



September 2013 Headline News

Processing Personalised Registrations – Since July, we have been keeping you informed of our progress in managing the situation regarding delays in processing Personalised Registration (PR) applications. The following statement summarises the latest position:

“You should allow approximately 2 weeks for your application to be turned around and your tax disc / V5C to be received. As of today (25 September), DVLA is processing Retention/Cherished Transfer applications within 6 working days from the date of receipt at DVLA and Assignments within 4 working days. It remains our intention to return to consistently processing PR applications within the 7 working day service level target. **This does not include the time spent in the postal system.**

To check if your application has been processed you can go to www.gov.uk/get-vehicle-information-from-dvla then enter the registration number that's being transferred or assigned as well as the make of the vehicle it's going onto; if it returns the correct vehicle details, the transfer has been complete.

Or alternatively contact DVLA on 0300 790 6802 if the application has exceeded the turnaround. Please do not respond to the MNS email address as we are unable to provide you with any information regarding your application.”

Vehicle inspections via VOSA – From 1 October, Vehicle and Operator Services Agency (VOSA) will undertake vehicle inspections on behalf of DVLA. This is an interim arrangement until a full time service provider is procured next year. You will receive instructions about how to complete a vehicle inspection as part of your application.

Inspections procurement – As part of the process of procuring a long term service provider to undertake vehicle inspections, DVLA is holding an Industry Boot Camp event on 4 October 2013 to brief potential service providers of the requirement for vehicle inspection services. This will help to further develop the Agency's understanding of the market in readiness for an anticipated imminent competitive tender. For further information, you can reference the Prior Information Notice (PIN) on the OJEU website.

Duplicate Post Offices [correction] – In the March edition of MNS News, a list of 400 Post Office branches providing duplicate tax discs was printed. This list incorrectly included some branches in Northern Ireland. You can find your nearest Post Office® that issues duplicate tax discs on the website at www.postoffice.co.uk/branch-finder or by phone on 0845 722 3344.



DVLA Contact Centre opening times – Customers will be able to transact with us electronically throughout the Christmas period at 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 month to go...

It is one month until the closure of the first local offices on 25 October 2013 and work is underway to prepare for the first tranche. DVLA staff are busy preparing the offices for the final day of business as well as preparing to move on to new challenges (some staff will still be employed in local enforcement and audit roles so will be based in other government buildings in the same region). While the number of customers coming into local offices has reduced dramatically as a result of the recent service changes and communications, the offices will continue to deal with customers who come into the office right up until the final day of business.

Visitors to the office during the next few weeks may notice:

- New posters (see overleaf) in place with a reminder of when the office will close and where to go to access new service channels;
- Staff getting the office ready for closure by sorting and storing records/files to be sent to Swansea for storage;
- In some offices, staff may be undertaking some back office processing of transactions (where it is appropriate due to workloads / staff numbers);
- Some press and media interest in the area as local media outlets pick up on the impending closures;
- Changes to local office references on GOV.UK and other associated online materials.

After the final day of business, anybody passing the office may also notice:

- DVLA employees and service providers removing office materials, furniture and equipment;
- Removal of local signage directing customers to the offices;
- New tenants or leaseholders inspecting the premises prior to the release of the building by DVLA.

The Agency appreciates the difficulties and the challenges facing all parties during this busy transition period and will therefore be making every effort to support our staff, customers and stakeholders during this time. With so much work involved in the closure and decommissioning of 39 regional offices, we appreciate the continuing support and patience of all parties involved in ensuring this transition passes as smoothly as possible.

Friday 25 October

Aberdeen

Bournemouth

Brighton

Carlisle

Chelmsford

Edinburgh

Ipswich

Lincoln

Norwich

Oxford

Sheffield

Shrewsbury

Stockton

Swansea



Driver & Vehicle
Licensing
Agency

MNS NEWS

A regular update for our customers and stakeholders on the DVLA Modernisation Network Services (MNS) Project



All DVLA local offices are closing permanently

The last day of business for this office is 25 October 2013.

If you have any questions about the local office closure programme, please contact us at mns.project@dvla.gsi.gov.uk



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How to perform a Personalised Registration transaction

If you want to assign, retain or perform a cherished transfer for a number plate, please send your application to DVLA, Swansea SA99 1DS (for the public) or DVLA, Swansea SA99 1DP (for the motor trade).

You can also:

- check gov.uk for up to date information on how long we are currently taking to process cherished transfers
- check the Vehicle Enquiry System (VES) by visiting www.gov.uk/get-vehicle-information-from-dvla if you want to find out if DVLA has processed your application (you'll need your vehicle's registration mark to do this)
- find out more information at www.gov.uk/personalised-vehicle-registration-numbers

You can expect your application to be returned within 7 working days of being received (please allow time either side for delivery by post). If you don't get a response within 10 working days, you can contact DVLA on 0300 790 6802.



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Redirection of mail from this DVLA local office

This local office will be closing before the end of this year.

- Royal Mail will redirect all mail posted to this office to DVLA Swansea for processing. We will not deal with it here.
- The external post box for the local office is sealed.

Please do not take your application(s) to Swansea local office or DVLA Reception. Your application(s) will not be dealt with at the counter.

You must send the correct fee with postal applications.

Only cheques/postal orders will be accepted. We are unable to accept any card payments or cash. Please make sure you fill in your application form(s) in full or we may return them to you.



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How to tax your vehicle

If you want to apply for a tax disc, please apply online at www.gov.uk/taxdisc or over the counter at a Post Office® branch that can tax vehicles (to find your nearest branch go to www.postoffice.co.uk/branch-finder).

You can also:

- continue to tax your vehicle at the local office until its last day of business
- apply, with a V5C, for a duplicate tax disc over the counter at a Post Office® branch that issues duplicate tax discs (to find a branch see link above) or fill in application and send to DVLA, Swansea, SA99 1DZ
- get a free duplicate tax disc if you do not receive the tax disc within 8 working days of the date of first registration. You will need to take the new V5C to a Post Office® branch that issues duplicate tax discs
- use the 'drop off and collect' service at Post Office® if you are a customer with more than 5 applications to process
- find out more information at www.gov.uk/browse/driving/car-tax-discs

You can expect your application to be returned within 10 working days of being received (please allow time either side for delivery by post). If you don't get a response within this time, you can contact DVLA on 0300 790 6802.



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All DVLA local offices will be closed by the end of December 2013

In readiness for these closures, we have introduced the following changes to services.

- You can send applications for a trade licence to DVLA, Swansea SA99 1DZ.
- You can send applications for advanced allocation of registration marks (motor traders only) by email to: v53stickers@dvla.gsi.gov.uk
- You can send an application to export a vehicle at the point of first registration (motor traders only) by email to: exportvehiclereservation@dvla.gsi.gov.uk or by post, to: Specialist Registrations, DVLA, Swansea SA6 7JL.
- The Premium Checking Service for customers with foreign driving licences (currently available at Wimbledon, Nottingham and Glasgow) can now be sent to DVLA, Swansea, SA99 1BT.
- VOSA will carry out Vehicle inspections from 1 October 2013, until a permanent supplier for this service is appointed.

You can find the latest information about the local office closures and other DVLA changes at: www.gov.uk/government/organisations/driver-and-vehicle-licensing-agency



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How to register your vehicle

To register a vehicle for the first time, send your V55 application to DVLA, Swansea SA99 1BE.

You can also:

- use the Automated First Registration and Licensing (AFRL) scheme if you are a motor dealer or manufacturer (email AFRLhelpdesk@dvla.gsi.gov.uk for more details)
- send your applications to register a vehicle originally from Northern Ireland to VC15/D4, DVLA, Swansea, SA6 7JL
- use an advanced registration scheme to register your vehicle 14 days before the required date of registration
- instruct DVLA to send the tax disc by post to the registered keeper, the dealer or the Fleet Company (whichever is more relevant)
- use newly registered vehicles on the road for up to 14 calendar days from the date of first registration before you need to display a tax disc
- apply for an advance allocation of registration marks (email v53stickers@dvla.gsi.gov.uk for more details)
- find out more information at www.gov.uk/vehicle-registration

You can expect your application to be returned within 14 working days of being received (please allow time either side for delivery by post). If you don't get a response within this time, you can contact DVLA on 0300 790 6802.



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You should soon see these posters replace previous messages in the local offices however if you have any questions regarding the new services and processes in addition to the information provided, please direct them to mns.project@dvla.gsi.gov.uk.



ARTICLE – Transforming DVLA Services

On Monday 16 September, DVLA hosted another event for representatives of the motor industry at Sherbourne House, Coventry entitled “Transforming DVLA Services”. Following on from the earlier event held on May 10, this was an opportunity to update the industry on the progress of the local office closures and the wider transformation agenda as the Agency moves forward with the digital by default agenda.

The event included presentations from Iain Patterson (DVLA Chief Technology Office) on future services, Lee Cambule (Head of Communications for the MNS Project) on the progress of the closure programme and Nadine Davies (DVLA Director of Data Input Services) on the current position with centralised services. A variety of representatives of the motor industry were in attendance including manufacturers, number plate traders, bus & coach companies and leasing companies. The event also included three surgery sessions where DVLA subject matter experts were on hand to discuss industry issues with licensing, first registrations and personalised registrations.

Some of the suggested actions and points for further consideration raised were:

- Continuous improvement of business processes to better support centralisation;
- Reissue of communications highlights and improve supporting information e.g. development of transaction specific checklists;
- A review of the business and policy rules which govern some the services to better support online solutions.

In our next edition, we will update you on some of these actions and suggestions. One clear message from the industry was a call for DVLA to do more to understand their businesses and processes so we are currently looking at how we can undertake this exercise in consultation with the motor industry.

Following on from the feedback and success of the previous two events, the Agency is now reviewing its processes for ongoing engagement with the motor industry to ensure consistent, valuable means of two-way communication is maintained. This will set-up a positive, collaborative relationship particularly as the emphasis on transforming DVLA services changes from the migration of face-to-face services towards digital service delivery.

To help us gauge how best to serve the motor industry in our future engagements, we are seeking feedback from the industry on the communications delivered as part of this project. Feedback will be extremely useful in shaping ongoing communications so please feel free to complete the attached questionnaire and send it back to mns.project@dvla.gsi.gov.uk :



Stakeholder Feedback – Communications

1) How satisfied are you with the quality of information you have received regarding local office closures and the associated service changes?

1

2

3

4

5

Not satisfied at all

Very Satisfied

2) How satisfied are you with the frequency of information you have received regarding local office closures and the associated service changes?

1

2

3

4

5

Not satisfied at all

Very Satisfied

3) How satisfied are you with the methods of communication you have received regarding local office closures and the associated service changes?

1

2

3

4

5

Not satisfied at all

Very Satisfied

4) Please provide any feedback you may have about the communications you have received to date:

5) Please provide any suggestions for how communications could be managed differently in the future:



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

- 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.**

MNS Bulletin (09/09/13)

- DVLA has been keeping you informed of our progress in handling the recent delays in processing Personalised Registration (PR) transactions.
- As of Friday 6 September, Retention/Cherished Transfer applications are being processed within 8 working days from the date of receipt at DVLA and Assignments within 3 working days.



- It remains our intention to return to consistently processing PR applications within the 7 working day service level target. This does not include the time spent in the postal system. You should allow several days at each end of the process in addition to this figure for applications to travel through the postal system so you can expect your application to be turned around within approximately 2-3 weeks.
- If you need to check whether your application has been processed you can go to www.gov.uk/get-vehicle-information-from-dvla then enter the registration number that's being transferred or assigned as well as the make of the vehicle it's going onto; if it returns the correct vehicle details, the transfer has been complete.
- Or alternatively contact DVLA on 0300 790 6802 if the application has exceed the turnaround. Please do not respond to the MNS email address as we are unable to provide you with any information regarding your application. Any queries sent to this address will be redirected to our contact centres email enquiry system.
- We plan to continue monitoring the situation and providing these bulletins. Once again we apologise for any inconvenience caused and thank you for your patience at this time.



Questions & Answers

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

Q1: Can you let me know how I access the Vehicle Enquiry Screen (VES)? Do I need logins?

A1: To find the VES, enter the website address www.gov.uk and a list of headings will come up. Click on 'Driving and Transport', then 'Car tax and tax discs', then 'Get a tax disc for your vehicle', then 'Start now'. A list of services will be shown on the left hand side. Click on 'Vehicle enquiry', then click 'Next'. Input the vehicle registration number and choose a make. If the details are shown on VES then the vehicle has been registered and can be released. VES will show a range of information such as:

- Date of Liability;
- Date of First Registration;
- Year of Manufacture;
- Cylinder Capacity (cc);
- CO2 Emissions;
- Fuel Type;
- Export Marker;
- Vehicle Status;
- Vehicle Colour;
- Vehicle Type Approval;
- Vehicle Excise Duty (VED) Rate.

Q2: As we register all our new cars on V55's when I post them to the DVLA will I get sent a receipt of acknowledgment the form has been received and is being processed?

A2: There will be no acknowledgement of receipt directly from DVLA (you can obtain a Royal Mail acknowledgement of delivery if you use the recorded or special delivery service). If you are on the V53 Secure User scheme, you can advance register your vehicles. Cars can be released from the date of first registration and you can monitor registrations by checking the Vehicle Enquiry Screen (VES) – this applies to customers as well as the motor trade.

Q3: Does my local DVLA (Beverley) still do things such as assigning retained numbers to vehicles? If so, until when? Or do I have to send them to Swansea?

A3: If you want to perform a personalised registration transaction (including cherished transfers), please send your application to DVLA, Swansea, SA99 1DS. You can expect your application to be returned by DVLA within 7 working days of being received (please allow time either side for delivery through the post). If the customer does not receive a response after 10 working days, they can contact DVLA on 0300 790 6802.

DVLA encourage you to send your applications to Swansea using the appropriate post code. Local Offices, including Beverley, continue to process some transactions but this is dependent on the amount of staff resource available in each office. This will inevitably reduce as we approach the office closure date.

Q4: I know you say 9 or more applications counts as a bulk transaction but how many should we send in? How much is too much?

A4: In terms of what is the optimum number of transactions to send in as bulk (for both PR and First Registration transactions), DVLA suggests that transactions are grouped in bundles of 10 where there is a single payment to cover multiple transactions. DVLA will process larger bundles but ten is an optimum amount.

Q5: My customers seem to be unaware that the local offices are closing; what are you doing about making sure the public are ready for this?

A5: Information on the local office closures has been published in the local offices, updated on gov.uk (which includes progress updates on the DVLA website) and the Agency continues to use its social media channels such as Facebook and Twitter for engaging with customers. In addition, the project has compiled a document which explains the changes (the background, the services impacted, the new procedures, etc) targeted at the general public and is planning to share this information with organisations who engage directly with the public. However, the project is always keen to explore opportunities to disseminate information and we would welcome suggestions from our stakeholders on how this can be achieved.



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.
- New information will be published through the DVLA website on www.gov.uk over the coming months.
- The latest corporate newsletter 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.