



DEPARTMENT FOR TRANSPORT: CONSULTATION ON MOTORING SERVICES STRATEGY INFO FOR STAKEHOLDER NEWSLETTERS

You are invited to have your say on how Motoring Services, such as driving tests and vehicle licensing, could be better delivered.

On 13th December the Department for Transport published a consultation setting out the broad direction for the future of its four motoring services executive agencies: Driving Standards Agency, Driver and Vehicle Licensing Agency, Vehicle and Operator Services Agency and the Vehicle Certification Agency.

These Agencies underpin the safe and smooth-running of the road network as they are responsible for licensing vehicles and testing them for safety and roadworthiness and licensing lorry, bus and coach operators and drivers.

The DfT wants to review these services so they are delivered around the convenience of consumers and businesses, so it is vital that as many people as possible share their views to help design better services. No decisions have been taken yet – this is your opportunity to help shape these services so they are easier to use. The consultation is open until 7 March 2013.

The draft strategy invites views on rationalising the number of bodies and agencies involved in the delivery of motoring services and also sets out proposals to work more closely and collaboratively with a broader range of partners to deliver services. For example, the delivery of the practical driving test by a broader range of partners is one option under consideration. This could boost economic growth by creating opportunities for small and medium size businesses.



Other proposals include:

- ▶ Maximising the digital delivery of services to motorists and improve the customer experience. For example, by making it easier to do things like tax a vehicle, apply for a driving licence or access to the electronic car tax renewal service online.
- ▶ Reforming the Vehicle Certification Agency which provides high quality and trusted service to the automotive industry and is recognised for its quality and integrity. We will look at ways to help VCA to grow and contribute more to the wider economy.
- ▶ Explore ways to improve the convenience to customers of the driving test by looking at the locations (such as colleges and retail premises for example) from which we deliver them.
- ▶ Transform HGV, bus and coach testing by expanding joint ventures and collaboration with private sector providers, and reducing the number of government owned test stations.

For more information and to have your say go to: <https://www.gov.uk/government/consultations/motoring-services-strategy>