



March 2013 Headline News

Motor Industry Trade Events – DVLA will shortly issue invitations for an engagement event in Swansea with representatives of motor industry trade bodies this May. The last such event, held in July 2012, proved a useful activity for engaging with senior representatives of the motor industry. Prior to this and future events, the project is encouraging our commercial customers to direct any questions they would like to see addressed by the project to the mns.project@dvla.gsi.gov.uk email.

Contributions needed? – As part of the work in getting key messages out to as many of our customers as possible, the project are keen to offer their services in supporting and contributing to your communication activities. If you have any publications, newsletters, websites, events or other means of updating your colleagues and customers you would like the project to contribute towards, please email your ideas and we will be happy to help.

Pilot of centralised trade licence processing – Since 4 March 2013, all trade licence applications from the Birmingham, Bristol, Nottingham and Swansea Local Offices have been processed centrally at the DVLA Swansea. All trade licence processing ceased at these offices on 18 February 2013 and any applications received at these offices will be forwarded to Swansea for action.

Vehicle export pilot – On 25 February 2013, DVLA commenced a pilot for dealing with vehicle exports centrally at DVLA. The purpose of the pilot is to test whether these new ways of working will satisfy customer needs before rolling out the centralised service. Griffin Tax Free and BMW Park Lane are both working with DVLA operational and project teams on this pilot exercise.



ARTICLE – Personalised Registrations (PR) are being transferred

Each year, approximately one million PR transactions are processed within the Local Office Network, which is at present the only customer service channel for this transaction. This involves either taking a Registration Mark off a vehicle, assigning one to a vehicle or transferring one between two vehicles (sometimes in multiple, complex combinations) – find out more about PR at gov.uk. While work continues on defining a solution for processing these transactions online, the first step in the transformation of this high profile service will be to centralise the processing of PR applications.

Transaction Volumes (2011/12)	1,043,461 transactions through 1 channel (LON) <ul style="list-style-type: none">- Assign a PR (V750) = 187,297 per annum- Assign a PR (V778) = 240,417 per annum- Retain a PR (V317) = 303,968 per annum- Transfer a PR (V317) = 312,049 per annum
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As a result of the Local Office closures, all PR applications will soon be processed centrally at DVLA Swansea. DVLA will shortly be publicising the date from which this change will take effect. If you use the Local Offices from that time until the closure of the offices, your applications will be redirected to the central processing team in Swansea. While the process does not fundamentally change, some of the differences you may notice include:

- instead of travelling miles and queuing at Local Offices, commercial customers will be able to post applications directly to Swansea for processing via a dedicated commercial mailing address. The benefit of processing the applications centrally include that the vehicle records will be updated up front and documentation, such as the vehicle registration certificate (V5C) and tax discs, will be printed and issued at the same time (cutting down on processing errors and unnecessary rework).
- all returning paperwork will be issued to you in two envelopes (one containing the updated V5C and the other containing all remaining documentation including the tax disc).
- with the central processing of PR applications there may be occasion whereby you receive a V5C before you receive the tax disc and other paperwork. In these instances, you will be able to attend an authorised Number Plate Supplier and use the V5C to have your new number plate made. You will also be able to use their vehicle, displaying the 'new' plates, in instances where you have received a V5C but have yet to receive the tax disc.

As one of the highest profile services offered by DVLA, the MNS Project is fully aware of the implications of transitioning this service from the Local Office to a centralised process. Considerable analysis and process modelling work has been used to identify the most appropriate approach that could be taken to

centralising the service, minimising the impact for our customers and stakeholders. New processes have been trialled internally and we continue to seek feedback to refine these processes.

Feedback we obtained to date from engagement with various interested parties have resulted in the introduction of various measures to minimise the impact including:

- under current legislation you can use your vehicle without displaying a tax disc, providing you have a valid V5C, without risk of enforcement proceedings while the tax disc is being updated.
- the correspondence from DVLA containing the new tax disc, V948 (Number Plate Authorisation Certificate) and other supporting documentation will be posted first class.
- DVLA are rationalising inspection procedures to make the process of determining the identity of a vehicle involved in a Cherished Transfer as consistent, secure and efficient as possible.

As with any significant change, there may be issues during the early stages of embedding this new process. DVLA is keen to work closely with all our customers to not only mitigate any teething problems but to respond to any lessons learnt that can benefit us when we transition other services to alternative channels. We welcome your feedback, particularly after the service is centralised, so that we can evolve these procedures and make them work better for you. Further information regarding when this change comes into effect will be published in the next edition of MNS News as well as in the Local Offices.



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 motor dealer and one of my customers wants to transfer their Personalised Registration onto the car I have just sold them. I used to go to the Local Office for them and sort out the paperwork over the counter. How will I do this after the Local Office has closed?”

The Cherished Transfer processes remain mainly unchanged. You will still need to provide the same paperwork, fees and supporting documentation as you do currently. When customers (or traders acting on behalf of their customers) attend a Local Office, the Counter Clerk currently checks their application then the customer has their payment processed, the V948 (Number Plate Authorisation Certificate) produced and the new tax disc issued. Following back-office processing, the updated MOT Certificate and V5C are posted separately to the Registered Keeper within 7 working days.

After the Local Offices are closed, you will instead be able to post your completed applications to DVLA Swansea where it will be processed in much the same way. Once received, DVLA will check the application, process payments and produce all the documentation to be returned within the same 7 working day turnaround.

Once DVLA processes the application, we issue the V5C in one correspondence and all other documentation (including the tax disc) in another. The tax disc correspondence will be posted first class to make sure you get your updated vehicle licence as soon as possible.

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



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 Local Office.

LSN Centralisation - Personalised Registrations

- All Personalised Registration transactions will soon be processed centrally at DVLA Swansea.
- Commercial customers will need to post their applications and any required documentation to Swansea using the postcode: **SA99 1DP**
- There is no change to the required documentation you need to provide; to avoid delay, it is important that all appropriate fees are included with the application
- The revised V317 form will be available to download from Gov.uk from this time and will include the new address for postage to Swansea. Commercial customers are advised to use the postcode stated above and not the postcode printed on the revised form.
- Any applications presented at the Local Office on or after this date will be posted to DVLA Swansea.

Enforcement Directorate [ED] Centralisation

- On **Friday 22 March**, the 10 DVLA Area Enforcement Centres will open and close for business for the last time. Enforcement work will be centralised at DVLA Swansea from this date.
- The Enforcement Centres are co-located with Birmingham, Bournemouth, Chelmsford, Exeter, Glasgow, Leeds, Newcastle, Nottingham, Preston and Sidcup local offices.
- The local offices are not yet closing. They will remain open until they are permanently closed later in 2013.
- To pay Continuous Registration Fixed Penalty Payments, you can now pay over the phone by calling 0300 790 6813



AFRL Disc Distribution [ADD]

- From July 2013, new vehicles registered and taxed using Automated First Registration and Licensing [AFRL] will have the disc issued centrally from DVLA, Swansea.
- As no tax discs will be held on motor dealers' premises there will be no need to collect or return tax discs from a DVLA Local Office.
- Proposed new legislation (subject to approval in 2013) will allow new car users to drive for 14 days following the taxation of the vehicle without displaying a tax disc.

In addition, we have listened to customer feedback, as a result:

- Changes will be made to extend advanced registration to 12 months of the year;
- The new AFRL system will be designed to allow the dealer to request that the tax disc can be sent either to the registered keeper's address, the fleet operator's address or dealers' premises.



ARTICLE – And our survey said...

The MNS Project recently completed a survey of a cross-section of commercial customers who visit the DVLA Local Offices. As users of the services provided by the network, we are keen to understand commercial customers' views of the plans to close the Local Office Network by the end of 2013, following on from the public consultation held on transforming DVLA services in 2011/12.

The responses to this survey will allow us to improve the way we provide support during this busy transition period, as well as enhance our understanding of how the closure programme will impact the businesses of the wider commercial customer base. It will help us build a picture of what communications we need to undertake to ensure they are delivered at the right time and address real customer concerns. It will also further our understanding of how we need to organise ourselves to support customers following the final tranche of office closures.

Some of the interesting points raised were;

- **85% of the customers who responded were aware the DVLA Local Offices were closing.**

This is a positive start but when asked around the satisfaction in terms of clarity and frequency of information, it was very clear that the messaging the project now needs to deliver must shift to 'how' customers will transact with DVLA following office closures. Commercial customers have more than one area of concern. We need to consider how we can group information together effectively and ensure our communications are satisfying customers' information needs as a whole.

- 31% visit the Office daily, with 44% visiting weekly and a further 20% visiting monthly; this means **85% of commercial customers visit the Local Office at least once a month.**
- Around **50% of commercial customers surveyed are members of Trade Organisations.**

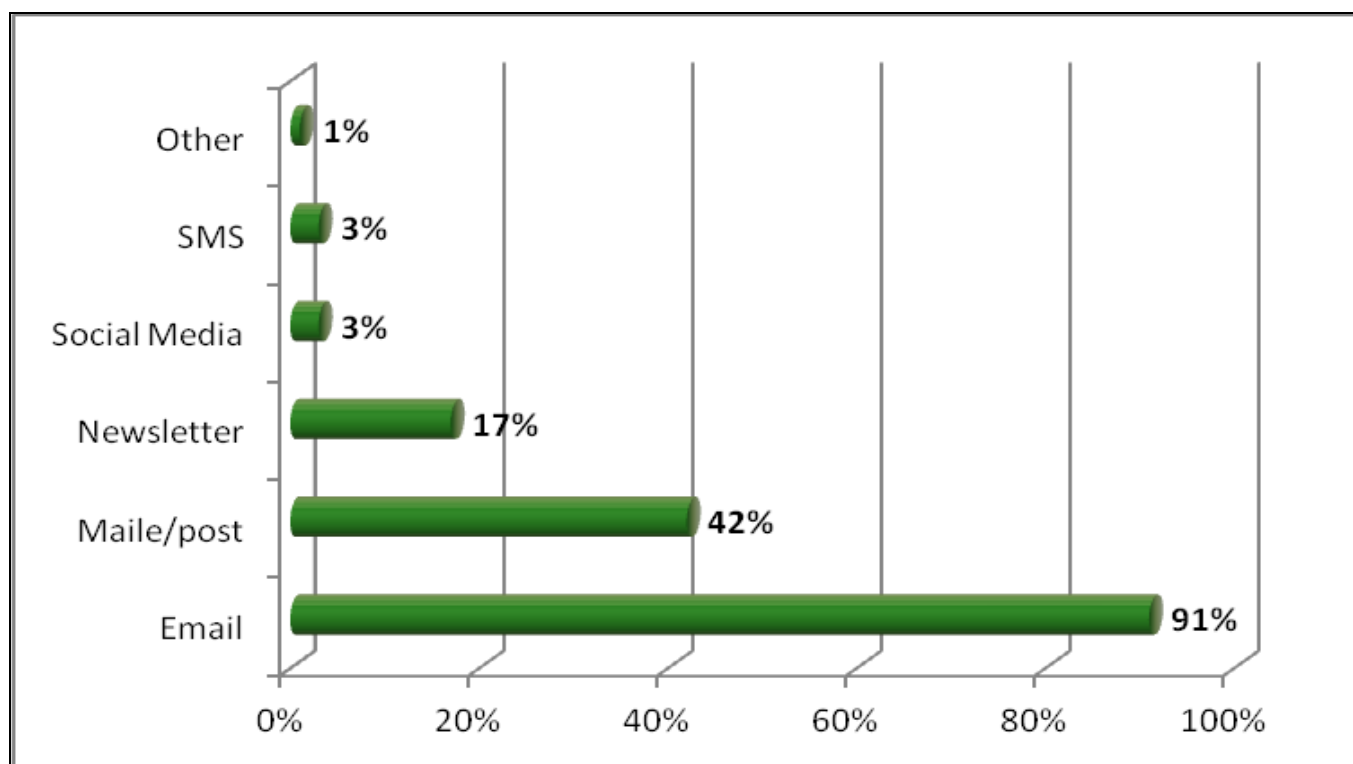
DVLA already has good working relationship with Trade Organisations who represent the various sectors of the Motor Industry. The fact that at least half of our customers are members of this type of organisation serves to highlight the importance of these relationships. The project needs to ensure they continue to utilise these relationships to get the right messages to the right people.

It is also clear not all our customers are represented by Trade Organisations. We need to use every avenue available to ensure they get the information they need. With 85% of commercial customers visiting the Local Office at least once a month and with a significant number visiting weekly or daily, we need to ensure the right information is available in the offices. Where the information available is not meeting an individual customer's information needs, the direct email to the people responsible for delivering the change is clearly visible.



Hopefully some of this new customer insight will be evident in this newsletter but this doesn't end here! Plans are already underway to further improve our understanding of the issues affecting commercial customers and what we can do to address them through effective communications as well as ensuring the organisation is effectively structured to manage the transition. More customer insight surveys are planned and we continue to monitor the effectiveness of the project communications as we work towards office closure. Keep reading the newsletters for updates on how we are doing.

Question: In your opinion, what would be the most effective method to receive updates on DVLA Local Office closures?



Note: Respondents had the option of providing more than one answer to this question.



LOCAL OFFICE CLOSURE PLAN

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

Friday 25 th October 2013	Friday 22 nd November 2013	Friday 13 th 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		

These are the dates of **the final day of business** for every DVLA Local Office. Posters will appear shortly in each of the offices to advertise these dates to customers coming into the offices. Additional information will also be published regarding the impacts of these closures and what will happen during the closure period in the run-up to these dates.



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.

Trade Licensing Services [Lead: Angela Williams]

Trade licensing is a concession available to the Motor Industry. It allows the motor trader to use vehicles in their temporary possession without the requirement to register and licence every vehicle. Each holder will be issued with a licence (bearing the name of the holder), and trade plate with an allocated mark. The licence and plate are not related to any specific vehicle but registered to the holder who is required to display the plate and licence on any vehicles they use temporarily.

From 1 May 2013, all trade licensing transactions will be processed centrally at Swansea. Motor traders will need to post applications rather than visiting a Local Office. The transactions include:

- First trade licence applications;
- Additional trade licence applications from an existing licence holder;
- Duplicate licence/replacement plate applications;
- Renewal applications;
- Surrender/refund applications.

The first trade licence application process will be simplified, removing the need for premise inspections, interviews and the requirement to produce supporting documentation. In parallel, the DVLA Trade Licensing Product Owner is establishing a new set of enforcement processes in the event of trade plate misuse.

A pilot of the new centralised process has been running since the 4 March 2013 (see Headline News). Lessons are being learned from this pilot which will inform communications to the trade customers and Local Office staff in the remaining 35 Local Offices.

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.



Questions & Answers

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

Q1: When am I going to be told what is going to replace the Local Offices when they close?

A1: In the first edition of MNS News, we printed a list of all the services offered at the Local Offices and what service channels would be available for each one following closure of the Local Office Network. The next step will involve publishing information about the new processes/ways of working for these transactions (some of this information is replicated in MNS News under the Information Hub section). This information will be available in all the Local Offices and the project is investigating how best to share this information electronically with our customers. These communications will be issued soon to get these critical messages circulated well in advance of the implementation of the changes themselves.

Q2: If you are planning to put more services through the Post Office®, what can I do there now? If some of these services are already available, can I start using the Post Office® for these before the Local Offices close?

A2: The Post Office® already offers the following suite of services on behalf of DVLA (more information on these services is available on [the Post Office website](#) where the Branch Finder will also help you locate your nearest Post Office branch):

- Buying or renewing Vehicle Tax;
- Statutory Off Road Notification (SORN).
- UK Driving Licence Application;
- UK Driving Licence Photocard Renewal;

The project is extending the range of vehicle licensing services available at the Post Office® from July 2013, details on the progress of this work will be included in the next edition of MNS News.

Q3: If I post a Cherished Transfer application to Swansea, how long will it take to get all the paperwork sorted? Isn't it likely to take longer for everything to come back in the post?

A3: DVLA has a target to deliver a Cherished Transfer within seven working days, this will not change as a result of centralisation.

Q4: Which Post Office® branches will I be able to go to if I want a duplicate tax disc?

A4: The list below contains addresses of all the Post Office® branches which will offer this service from July 2013 (see overleaf):



Branch Name	Address1	Address2	Address4	Address5	Postcode
Clydebank	Nath Enterprise Ltd	2 Sylvania Way South	Clydebank	Dumbartonshire	G81 1EA
Skegness	Co-op Retail Services Ltd	Hildred Shopping Centre	Skegness	Lincolnshire	PE25 3TW
Abbeyforegate	166 Abbey Foregate		Shrewsbury	Shropshire	SY2 6AL
Aberdeen St Nicholas	Unit E5	St Nicholas Centre	Aberdeen	Aberdeenshire	AB10 1HW
Abergavenny	1 St Johns Square		Abergavenny	Gwent	NP7 5EB
Aberystwyth	8 Great Darkgate Street		Aberystwyth	Ceredigion	SY23 1DE
Accrington	U B F Ltd	18 Abbey Street	Accrington	Lancashire	BB5 1EB
Addlestone	117 Station Road	Addlestone	Weybridge	Surrey	KT15 2AS
Alnwick	19 Market Street		Alnwick	Northumberland	NE66 1SS
Alton	Unit 6-7 Westbrook Walk		Alton	Hampshire	GU34 1HZ
Alvaston	Shardlow Road	Alvaston	Derby	Derbyshire	DE24 0JG
Ammanford	4a Quay Street		Ammanford	Dyfed	SA18 3DE
Andover	32 Bridge Street		Andover	Hampshire	SP10 1AB
Appleby	26 Boroughgate		Appleby	Cumbria	CA16 6UZ
Armley	9 - 11 Town Street	Armley	Leeds	West Yorkshire	LS12 1UX
Arndale	42 - 44 Smith Lane	Luton Arndale Centre	Luton	Bedfordshire	LU1 2LP
Ashbourne	Shawcroft Centre	Dig Street	Ashbourne	Derbyshire	DE6 1RT
Ashford	Tufton Street		Ashford	Kent	TN23 1AA
Attercliffe	736 Attercliffe Road		Sheffield	South Yorkshire	S9 3RR
Avenue	Pioneer Co-operative Store	22 The Avenue	Minehead	Somerset	TA24 5AZ
Aviemore	Grampian Road		Aviemore	Inverness-shire	PH22 1RH
Aylesbury	25 - 29 High Street		Aylesbury	Buckinghamshire	HP20 1SH
Ayr	198 High Street		Ayr	Ayrshire	KA7 1RH
Bala	The Post Office	50 High Street	Bala	Gwynedd	LL23 7AB
Ballymena	51-63 Wellington Street		Ballymena	County Antrim	BT43 6JP
Ballymoney	11 Linenhall Street		Ballymoney	County Antrim	BT53 6RQ
Banbridge	26 Newry Street		Banbridge	County Down	BT32 3HB
Banbury	57 - 58 High Street		Banbury	Oxfordshire	OX16 5LB
Banff	11 Castle Street		Banff	Banffshire	AB45 1DH
Bangor	143 Main Street		Bangor	County Down	BT20 4AQ
Bangor	264 High Street		Bangor	Gwynedd	LL57 1PB
Barkby Road	34 Barkby Road		Leicester	Leicestershire	LE4 9HL
Barking	36 - 38 Station Parade		Barking	Essex	IG11 8EL
Barnet	63/65 High Street		Barnet	Hertfordshire	EN5 5UU
Barnsley	4 Pitt Street		Barnsley	South Yorkshire	S70 1AA
Barnstaple	39 - 40 Boutport Street		Barnstaple	Devon	EX31 1SB
Barry	3 - 5 Holton Road		Barry	South Glamorgan	CF63 4AA
Basingstoke	5 - 7 London Street		Basingstoke	Hampshire	RG21 7AB
Beaumont Leys	Bradgate Mall Beaumont Shopping Centre	Beaumont Leys	Leicester	Leicestershire	LE4 1DE
Bedford	Primeco Limited	2 Dane street	Bedford	Bedfordshire	MK40 1AB
Bedworth	5 - 7 Congreve Walk		Coventry	Warwickshire	CV12 8LX
Belfast City	12 - 16 Bridge Street	Belfast City	Belfast	County Antrim	BT1 1LT
Bellshill	224 - 226 Main street		Bellshill	Lanarkshire	ML4 1AA
Birkenhead	37 Borough Pavement	The Grange Shopping Centre	Birkenhead	Merseyside	CH41 2XX



Birmingham	1 Pinfold Street		Birmingham	West Midlands	B2 4AA
Blackburn	NewPlus (Blackburn) Ltd	Ainsworth Street	Blackburn	Lancashire	BB1 6AT
Blackpool	12 - 16 Bank Hey Street		Blackpool	Lancashire	FY1 4RT
Bodmin	Costcutter	40 Fore Street	Bodmin	Cornwall	PL31 2HL
Bognor Regis	High Street		Bognor Regis	West Sussex	PO21 1RG
Bolton	124 Deansgate		Bolton	Lancashire	BL1 1AD
Boston	18 Wide Bargate		Boston	Lincolnshire	PE21 6AE
Bracknell	High Street		Bracknell	Berkshire	RG12 1AA
Braintree	3 - 5 New Street		Braintree	Essex	CM7 1ER
Brent Park	Brent Park	Great Central Way	Neasden	Greater London	NW10 0TL
Brentwood	Unit 1-2 Baytree Shopping Centre		Brentwood	Essex	CM14 4BX
Bridge Street	9 Bridge Street		Newport	Gwent	NP20 1AZ
Bridport	Granville House	25 West Street	Bridport	Dorset	DT6 3UN
Broadstone	14 Dunyeats Road		Broadstone	Dorset	BH18 8AG
Broadway	1 Broadway		London	Greater London	SW1H 0AX
Bromley	132-138 High Street		Bromley	Kent	BR1 1EZ
Buckingham	The Old Gingerbread House	Market Hill	Buckingham	Buckinghamshire	MK18 1JT
Bude	Belle Vue		Bude	Cornwall	EX23 8LU
Builth Wells	7 High Street		Builth Wells	Powys	LD2 3DN
Bulwell	36-48 Main Street	Bulwell	Nottingham	Nottinghamshire	NG6 8EW
Burgess Hill	105 - 107 Church Walk		Burgess Hill	West Sussex	RH15 9AS
Burnham On Crouch	22 Station Road		Burnham-On-Crouch	Essex	CM0 8BQ
Burton Latimer	10 Churchill Way	Burton Latimer	Kettering	Northamptonshire	NN15 5RU
Burton On Trent	Octagon Centre		Burton-On-Trent	Staffordshire	DE14 3QJ
Bury St Edmunds	17 - 18 Cornhill		Bury St Edmunds	Suffolk	IP33 1AA
Buxton	97/103 Spring Gardens		Buxton	Derbyshire	SK17 6AA
Byker	204 - 208 Shields Road	Byker	Newcastle Upon Tyne	Tyne and Wear	NE6 1DU
Cambridge City	57 - 58 St Andrew Street		Cambridge	Cambridgeshire	CB2 3BZ
Camden High Street	112-114 Camden High Street		London	Greater London	NW1 0RR
Campbeltown	Campbeltown Post Office	Scottish Co-Op	Campbeltown	Argyll	PA28 6EX
Canary Wharf	5 Chancellor Passage		London	Greater London	E14 4PA
Cannock	Church Street		Cannock	Staffordshire	WS11 1BL
Canterbury	19 St George Street		Canterbury	Kent	CT1 2LB
Cardigan	26 High Street		Cardigan	Dyfed	SA43 1JH
Carlisle	51 - 53 English Street		Carlisle	Cumbria	CA3 8JY
Carlisle	Scot-Mid	30-36 High Street	Carlisle	Lanarkshire	ML8 4AJ
Carmarthen	9 - 10 King Street		Carmarthen	Carmarthenshire	SA31 1AA
Carterton	3 Black Bourton Road		Oxon	Oxfordshire	OX18 3HQ
Castle Mall	84 - 85 Castle Meadow Walk	Castle Mall	Norwich	Norfolk	NR1 3DD
Castlemilk	Martin McColl Ltd	Unit A 26 Castlemilk Arcade	Glasgow	Strathclyde	G45 9AA
Central Avenue	84 Central Avenue	Dogsthorpe	Peterborough	Cambridgeshire	PE1 4LH
Chatham	17 - 19 Military Road		Chatham	Kent	ME4 4JG
Chelmsford	73 - 75 High Street		Chelmsford	Essex	CM1 1EJ
Cheltenham High Street	192 - 194 High Street		Cheltenham	Gloucestershire	GL50 1EP
Chesser	ASDA Walmart	3 New Market Road	Chesser	Edinburgh	EH14 1RJ
Chester	2 St John Street		Chester	Cheshire	CH1 1AA
Chesterfield	1 Market Place		Chesterfield	Derbyshire	S40 1TL



Chorley	Cleveland Street		Chorley	Lancashire	PR7 1AW
Churchill Way West	Waitrose Ltd	Churchill Way West	Salisbury	Wiltshire	SP2 7TS
Cirencester Town	Unit 1	The Old Post Office	Cirencester	Gloucestershire	GL7 1QA
City of Bath	27 Northgate Street	Bath	Bath	Somerset	BA1 1AJ
City Of Cardiff	45 - 46 Queens Arcade	Queen Street	Cardiff	Cardiff	CF10 2BY
City Of Exeter	28 Bedford Street		Exeter	Devon	EX1 1GJ
Clacton On Sea	High Street		Clacton On Sea	Essex	CO15 1NP
Clapham	48 High Street		Clapham	Bedfordshire	MK41 6DN
Coalisland	28A Dungannon Road	Coalisland	Dungannon	County Tyrone	BT71 4HP
Coalville	Unit 3	7 Marlborough Square	Coalville	Leicestershire	LE67 3WD
Colchester	68 - 70 North Hill		Colchester	Essex	CO1 1PX
Corby	Alexandra Road		Corby	Northamptonshire	NN17 1PE
Cosham	13 High Street	Cosham	Portsmouth	Hampshire	PO6 3EH
Coventry	West Orchards Shopping Centre	Smithfield Way Manor Walk Shopping Centre	Coventry	Warwickshire	CV1 1QX
Cramlington	Cramlington Asda Superstore		Cramlington	Northumberland	NE23 6RZ
Crawley	7 The Boulevard		Crawley	West Sussex	RH10 1AA
Crewe Town	15 Delamere Street		Crewe	Cheshire	CW1 2HP
Cromer	10 - 11 High Street		Cromer	Norfolk	NR27 9HG
Crown Walk	17/19 Crown Walk		Milton Keynes	Buckinghamshire	MK9 3AH
Cwmbran	11 The Mall		Cwmbran	Gwent	NP44 1PX
Darley Street	38-40 Darley Street		Bradford	West Yorkshire	BD1 3HN
Darlington	Crown Street		Darlington	County Durham	DL1 1AB
Dartford	19 Hythe Street		Dartford	Kent	DA1 1AB
Daventry	37 Sheaf Street		Daventry	Northamptonshire	NN11 4AA
Deal	17/19 Queen Street		Deal	Kent	CT14 6ET
Devizes	Sainsburys	Monday Market Street	Devizes	Wiltshire	SN10 1LD
Dewsbury	Unit 2 - 3	Empire House	Dewsbury	West Yorkshire	WF12 8DJ
Dingle	c/o B&M Stores	Park Road	Liverpool	Merseyside	L8 4UE
Diss	7 Market Place		Diss	Norfolk	IP22 4AA
Dolgellau	Siop Glyndwr	Plas Yn Dre Street	Dolgellau	Gwynedd	LL40 1AD
Doncaster	24 Priory Place		Doncaster	South Yorkshire	DN1 1AD
Dorchester	Trinity Street		Dorchester	Dorset	DT1 1DH
Downham Market	9 Wales Court		Downham Market	Norfolk	PE38 9JZ
Downpatrick	Unit 6	Grove Shopping Centre	Downpatrick	County Down	BT30 6BB
Driffield	43 Market Place		Driffield	East Yorkshire	YO25 5XW
Dudley	66-67 High Street		Dudley	West Midlands	DY1 1PY
Dumfries	73 - 74 Whitesands		Dumfries	Dumfriesshire	DG1 2RT
Dunbar	17a High Street		Dunbar	Lothian	EH42 1EN
Dundee	4 Meadowside		Dundee	Angus	DD1 1AA
Dunfermline	42 - 44 Queen Anne Street		Dunfermline	Fife	KY12 7AA
Dungiven	144 Main Street	Dungiven	Londonderry	County Londonderry	BT47 4LG
Dunraven Place	4 - 5 Wyndham Street		Bridgend	Mid Glamorgan	CF31 1AB
Durham	33 Silver Street		Durham	County Durham	DH1 3RE
Ealing	21 - 23 The Broadway	Ealing	London	Greater London	W5 2NH
East Acton	71 Old Oak Common Lane		London	Greater London	W3 7DH
East Kilbride	15 Cornwall Way	East Kilbride	Glasgow	Strathclyde	G74 1JP
Edgware	222 Station Road		Edgware	Middlesex	HA8 7AU



Elgin	19 Batchen Street		Elgin	Morayshire	IV30 1BH
Ellesmere Port	Asda Stores Ltd	Wellington Road	Ellesmere Port	Cheshire	CH65 0BZ
Ely	19 High Street	Ely	Cambridge	Cambridgeshire	CB7 4LQ
Enfield	27 Church Street		Enfield	Middlesex	EN2 6AQ
Enniskillen	Supervalu Centra	1 - 3 High Street	Enniskillen	County Fermanagh	BT74 7DH
Epsom	74 High Street		Epsom	Surrey	KT19 8BE
Erdington	83 The Wilton Precinct	Erdington	Birmingham	West Midlands	B23 6SA
Evesham	87 High Street		Evesham	Worcestershire	WR11 4HR
Exmouth	4 - 6 Chapel Street		Exmouth	Devon	EX8 1LU
Fakenham	9 Millers Walk	Whitehorse Street	Fakenham	Norfolk	NR21 9AP
Falmouth	Londis 13 Market Strand		Falmouth	Cornwall	TR11 3DB
Fareham	117 West Street		Fareham	Hampshire	PO16 0AU
Farnborough	Asda Stores	Westmead	Farnborough	Hampshire	GU14 7SQ
Faversham	East Street		Faversham	Kent	ME13 8AA
Fazeley	8 Coleshill Street	Fazeley	Tamworth	Staffordshire	B78 3RA
Filton	2 - 3 Church View	Filton	Bristol	City Of Bristol	BS34 7BT
Fleetwood	204 - 206 Lord Street		Fleetwood	Lancashire	FY7 6SW
Folkestone	57-59 Sandgate Road		Folkestone	Kent	CT20 1TU
Formby	68 Brows Lane	Formby	Liverpool	Merseyside	L37 4ED
Fort William	4 Tweeddale	High Street	Fort William	Inverness-shire	PH33 6EU
Fulham	Co-op	254 North End Road	London	Greater London	SW6 1NJ
Gainsborough	Lincoln Co-Operative Society Ltd	17 - 19 Market Place	Gainsborough	Lincolnshire	DN21 2BP
Galashiels	29 - 33 Channel Street		Galashiels	Selkirkshire	TD1 1BJ
Garforth	14 Main Street	Garforth	Leeds	West Yorkshire	LS25 1EY
Girvan	4 Chalmers Arcade		Girvan	Ayrshire	KA26 9ES
Gloucester	Kings Square		Gloucester	Gloucestershire	GL1 1AD
Grangemouth	3 York Lane		Grangemouth	Stirlingshire	FK3 8AA
Grantham	18 - 20 St Peters Hill		Grantham	Lincolnshire	NG31 6AA
Grantown On Spey	5 - 7 High Street		Grantown-On-Spey	Morayshire	PH26 3HB
Gravesend	37 Kempthorne Street	St Georges Centre	Gravesend	Kent	DA11 0TA
Grays	14 The Mall		Grays	Essex	RM17 6QE
Great Yarmouth	183 King Street		Great Yarmouth	Norfolk	NR30 1LS
Greenock	42 Hamilton Way		Greenock	Renfrewshire	PA15 1RH
Grimsby	67 - 71 Victoria Street		Grimsby	Lincolnshire	DN31 1AA
Guildford Town	171 - 173 High Street		Guildford	Surrey	GU1 3AJ
Guiseley	46 Oxford Road	Guiseley	Leeds	West Yorkshire	LS20 8AB
Haine Cross Road	475 Margate Road		Broadstairs	Kent	CT10 2QJ
Halifax	Commercial Street		Halifax	West Yorkshire	HX1 1AD
Hanley	213 The Potteries Centre	Hanley	Stoke-On-Trent	Staffordshire	ST1 1PS
Hardwicke	38 Elm Grove Road East	Hardwicke	Gloucester	Gloucestershire	GL2 4PY
Harlow	1 Stone Cross		Harlow	Essex	CM20 1AA
Harrogate	11 Cambridge Road		Harrogate	North Yorkshire	HG1 1AA
Harrow	14 College Road		Harrow	Middlesex	HA1 1BE
Hartlepool	123 - 124 Middleton Grange		Middleton Grange	Cleveland	TS24 7RQ
Hastings	16 Cambridge Road		Hastings	East Sussex	TN34 1AA
Haverhill	11 High Street		Haverhill	Suffolk	CB9 8AB
Heathfield	Unit 2	The Mews	Heathfield	East Sussex	TN21 8LD



Helensburgh	18 Colquhoun Square		Helensburgh	Dumbartonshire	G84 8AB
Hemel Hempstead	181 - 183 The Marlowes		Hemel Hempstead	Hertfordshire	HP1 1BD
Henley On Thames	22 Reading Road		Henley-On-Thames	Oxfordshire	RG9 1AG
Hereford	14-15 St Peters Street		Hereford	Herefordshire	HR1 2LE
Herne Bay	Co-op Supermarket	160 Mortimer Street	Herne Bay	Kent	CT6 5DU
Hertford	Primeco Limited	84 - 86 Fore Street	Hertford	Hertfordshire	SG14 1AA
Hexham	48 Fore Street		Hexham	Northumberland	NE46 1LZ
High Street (10)	10 High Street		Croydon	Surrey	CR9 1HT
High Wycombe	Units 10/11 Chiltern Centre		High Wycombe	Buckinghamshire	HP13 5ES
Hinckley	29 - 31 Castle Street		Hinckley	Leicestershire	LE10 1DA
Holloway	482 Holloway Road		London	Greater London	N7 6HY
Hollywood	1 Hollywood Gardens	Hollywood	Birmingham	West Midlands	B47 5NN
Holme Hall	Wardgate Way	Holme Hall	Chesterfield	Derbyshire	S40 4SL
Holmfirth	Station Road		Holmfirth	West Yorkshire	HD9 1AD
Holyhead	13a Boston Street		Holyhead	Anglesey	LL65 1BP
Holywell	50 High Street		Holywell	Flintshire	CH8 7AA
Honiton	64 High Street		Honiton	Devon	EX14 1PB
Horsham	15 Carfax		Horsham	West Sussex	RH12 1ER
Hounslow	201 - 205 High Street		Hounslow	Middlesex	TW3 1BL
Huddersfield	Northumberland Street		Huddersfield	West Yorkshire	HD1 1AA
Hull	10 - 20 Prospect Centre		Hull	East Yorkshire	HU2 8PN
Huntingdon	122 - 123 High Street		Huntingdon	Cambridgeshire	PE29 3LG
Huntly	The Post Office	The Square	Huntly	Aberdeenshire	AB54 8AD
Hyde	30 - 32 Market Place		Hyde	Cheshire	SK14 2QU
Inverness	14 - 16 Queensgate		Inverness	Inverness-shire	IV1 1AX
Irvine	C J Lang Ltd	130 - 132 High Street	Irvine	Ayrshire	KA12 8AH
Keady	8 Kinelowen Street	Keady	Armagh	County Armagh	BT60 3SU
Keighley	44 Towngate		Keighley	West Yorkshire	BD21 3NL
Kendal	75 Stricklandgate		Kendal	Cumbria	LA9 4AA
Kennedy Centre	564-568 Falls Road		Belfast	County Antrim	BT11 9AE
Kensington	208 - 212 Kensington High Street		London	Greater London	W8 7RG
Kidderminster	Crown House	Bull Ring	Kidderminster	Worcestershire	DY10 2DS
Kings Lynn	7 Norfolk Street		Kings Lynn	Norfolk	PE30 1AR
Kingston Upon Thames	22-26 Eden Street		Kingston Upon Thames	Surrey	KT1 1BL
Kingswood	Asda	Kingswood Retail Park	Hull	East Yorkshire	HU7 3DA
Kirkby	Simonswood House	Newtown Gardens	Liverpool	Merseyside	L32 8RN
Kirkcaldy	The Postings	Tescos	Kirkcaldy	Fife	KY1 1ED
Kirkcudbright	5 St Cuthberts Place		Kirkcudbright	Kirkcudbrightshire	DG6 4DH
Kirkwall	15 Junction Road		Kirkwall	Orkney	KW15 1DD
Lampeter	Co-operative (CWS Group) Ltd	Bridge Street	Lampeter	Ceredigion	SA48 7AF
Larne	98 Main Street		Larne	County Antrim	BT40 1RE
Launceston	5 Westgate Street		Launceston	Cornwall	PL15 7AA
Laurencekirk	39 High Street		Laurencekirk	Kincardineshire	AB30 1AA
Leamington Spa	1 Priory Terrace		Leamington Spa	Warwickshire	CV31 1AA
Leicester	39 Gallowtree Gate		Leicester	Leicestershire	LE1 5GD
Leighton Buzzard	7 - 9 Church Square		Leighton Buzzard	Bedfordshire	LU7 1AA
Leiston	62 Sizewell Road		Leiston	Suffolk	IP16 4AB



Lerwick	46 Commercial Street		Lerwick	Shetland Isles	ZE1 0EH
Lewisham	59 Riverdale Lewisham Centre		Lewisham	Greater London	SE13 7EP
Lichfield	25 - 27 Bakers Lane		Lichfield	Staffordshire	WS13 6NF
Lincoln Green	Costcutter Store	68-70 Lincoln Green Road	Leeds	West Yorkshire	LS9 7SU
Lisburn City	26 Lisburn Square		Lisburn	County Antrim	BT28 1TS
Liverpool	1-3 South John Street		Liverpool	Merseyside	L1 8BN
Livingston	c/o Asda Stores Ltd	15 Almondvale Centre	Livingston	Lothian	EH54 6NA
Llandrindod Wells	Station Crescent		Llandrindod Wells	Powys	LD1 5AA
Llanrwst	Ancastor Square		Llanrwst	Conwy	LL26 0LD
Long Eaton	53 - 55 Market Place	Long Eaton	Nottingham	Nottinghamshire	NG10 1JQ
Louth	25b Northgate		Louth	Lincolnshire	LN11 0LT
Lowestoft	51 London Road North		Lowestoft	Suffolk	NR32 1AA
Ludlow	9 Tower Street		Ludlow	Shropshire	SY8 1RL
Lurgan	2 Market Street	Lurgan	Craigavon	County Armagh	BT66 6AQ
Lydney	Midcounties Co-op	33 - 39 Newerne Street	Lydney	Gloucestershire	GL15 5RB
Lymington	54 High Street		Lymington	Hampshire	SO41 9YA
Mablethorpe	3 Wellington Road		Mablethorpe	Lincolnshire	LN12 1HS
Macclesfield	23 Castle Street		Macclesfield	Cheshire	SK11 6AW
Magherafelt	Vivo Supermarket	12 Union Street	Magherafelt	County Londonderry	BT45 5DF
Maidstone Town	89 Bank Street		Maidstone	Kent	ME14 1SD
Maltby	15 - 19 High Street	Maltby	Rotherham	South Yorkshire	S66 8LG
Malton	28-30 Market Place		Malton	North Yorkshire	YO17 7LX
Manchester	26 Spring Gardens		Manchester	Lancashire	M2 1BB
Mansfield	14 Church Street	Mansfield	Nottingham	Nottinghamshire	NG18 1AA
Market Harborough	Mercury News	Units 12 & 13	Market Harborough	Leicestershire	LE16 7DR
Merthyr Tydfil	3 John Street		Merthyr Tydfil	Mid Glamorgan	CF47 0AB
Middlesbrough	17 - 19 Centre Mall	Cleveland Centre	Middlesbrough	Cleveland	TS1 2NR
Middleton	53 Manchester New Road	Middleton	Manchester	Lancashire	M24 1SQ
Mile Cross	323 Aylsham Road		Norwich	Norfolk	NR3 2AB
Milford Haven	55 Charles Street		Milford Haven	Pembrokeshire	SA73 2AA
Moffat	The Post Office	High Street	Moffat	Dumfriesshire	DG10 9HJ
Montrose	The Emporium Store	69 - 75 High Street	Montrose	Angus	DD10 8QZ
Morecambe	2 - 6 Victoria Street		Morecambe	Lancashire	LA4 4AA
Moseley	149 Alcester Road		Birmingham	West Midlands	B13 8LH
Mullion	Nansmellyon Road	Mullion	Helston	Cornwall	TR12 7DQ
Nailsea	Crown Glass Place	Nailsea	Bristol	City Of Bristol	BS48 1RA
Newark	23 Kirkgate		Newark	Nottinghamshire	NG24 1AD
Newbury	39 Cheap Street		Newbury	Berkshire	RG14 5BS
Newcastle Upon Tyne	36 Northumberland Street		Newcastle Upon Tyne	Tyne and Wear	NE1 7DE
Newhaven	46 High Street		Newhaven	East Sussex	BN9 9PD
Newport	43 - 51 Pyle Street		Newport	Isle of Wight	PO30 1XB
Newport	64 High Street		Newport	Shropshire	TF10 7BA
Newport Pagnell	30-32 High Street		Newport Pagnell	Buckinghamshire	MK16 8AQ
Newry	The Good Food Shop	45 - 53 Hill Street	Newry	County Down	BT34 1AF
Newton Stewart	3 - 5 Victoria Street		Newton Stewart	Dumfries and Galloway	DG8 6NH
Newtown	Shortbridge Street		Newtown	Powys	SY16 1AB
North End	8 Derby Road	North End	Portsmouth	Hampshire	PO2 8HS



North Finchley	751 High Road	North Finchley	London	Greater London	N12 8LF
Northallerton	156 High Street		Northallerton	North Yorkshire	DL7 8JU
Northampton	Primeco Ltd	20 St Giles Street	Northampton	Northamptonshire	NN1 1AF
Nottingham	Queen Street		Nottingham	Nottinghamshire	NG1 2BN
Oakham	Market Place		Oakham	Rutland	LE15 6DX
Oban	Lochside Street	Tesco	Oban	Argyll	PA34 4HP
Okehampton	8 George Street		Okehampton	Devon	EX20 1HW
Old Street (205)	205 Old Street		London	Greater London	EC1V 9QN
Oldbury	4 Birmingham Street	Oldbury	Warley	West Midlands	B69 4DS
Oldham	3-5 Lord Street		Oldham	Lancashire	OL1 3HP
Omagh	Supa Valu	11 - 13 Market Street	Omagh	County Tyrone	BT78 1EE
Orpington	214 High Street		Orpington	Kent	BR6 0PT
Oswestry	17 Willow Street		Oswestry	Shropshire	SY11 1AG
Oxford	102 - 104 St Aldates		Oxford	Oxfordshire	OX1 1ZZ
Paignton	34 Torquay Road		Paignton	Devon	TQ3 3EX
Paisley	34 - 36 Central Way	Piazza Shopping Centre	Paisley	Renfrewshire	PA1 1AA
Penrith	Crown Square		Penrith	Cumbria	CA11 7AA
Penzance	113 Market Jew Street		Penzance	Cornwall	TR18 2LB
Perth	109 South Street		Perth	Perthshire	PH2 8AF
Peterborough City	28 - 30 Cowgate		Peterborough	Cambridgeshire	PE1 1NA
Peterhead	CJ Lang & Son	The Spar	Peterhead	Aberdeenshire	AB42 1PL
Peterlee	Peterlee	61A Yoden Way	Peterlee	County Durham	SR8 1BS
Petersfield	29 The Square		Petersfield	Hampshire	GU32 3HG
Pitlochry	63 Atholl Road	Premier Store	Pitlochry	Perthshire	PH16 5BL
Pitsea	Tesco Stores Ltd	Off Station Lane	Basildon	Essex	SS13 3JU
Plympton	Plymouth & South West Coop Society	The Ridgeway	Plymouth	Devon	PL7 2AW
Pontefract	20 Ropergate		Pontefract	West Yorkshire	WF8 1LU
Pontprennau	Asda	Derring Road	Cardiff	South Glamorgan	CF23 8NL
Pontypridd	5-7 Mill Street	Pontypridd	Rhondda Cynon Taff	Mid Glamorgan	CF37 2SN
Port Talbot	139 Station Road		Port Talbot	West Glamorgan	SA13 1NG
Porthmadog	Bank Place		Porthmadog	Gwynedd	LL49 9AD
Portree	Wentworth Street		Isle of Skye	Highland	IV51 9EJ
Portslade	37 - 38 Station Road	Portslade	Brighton	East Sussex	BN41 1AG
Preston	Unit 1 Urban Exchange	Theatre Street	Preston	Lancashire	PR1 8BQ
Pwllheli	6 Lower Cardiff Road		Pwllheli	Gwynedd	LL53 5BY
Reading	21 - 22 Market Place		Reading	Berkshire	RG1 2DQ
Redditch	Thread Needle House	Alcester Street	Redditch	Worcestershire	B98 8AB
Redhill	5 The Belfry Shopping Centre	Station Road	Redhill	Surrey	RH1 1SA
Rhyl Counter	2 Water Street		Rhyl	Denbighshire	LL18 1AA
Ringland	12a Ringland Centre		Newport	Gwent	NP19 9HG
Ripley	1 Derby Road		Ripley	Derbyshire	DE5 3YA
Rochdale	The Esplanade		Rochdale	Lancashire	OL16 1AN
Romford	8 The Liberty		Romford	Essex	RM1 3RL
Romsey	15 - 25 Church Street		Romsey	Hampshire	SO51 8WA
Rotherham	3-5 Bridgegate		Rotherham	South Yorkshire	S60 1PJ
Royston	WH Smith	36 High Street	Royston	Hertfordshire	SG8 9AG
Rubery	126 New Road	Rubery	Birmingham	West Midlands	B45 9HY



Rugby	Primeco Limited	20 Albert Street	Rugby	Warwickshire	CV21 2AA
Runcorn	88 Forest Walk	Halton Lea Shopping Centre	Runcorn	Cheshire	WA7 2GX
Sandbed	7 Sandbed		Hawick	Roxburghshire	TD9 0HE
Sauchiehall Street	177 Sauchiehall Street		Glasgow	Glasgow City	G2 3ER
Scarborough	11-15 Aberdeen Walk		Scarborough	North Yorkshire	YO11 1AB
Scunthorpe	126 High Street		Scunthorpe	Lincolnshire	DN15 6ES
Selby	Micklegate		Selby	North Yorkshire	YO8 4EH
Settle	19 Duke Street		Settle	North Yorkshire	BD24 9DJ
Shantallow	Gormleys Superstore	The Northside Village Centre	Londonderry	County Londonderry	BT48 8NN
Sheffield	Castle House	Angel Street	Sheffield	South Yorkshire	S3 8LN
Sheringham	31 - 33 High Street		Sheringham	Norfolk	NR26 8DS
Shrewsbury	Upper Mall	Darwin Centre	Shrewsbury	Shropshire	SY1 1BN
Sincil Street	Lincoln Co-operative Society	City Square Centre	Lincoln	Lincolnshire	LN5 7EJ
Skelmersdale	Asda Store	Ingram Road	Skelmersdale	Lancashire	WN8 6LA
Slough	WHSmith Retail	176 High Street	Slough	Berkshire	SL1 1JN
Small Heath	361 Coventry Road	Small Heath	Birmingham	West Midlands	B10 0SH
Solihull	44c Drury Lane		Solihull	West Midlands	B91 3AA
South Shields	Keppel Street		South Shields	Tyne and Wear	NE33 1AA
Southampton	32 - 34 Above Bar Street		Southampton	Hampshire	SO14 7LE
Southend-On-Sea	199/201 High Street		Southend On Sea	Essex	SS1 1LL
Southport	130c Lord Street		Southport	Merseyside	PR9 0AA
Spalding	Unit 7A Winover Centre	Winover Road	Spalding	Lincolnshire	PE11 1EJ
St Andrews	90 - 92 South Street		St Andrews	Fife	KY16 9QD
St Andrews Cross	5 St Andrews Cross		Plymouth	Devon	PL1 1AB
St Helens	39 Bridge Street		St Helens	Merseyside	WA10 1NY
St Ives	17 Market Hill		Huntingdon	Cambridgeshire	PE27 5AL
St James	8-10 St James Centre		Edinburgh	Lothian	EH1 3SR
St Johns	116 Albion Street		Leeds	West Yorkshire	LS2 8LP
St Peters Street	14 St Peters Street		St Albans	Hertfordshire	AL1 3AA
St Vincent Street	47 St Vincent Street		Glasgow	Strathclyde	G2 5QX
Stafford	3 Greengate Street		Stafford	Staffordshire	ST16 2HN
Staple Hill	119 High Street	Staple Hill	Bristol	City Of Bristol	BS16 5HF
Stevenage	22-23 Westgate		Stevenage	Hertfordshire	SG1 1QR
Stirling	44 Thistle Centre		Stirling	Stirlingshire	FK8 2EE
Stockport	36-40 Great Underbank		Stockport	Cheshire	SK1 1QF
Stornoway	16 Francis Street		Stornoway	Isle of Lewis	HS1 2AD
Strabane	Supervalu	54 - 58 Main Street	Strabane	County Tyrone	BT82 8AX
Stranraer	Tesco	Charlotte Street	Stranraer	Dumfriesshire	DG9 7EF
Stratford	26 - 28 The Broadway	Stratford	London	Greater London	E15 4QS
Stratford-Upon-Avon	2 - 3 Henley Street		Stratford Upon Avon	Warwickshire	CV37 6PU
Stroud	16 - 17 Russell Street		Stroud	Gloucestershire	GL5 3AA
Styvechale	82 Baginton Road		Coventry	Warwickshire	CV3 6FQ
Sunderland City	45-47 Fawcett Street		Sunderland	Tyne and Wear	SR1 1RR
Sutton In Ashfield	Asda	Priestsic Road	Sutton-In-Ashfield	Nottinghamshire	NG17 2AH
Swanage	23 - 25 Kings Road		Swanage	Dorset	BH19 1ER
Swindon	10 - 12 Regent Street		Swindon	Wiltshire	SN1 1JQ
Syston	The Post Office	14 High Street	Leicester	Leicestershire	LE7 1GP



Tain	Tain Post Office		Tain	Ross-Shire	IV19 1DJ
Tamworth	Co-Op Society Ltd	1-5 Church Street	Tamworth	Staffordshire	B79 7DH
Taunton	Primeco Ltd	38 North Street	Taunton	Somerset	TA1 1AB
Tavistock	4 Abbey Place		Tavistock	Devon	PL19 0AA
Telford Central	4 Southwater	Town Centre	Telford	Shropshire	TF3 4AA
Terminus Road	143 - 145 Terminus Road		Eastbourne	East Sussex	BN21 3NS
The City of London	12 Eastcheap		London	Greater London	EC3M 1AJ
The City Of Swansea	37 The Quadant Shopping Centre		Swansea	West Glamorgan	SA1 3QW
The Crumbles	Asda	Pevensey Bay Road	Eastbourne	East Sussex	BN23 6JH
The Galleries	Castle Gallery	Broadmead	Bristol	City Of Bristol	BS1 3XX
The Markets	6 - 16 New York Street		Leeds	West Yorkshire	LS2 7DZ
Thorne	12 Market Place	Thorne	Doncaster	South Yorkshire	DN8 5DP
Thurso	Scottish Co-Op	Meadow Lane	Thurso	Caithness	KW14 8ER
Tiverton	Units 5-7	Market Walk	Tiverton	Devon	EX16 6BL
Tonbridge	5 Angel Walk		Tonbridge	Kent	TN9 1TJ
Torpoint	72 Fore Street		Torpoint	Cornwall	PL11 2AA
Tower Ramparts	29 Tower Ramparts Centre	Tavern Street	Ipswich	Suffolk	IP1 3DN
Town Centre Washington	Lloyds Pharmacy	35 The Galleries	Washington	Tyne and Wear	NE38 7SB
Trafalgar Square	24/28 William Iv Street		London	Greater London	WC2N 4DL
Trowbridge	1a Roundstone Street		Trowbridge	Wiltshire	BA14 8DA
Truro	High Cross		Truro	Cornwall	TR1 2AP
Turriff	35 High Street		Turriff	Aberdeenshire	AB53 4EJ
Tweedmouth	Asda Supermarket	Main Street	Berwick Upon Tweed	Northumberland	TD15 2DS
Ulverston	County Square		Ulverston	Cumbria	LA12 7AA
Urmston	9 Higher Road	Urmston	Manchester	Lancashire	M41 9NS
Uxbridge	148 High Street		Uxbridge	Middlesex	UB8 1JY
Victoria Street	Victoria Street		Derby	Derbyshire	DE1 1DD
Wadebridge	The Platt		Wadebridge	Cornwall	PL27 7AQ
Walsall	Darwall Street		Walsall	West Midlands	WS1 1AA
Walthamstow Central	Central Library Site	High Street	Walthamstow	Greater London	E17 7JN
Warminster	WH Smith	6 - 10 The Mall	Warminster	Wiltshire	BA12 9BT
Warrington	Golden Square		Warrington	Cheshire	WA1 1QB
Watford	165 The Harlequin		Watford	Hertfordshire	WD17 2WH
Watton	52 High Street	Watton	Thetford	Norfolk	IP25 6AA
Wells	Market Place		Wells	Somerset	BA5 2RA
West Kirby	1 The Crescent	West Kirby	Wirral	Merseyside	CH48 4HL
Weston Favell Centre	Weston Favell Centre		Northampton	Northamptonshire	NN3 8UA
Weston Super Mare	Primeco Limited	76 Regent Street	Weston Super Mare	Somerset	BS23 1AA
Weymouth	Counter Management Ltd	67 St Thomas Street	Weymouth	Dorset	DT4 8HA
Wick	48 High Street		Wick	Caithness	KW1 4BS
Wigan	28 Wallgate		Wigan	Lancashire	WN1 1AD
Wimbledon	56 Wimbledon Hill Road	Wimbledon	London	Greater London	SW19 7PA
Winchester	W H Smith Ltd	110 High Street	Winchester	Hampshire	SO23 9AH
Winsford	19A Dingle Walk		Winsford	Cheshire	CW7 1BA
Winton	Southern Co-op	391 - 393 Wimborne Road	Bournemouth	Dorset	BH9 2AQ
Withernsea	134 Queen Street		Withernsea	East Yorkshire	HU19 2AG
Wolverhampton	Primeco Limited	66-70 Lichfield Street	Wolverhampton	West Midlands	WV1 1AB



Wood Green	191 High Road	Wood Green	London	Greater London	N22 6DZ
Woolwich	68 - 72 Powis Street	Woolwich	London	Greater London	SE18 6LQ
Worcester	65 High Street		Worcester	Worcestershire	WR1 2EH
Workington	5/6 New Oxford St		Workington	Cumbria	CA14 2NA
Worksop	6-8 Newcastle Avenue		Worksop	Nottinghamshire	S80 1EU
Worthing Counter	Worthing BO	Chapel Road	Worthing	West Sussex	BN11 1AA
Wrexham Town Centre	15 Henblas street		Wrexham	Wrexham	LL13 8AE
Wythenshawe	Unit 1 Swan Walk	Civic Centre	Manchester	Lancashire	M22 5HZ
Yate Sodbury	1 South Parade	Yate	Bristol	City Of Bristol	BS37 4BB
Yeovil	King George Street		Yeovil	Somerset	BA20 1PZ
York	22 Lendal		York	North Yorkshire	YO1 8DA

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 Local Offices), click [here](#).
- Follow DVLA on our official Twitter account: @dvlagovuk