597	Local Office	Postal
	Other V55/5	11,963	Local Office	Postal
	Q Plate Other V55/5	7,039	Local Office	Postal
	Q Plate Used Personal Import V55/5	1,224	Local Office	Postal
	Q Plate Kit Build V55/5	17	Local Office	Postal
	Q Plate Kit Conversion V55/5	12	Local Office	Postal
	Q Plate False Identities	17	Local Office	Postal
	Q Plate Rebuild V55/5	51	Local Office	Postal
	Q Plate Discovered Vehicle V55/5	209	Local Office	Postal
	Visiting Forces	4,952	Local Office	Postal
	New Trader Import V55/2	1,783	Local Office	Postal
	Discovered Vehicle V55/5	902	Local Office	Postal
	Rebuilt V55/5	301	Local Office	Postal
	False Identities V55/5	233	Local Office	Postal
	Kit Conversion V55/5	79	Local Office	Postal
	Kit Build V55/5	65	Local Office	Postal
	Temporary First Licence	1,152	Post Office	Removed
	Off road registration	51,122	Local Office	Postal
	Temporary 'Q' Plate	Relatively low volumes are associated with these First Vehicle Registration transactions, precise volumes however are unavailable.	Local Office	Postal
	EX-MOD		Local Office	Postal
	Reconstructed Classic Vehicles		Local Office	Postal
	BFG Vehicles		Local Office	Postal
	Small Island HGV		Local Office	Postal
	Cloned Vehicles		Local Office	Postal
	Prototype Vehicles		Local Office	Postal
	Disabled Passenger Vehicles		Local Office	Postal
	Mobility Scooters		Local Office	Postal
	Crown Vehicles		Local Office	Postal
Police Vehicles	Local Office	Postal		



Personalised Registration	CTs V317 processed Within 7 days	284,514	Local Office	Postal/intermediary	Via
	Retention Application V317	274,616	Local Office	Postal/intermediary	Via
	Retention Assignment V778	225,957	Local Office	Postal/intermediary	Via
	SOM Assignment V750	197,600	Local Office/AFRL	Postal	
	CTs V317 processed Over 7 days	216	Local Office	Postal/intermediary	Via
	Add Change a nominee & extension	TBC	Local Office	Postal	
Licensing	VED Licence Application V10	873,260	LO/ PO	Post Office	
	Duplicate VED Licence Application V20	157,954	Local Office	Post Office	
	VED Licence Renewal Application V11	172,170	LO/ PO/ EVL	Post Office/EVL	
	HGV VED Licence Renewal Application V85/1	77,011	LO/ PO/ EVL	Post Office/EVL	
	HGV VED Licence Application V85	44,915	Local Office	Post Office/ Postal	
	Duplicate EVL Issued Licence Application	41,933	Local Office	Post Office	
	SORN by V11	18,524	LO/ PO/ EVL	Electronic Vehicle Licensing (EVL)	
	SORN by V85/1	3,477	LO/ PO/ EVL	EVL	
	SORN by V890	29,068	LO/ PO/ Postal	Postal	
	Voluntary Arrears of Duty	8,505	LO/ Telephone/ Postal	Telephone/ Postal	
	Licence with a Tax Class change	181,184	Local Office	Post Office/Postal	
	Vehicle Registration Certificate Application V62	407,873	Postal/PO/ LO	Postal/ Office	Post
	Vehicle Registration Certificate Changes V5	1,167,495	Postal/PO/ LO	Postal/ Office	Post
	VED Licence Refund Application with Disc V14	123,910	LO Post Box/ Postal	Postal	
	VED Licence Refund Application without Disc V33	2,965	LO Post Box/ Postal	Postal	
	Temporary Vehicle Registration Certificate V379	6,625	Local Office	E-mail	
	Personal Export	7,303	Local Office	Postal	
	Direct Export		Local Office	Postal	
	New Means of Transport		Local Office	Postal	
	Export Certificate	228	LO/Fax/Postal	Postal/ E-mail	



Drivers Services	GB National Post Box	158,622	Local Office	Postal
	Foreign National Post Box	70,703	Local Office	Postal
	Foreign National Premium	14,564	Local Office	Removed
	Digital Tacho - GB Post-box	10,629	Local Office	Postal
	Digital Tacho - Cards Issued	11,266	Distributed centrally	Distributed centrally
	GB National Premium	1,879	PO/ Local Office	Removed
	Digital Tacho - Foreign Post-box	1,617	Local Office	Postal
	Certificate of Entitlement D441	207	LO/ Telephone	Telephone
	Digital Tacho - Foreign Premium	250	Local Office	Removed
	Digital Tacho - Cards Not Issued	741	Distributed centrally	Distributed centrally
Digital Tacho - GB Premium	210	Local Office	Removed	
Inspections	Inspection (VCS)	4,959	Local Office	Intermediary
	Inspection (Trade Plates)	3,443	Local Office	Removed
	Inspection (Cherished Transfer)	5,597	Local Office	Intermediary
	Inspection (Rebuilt)	625	Local Office	Intermediary
	Inspection (Other)	8,003	Local Office	Intermediary
Trade Licensing	Duplicate Trade Licence	3,638	Local Office	Postal
	Replacement Trade Licence		Local Office	Postal
	Trade Licence (Renewal Application)	68,521	Local Office	Postal
	Trade Licence (First Application - Probationary)	5,305	Local Office	Postal
	Trade Licence (Other)	3,043	Local Office	Postal
	Refund	1,644	Local Office	Postal
Dips & Cons	Diplomatic / Consular Driving Permit D442	1,445	Local Office	FCO- Secure E-mail
	Diplomatic/Consular Registration Certificate V117	1,486	Local Office	FCO- Secure E-mail
AFRL	AFRL Appointment (collection of discs)	57,454	Local Office	Centralised disc distribution
	De-registration	TBC	Local Office	E-mail/ Telephone
	Incorrect Registration of a Vehicle	TBC	Local Office	Postal
Enforcement	Payment of Enforcement Fine i.e. CR, CIE	TBC	LO/Postal/Telephone	Postal/ Telephone
	Secure VED Licence holder	8,943	Local Office	Postal



QUESTIONS & ANSWERS

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

Question: How will new business processes for the centralisation of transactions be identified?

Answer: An internal Business Implementation team has been established to define the new structure and how transactions can sit within the business following transition. The team is exploring the options to reduce the number of rejects and enhance the customer experience. Internal business structures will be redefined in order to implement specialist teams. This specialist approach will lead to quick turnaround to maintain customer service.

Question: What are the fees associated with the changes to AFRL?

Answer: The £104 fee for joining AFRL Web has been removed and the indemnity level significantly reduced for manufactures/dealers that choose the direct debit option. Businesses generating less than £20,000 per week in tax revenue will not pay any indemnity.

Question: Has there been any engagement with other parties such as the Police?

Answer: The project has meetings with all key stakeholders to communicate the proposed delivery plan; this includes other Government Departments, End Users and the Police. Initial engagement with the Police has been positive, and further sessions have been planned.



FURTHER INFORMATION & CONTACT DETAILS

DVLA welcomes feedback from our customers and stakeholders and the project would particularly like your views on this newsletter. 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 also direct questions relating to the AFRL Disc Distribution initiative directly to AFRLdiscdistribution@dvla.gsi.gov.uk
- New information will be published on 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, click [here](#).
- Follow DVLA on our official Twitter account: @dvlagovuk
- Check out some of the messages available at your nearest Local Office the next time you stop by.