



Driver & Vehicle
Licensing
Agency

news@dvla

Issue 8 – June 2014

The quarterly update for stakeholders, commercial customers and suppliers



News from the Driver & Vehicle Licensing Agency

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Welcome to the June edition of news@dvla. This regular update aims to keep our stakeholders, commercial customers and suppliers informed of news and main developments from the agency.

In our last issue I told you that our communication team would be in touch to see how you could help us raise awareness of us abolishing the tax disc. I know that many of you have agreed to help – many thanks for your support. [Our Team talk article](#) will tell you more.

In April DVLA's Strategic Plan was published outlining our goals and direction for the next 3 years. ([Read more here.](#))

Our new structure puts service management at the core of how DVLA will run and we need to work closely with you to deliver improvements. New roles have been created specifically to engage with commercial customers and ensure that our IT developments align with their changing needs. The plans are challenging and not without risk. However, this will be mitigated by having a clear plan and transparency around our priorities. We'd welcome your views on how we engage with you. For more information read [DVLA's stakeholder strategy](#) article.

Two new appointments have been made to DVLA's Executive team since our last issue. Tony Ackroyd will start in July as Director of Operations & Customer Services and Julie Lennard will take up the post of Director of Strategy, Policy & Communications in August.

My communications team is working on transitioning this newsletter to a blog that will be hosted on GOV.UK. This will mean you will get news quicker and more efficiently, not needing to wait until a newsletter is published. We'll be in touch soon with details.

In the meantime if there is anything more you would like to know, or if you have any views on the above, please contact us at news@dvla.gsi.gov.uk

Oliver Morley | Chief Executive





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Team talk

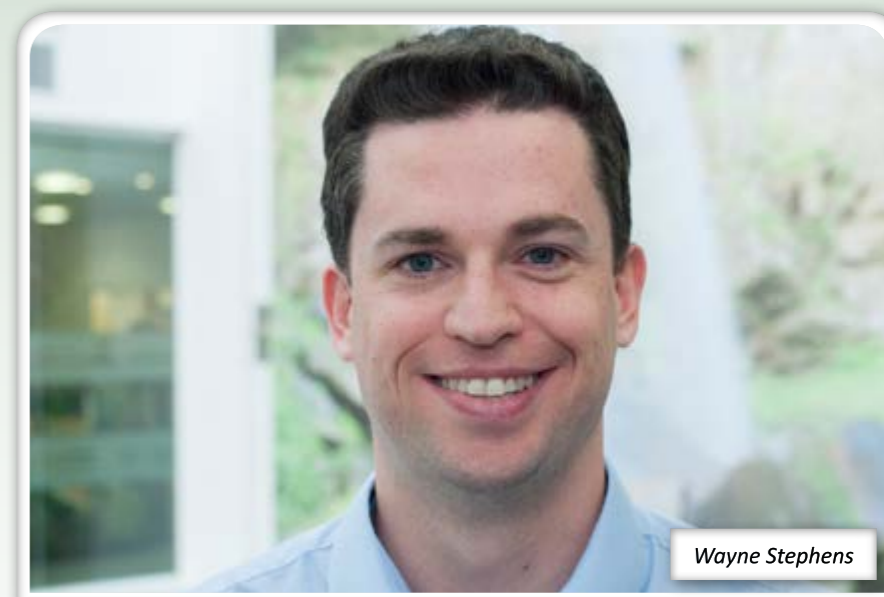
From 1 October 2014, the paper tax disc will no longer need to be displayed on a vehicle windscreen. You'll still need to get vehicle tax and DVLA will still send you a renewal reminder when your vehicle tax is due to expire. We met with Wayne Stephens to discuss his role as Project Manager for the [Abolition of the tax disc](#).

Thanks for agreeing to feature in news@dvla Wayne, can you tell me what services your team plans to deliver?

As well as removing the need to display a disc, which is a burden to the tax payer, my team plans to make it as simple as possible to get vehicle tax by opening up new channels such as allowing new keepers to tax online using the V5C/2 'New Keepers Supplement' from the log book. This will be available from 1 October 2014.

How is your team structured to deliver your services?

The project team is quite small, with individuals responsible for the usual day-to-day project activity (e.g. technical delivery, liaising with internal/external stakeholders, managing a risk register, dealing with queries and planning etc.). We are co-located with a number of subject matter experts from across the business e.g. those who manage or assist with business change activity, communications, policy and financial modelling.



Wayne Stephens





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How do you plan to help our stakeholders understand what the vehicle tax changes will mean for their customers?

We are meeting with stakeholders individually and through trade associations to provide progress updates. This allows us to check they have everything they need to understand the impact of the change and that they are able to prepare for these changes. We have detailed communications plan detailing engagement activities and a stakeholder matrix to ensure we communicate relevant information at the right time dependant on the stakeholder group.

What are the business benefits of working with stakeholders?

Working closely with stakeholders and engaging early on in the project lifecycle ensures a smooth transition into any new process. It's important that our stakeholders know they are helping to shape the change rather than have change imposed upon them. They are then fully prepared to deal with the impact of the change and can help us identify and resolve any issues.

What are the biggest challenges of your role?

The biggest challenge is ensuring the entire motoring public understand what they need to do from 1 October 2014. A close second is our short delivery timescale.



Abolition of the tax disc project team





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How do you think the changes will help our customers?

Customers will benefit from no longer having to obtain and display the physical tax disc. As we intend to automate the refund process, customers will no longer need to submit a refund application.

Fleet operators and other businesses will save millions from not having to handle the administration of tax discs.

Where can customers look for more information on the changes?

The latest updates on the changes can be found at
www.gov.uk/dvla/nomoretaxdisc

How can our stakeholders help the motoring public understand the changes?

We have produced a toolkit of communication materials that can be tailored to fit various communication channels. We've already emailed over a 1,000 stakeholders and commercial customers seeking help – thanks to those of you who have already offered assistance.



If you can help us please let us know,
by emailing
susan.richmond@dvla.gsi.gov.uk





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A bit about... Robert Kennedy

Robert Kennedy recently spoke to us about his role as Head of Automotive Information Services within the Society of Motor Manufacturers and Traders (SMMT).

SMMT supports and promotes the interests of the UK automotive industry at home and abroad. Working closely with member companies, SMMT acts as the voice of the motor industry, promoting its position to government, stakeholders and the media.

Hello Robert, thanks for agreeing to feature in news@dvla. Can you tell me a little about your role?

I am responsible for SMMT's [Motor Vehicle Registration Information Service](#) (MVRIS) and other [data services](#). MVRIS is a database showing new registration details in the UK (with the exception of motorcycles and agricultural vehicles). The database is the result of cooperation between SMMT, vehicle manufacturers/importers and DVLA.

What does your role working with DVLA involve?

Liaising between DVLA, our members and other stakeholders on all matters related to first registration and licensing of vehicles.



Robert Kennedy

SMMT
DRIVING THE
MOTOR INDUSTRY





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How does DVLA fit in as part of your role?

SMMT engages with DVLA on many different levels, from daily working level queries and issues with individual vehicles, through to policy and strategic matters, working with Oliver Morley and DVLA's senior executive team.

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

By having strong working relationships at different levels within each others' organisations, we are able to work together to plan changes, resolve issues and identify opportunities to help each other.

What's your favourite part of the role?

The First Registration User Group (FRUG)* and Industry Liaison Group (ILG)* meetings have proved crucially important in maintaining strong relationships between DVLA, industry and trade associations. We have got to know each other quite well over the years and have some fun at the meetings when possible (and appropriate)!

And what do you find most difficult?

DVLA and [Driver & Vehicle Agency](#) in Northern Ireland are currently going through enormous change programmes ([see Motorists in Northern Ireland to benefit from increased services](#)). Ultimately this will deliver significant benefits to both industry and consumers, but during the transition period it can cause serious disruption to business. By working closely with DVLA and our members on planning and communicating these changes, we aim to mitigate risks, minimise disruption and resolve issues as quickly as possible.

Biography:

Robert has worked at SMMT for nearly ten years. Previously graduating with a degree in computer science he has worked in the IT industry, initially in the defence sector, and more recently ten years at Oracle Corporation.

** ILG meets twice a year to discuss matters of mutual interest, to promote collaborative working and identify opportunities to provide stakeholders and customers with more modern and efficient services. Eighteen motor industry organisations are represented on the ILG, including the SMMT. In addition, ILG members, (and many of their own members) are on the Agency's consultee lists, which gives another opportunity to comment on proposals and shape the development of policy.*

** FRUG meets three times a year but, more frequently if the need arises. It provides a flexible and responsive channel of communication between DVLA and vehicle manufacturers on all matters associated with the first registration of motor vehicles. It is an essential stage of consultation for all significant changes to first registration procedures. The group allows DVLA to deliver announcements, and progress consultation, concerning future plans for the systems and procedures, and to report on recent operational performance.*





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DVLA stakeholder strategy

We're currently redesigning our business and processes around you, our customers and stakeholders.

Our focus is on making it easier for you to interact with us to reduce the cost of delivering our services. It's vital that we engage with you to:

- understand the impact on your business
- understand your requirements and integration of our services
- gauge your reaction to our business transformation and services
- ensure you (and your customers) have consistent and timely communications.

Our aim is to engage and work in partnership with our stakeholders to deliver simpler, better and safer motoring services.

It's crucial we look to you to learn how we take any new proposals forward in a way that will benefit us all. We're keen to get your views on how we engage with you and would like to know:

- how you rate your current engagement with DVLA
- how you'd like us to engage with you
- what you'd expect to see in our stakeholder strategy.

We'd welcome any views you may have. All responses will be treated in the strictest confidence. Ideally we'd like your feedback by the end of June 2014.



Please email your views
by **'Commenting on this
article'** at the foot of
this page





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DVLA Strategic Plan

DVLA's [Strategic Plan](#) outlines our goals and direction for the next 3 years and is intended to be as consistent as possible for the period.

The Strategic Plan focuses on 4 key areas:

- simpler licensing: simplify the policy and technology landscape to improve customer service, give a better result for the taxpayer and fee payers and make it easier for safer drivers to get on the road
- excellent services: build seamless, lean, digital and physical services that exceed expectations and attract people to more cost-effective channels
- new opportunities: use our assets to grow new revenue, efficiency and transactional opportunities across government
- the best of DVLA: develop our capabilities as an important centre of excellence in licensing technology and identity assurance. Build a unique culture in Swansea, commercial, confident and focused on the customer.



Simpler | Better | Safer





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Efficiency

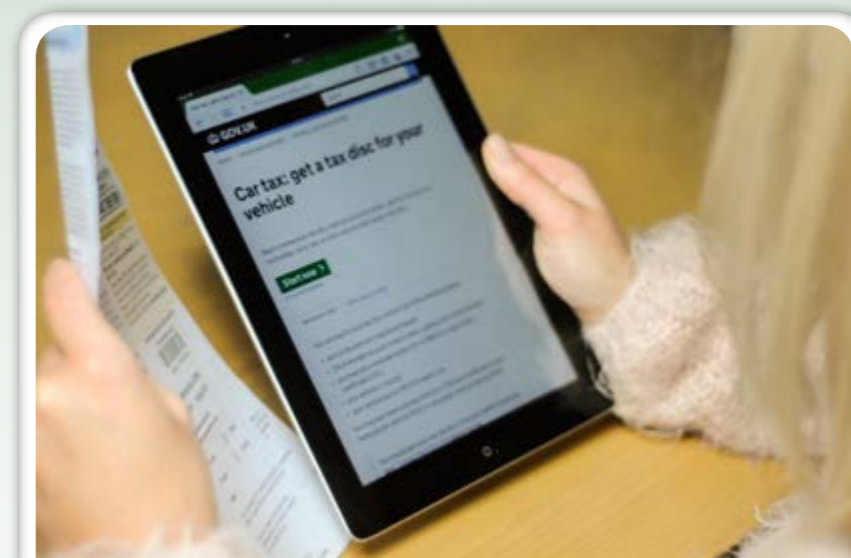
Motorists in Northern Ireland to benefit from increased services

From 17 July 2014, motorists in Northern Ireland will have access to online and telephone vehicle licensing services as well as a wider range of services available at Post Offices®. From this date, the [Driver and Vehicle Agency](#) will no longer be responsible for delivering vehicle registration and licensing services in Northern Ireland. These services will be delivered by DVLA in Swansea.

For the first time Northern Ireland motorists will be able to tax vehicles online or by an automated phone service available night and day. They will also have access to more face-to-face vehicle registration and licensing services than ever before at around 175 Post Office® branches across Northern Ireland.

As well as improving services for Northern Ireland motorists and businesses, the reforms will result in an estimated £12 million year on year saving.

For more information on the changes being made to the way our Northern Ireland customers can register and tax a vehicle go to www.gov.uk/dvla





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Red Tape Challenges

Abolition of the counterpart driving licence

DVLA is committed to abolishing the paper counterpart to the photocard driving licence by 2015. Paper licences issued before the photocard was introduced in 1998 are not affected.

Currently, anyone wishing to check a driver's licence status including entitlements and penalty points can check this information on the counterpart and photocard. Alternatively, users can phone or write to us, subject to consent from the record holder.

Some users, with consent from the record holder, also utilise the services of driving licence checking intermediaries such as the Electronic Driver Entitlement Checking Service*. We expect that in the absence of a counterpart, use of intermediaries will grow. (Read 'What is an intermediary?' in [issue1 of news@dvla](#)).

We appreciate that some users have a genuine business need for real time access to the information currently available on the counterpart, and may not wish to call DVLA or be in a position to use an intermediary. Therefore we are developing new digital services to meet this need on the new [Integrated Enquiry Platform](#).

We are working together with our third party users (such as employers and hire car companies) to consider a number of options. One option is to provide a service that will allow users to share their record with those who have a right to view it. This will provide one time, read only access to the record. Another option is for us to develop a real-time interface to allow organisations to enquire against the minimum set of data currently contained on the counterpart.

The new enquiry service will not replace existing enquiry services but we will look over time to improve these as we migrate them onto the new platform.





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New services:

- The [View Driving Record](#) service has been developed for personal users (see article on [View Driving Record](#)).
- **Share My Driver Record** – this new service will provide minimum information from the driver record to those who have a right to see it. Currently in prototype development we are considering a number of models. Development is currently in the [Alpha](#) phase. We've started working with a cross industry group of car hire companies and employers to gain feedback on the initial prototype. We will extend this research to gain the views of other stakeholders over the coming months to identify impacts, refine the process and take their ideas on board.
- **Charging model** – currently DVLA charges driver data customers. The cost for premium rate is 51p a minute, paper enquiries £5 and organisations with dedicated secure electronic links £1.50 per enquiry plus connection costs. Driver data can also be obtained via intermediary companies with electronic access rates varying according to the service provided.

We are considering what the charging model will look like following abolition of the paper counterpart, and any decision will be subject to ministerial agreement. We hope to get this to ministers before parliament's summer recess in July.

For more information check out our '[frequently asked questions](#)'. Regular updates are also planned for the coming months and you can check on progress in our [Digital Services blog](#). Links, to keep up-to-date with DVLA, are at the bottom left of this page with further information shown in the 'Contact us' page at the end of the newsletter.

** Electronic Driver Entitlement Checking Service – provides commercial companies information by secure file transfer, explicit consent is needed from the data subject, organisations eligible only if purpose for enquiry is in line with the purpose for which DVLA captured the data in the first place, that is, road safety.*





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Digital

View Driving Record (VDR)

DVLA's first digital exemplar, VDR, went into public **beta on GOV.UK** on the 31 March.

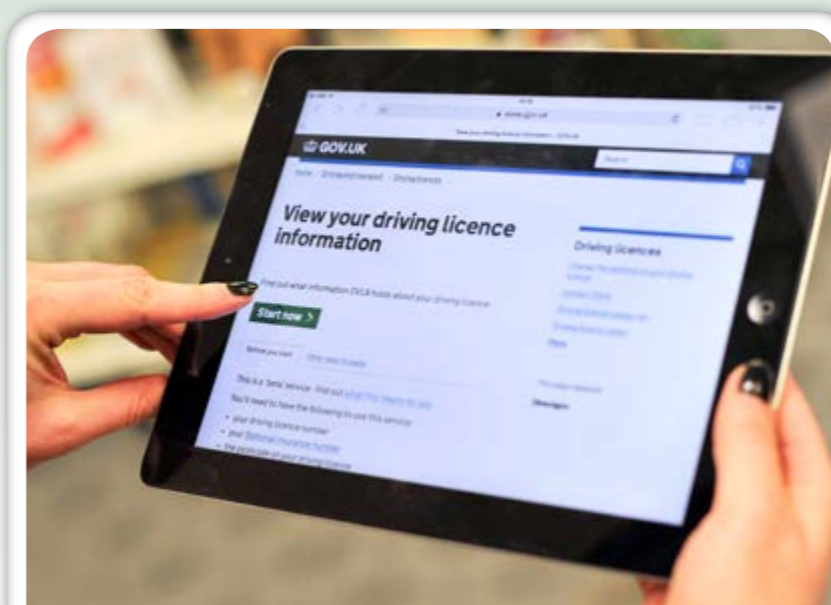
Drivers can now go online to [view their driving record](#), wherever and whenever they want. The service is free, easy to use and available 24 hours a day.

Drivers need their driving licence number and other personal details to access the service. Currently the service allows drivers to view their own driving record to check their name, address, and licence status as well as what types of vehicles they can drive. They can also check any endorsements they may have. At this stage, the photo image and medical history is not included and if drivers wish to make changes to their record they will need to use DVLA's existing on-line service.

Since VDR went into public beta there have been over 232,000 visits to the site. We are responding to feedback provided by users and continually improving the system before a formal launch later this year.

VDR is the first service to be provided using the agency's [new Integrated Enquiries Platform](#) (IEP). IEP allows the agency to process hundreds of millions of data requests from customers, businesses and public bodies who have a right to view it.

Information and updates relating to VDR and other DVLA digital services can be found on the DVLA Digital Services [blog](#).





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Digital

Vehicle Management and Personalised Registrations

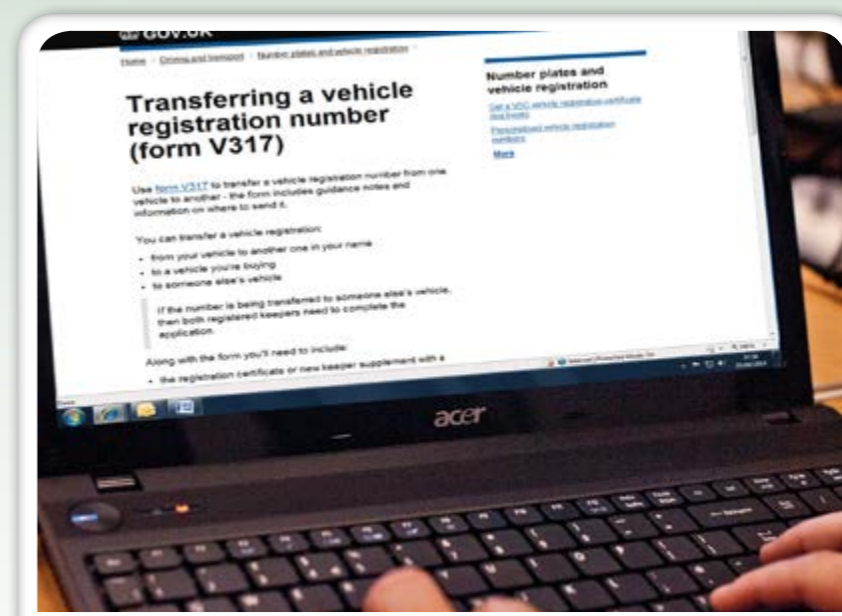
In our last edition we told you that we are working on putting vehicles services online. This will allow customers to notify us electronically of a change of keeper and [transfer a vehicle registration number](#) from one vehicle to another.

Vehicle Management has now moved into **Beta** phase, while Personalised Registrations is in **Alpha**. We'll continue to use customer and user feedback to make further system and service improvements.

Minimum Viable Products* are being developed for buying/selling a vehicle to/from the motor trade, and to transfer a vehicle registration number. The first product (selling to a motor trader) is due to go live in August with a small customer base of motor traders, before it's made more widely available. Further product releases will follow.

Regular updates will appear in news@dvla. You can check on the progress of DVLA's digital exemplars [here](#). The links, to keep up-to-date with DVLA, are at the bottom left of this page with further information shown in the 'Contact us' page at the end of this newsletter.

**A minimum viable product (MVP) is a development technique in which a new product or website is developed with sufficient features to satisfy early adopters. The final, complete set of features is only designed and developed after considering feedback from the product's initial users.*





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Digital

Vehicle enquiries

The [Integrated Enquiries Platform](#) will provide DVLA with an enquiry platform capable of handling millions of requests for data from individuals, the public sector and organisations who have a right to view it.

A vehicles enquiry platform will provide a strategic database capable of coping with current and future demand.

The inception phase of vehicle enquiries has now concluded. This is where we got to understand the scope of the project i.e. the length and duration of the development and what will be delivered as part of [Alpha](#) prototype and beyond into what the [Beta](#) service could include.

The View Vehicle Record Alpha phase, where we build a working prototype and test it with users, started on the 28 April 2014 and will conclude on 9 July 2014.

We are engaging with a core team of stakeholders and will continue to do so to build upon and understand our customers' needs.





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European Union third Directive (EU3D) – further changes to driving licences

In [2012](#) we told you about EU3D (2006/126/EC) which set out new driving entitlements for motorcycles, cars towing trailers, buses and lorries.

This resulted in new style driving licences being issued to all drivers from 19 January 2013. It included changes to driving entitlements and the minimum age from which some vehicles could be driven, and driving licence card validity periods for some groups of drivers. A new driving licence model was introduced and issued to all drivers (new and existing) who applied for licences after 19 January 2013 to eventually replace all previous models.

Since [February 2014](#) new security features have also been incorporated to keep the driving licence secure. The old driving licence model is still valid and will be updated gradually as they are renewed and replaced.

What's changing again?

Part of EU3D required further changes to category restriction codes. Because these codes were not received in time for the new legislation, national codes were used in the interim. The restriction codes have now been received so DVLA systems will now be updated.





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New restriction codes:

- Code 46 - restricted to tricycles only - this replaces restriction code 125. This restriction is applied to category A or A1 for medical reasons only.
- Code 79.02 - restricted to category AM vehicles of the three-wheel or light quadricycle. Will be shown on the licence as 792.
- Code 79.03 - restricted to tricycles this replaces restriction code 79(tri).

This restriction is applied against category A, where the category is derived from category B1 and will be shown on the licence as 793.

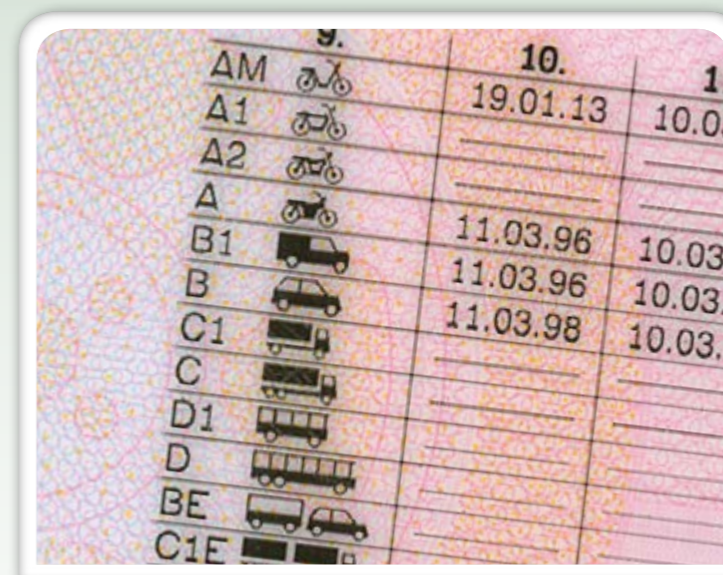
New category code C1 97

In November 2012 the European Commission published Directive 2012/36EU which introduced an addition to the C1 category code – C1 97.

The Driver and Vehicle Standards Agency (formerly DSA and VOSA) is not currently offering the C1 97 test. This would exempt motor home drivers from demonstrating knowledge of legislation and equipment that only applies to professional drivers, such as the digital tachograph, rules on driving hours and rest periods etc. However, DVLA is required to issue a new licence with category C1 97 when a licence containing this entitlement is issued outside the United Kingdom and is presented for exchange.

GOV.UK

Driving licence categories are listed on GOV.UK. To compare old and new driving licence categories go to www.gov.uk/old-driving-licence-categories.



Any queries? Please email:

LCSE.CentralCommunications@dvla.gsi.gov.uk





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Customer Service

What is... PSN?

PSN stands for Public Services Network

PSN is creating one network - a so called network of networks – that will result in a more cost-effective and efficient standardised ICT infrastructure. PSN provides a secure private internet replacing hundreds of disparate and disconnected infrastructures.

DVLA along with all local and central government departments/agencies will migrate its Government Secure Intranet (GSI) Convergence Framework ([GCF](#)) connections to PSN.

PSN allows government to safely share services, including G-Cloud services, and collaborate in new ways, more effectively and efficiently than ever before. Using PSN will substantially reduce the cost of communication services and allow new, joined-up and shared public services for the benefit of the general public.

DVLA is currently working with Vodafone to migrate services to PSN later this year with the intention of closing off links to GCF as soon as possible after that.





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How will this affect you?

It depends what connections you have to DVLA:

- IP addresses/URLs may change for some customers and you may be required to make changes to your infrastructure in order to maintain a connection to DVLA
- you may need Vodafone to replace your current router/s and circuits to connect to DVLA
- you may face no change.

DVLA's PSN Migration project team will as far as possible minimise business impacts or disruption to business. All relevant and/or potentially impacted customers have been contacted within the last 5-6 months.

Some customers have not been contacted (e.g. Web Enabled Enquires, Automated First Registration and Licensing and Notification of Destruction/Certificate of Destructions systems) as they remain unaffected by DVLA's migration to PSN.

However, if you have not been contacted and believe you may be affected, please email psn.migration@dvla.gsi.gov.uk



Further general information about PSN can be found on the website below:

www.gov.uk/public-services-network





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Specsavers awarded vision testing services contract

On 5 March 2014 Specsavers Optical Superstores Ltd was awarded a contract, advertised in the Official Journal of the European Union, to provide DVLA's vision testing services. The contract is for three years with the option to extend by a further year.

Visual field and acuity testing services assist in medical investigations into the fitness to drive of licence holders and applicants.

All customers who require a visual field and acuity test will need to have the test at an approved Specsavers store. The changes will come into place this summer.

Specsavers will be responsible for administering customer appointments and carrying out visual field and acuity tests. Customer information will be sent securely to Specsavers to contact the customer directly and advise on the four nearest stores in their area. Customers can then select a store and book an appointment.

It is estimated that the contract will save the tax payer £2.2m.



For information on driving eyesight rules
go to [GOV.UK](http://gov.uk)





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Get smart, know your motorways!

The Highways Agency (HA) is introducing 'smart motorways' a new, technology driven approach to the use of our motorways creating much needed extra capacity to support economic growth.

The HA wants drivers to be familiar with the changes, so spread the word...

Smart motorways use a range of new technology to vary speed limits in response to driving conditions. They make the hard shoulder available to traffic permanently or at particularly busy times of the day. Information about road conditions and speed limits is given to drivers on electronic road signs. CCTV allows HA regional control centres to deploy traffic officers to incidents if they occur and help to keep traffic moving. These measures are proven to significantly decrease journey time and help business users by increasing road capacity to reduce congestion.

Different types of smart motorway include:

Controlled motorways have three or more lanes with variable speed limits. The hard shoulder should only be used in a genuine emergency.

Hard shoulder running – the hard shoulder will be opened at busy times and the speed limit will be reduced. Do NOT use the hard shoulder unless overhead signs show that you can do so.

All lane running – there is no hard shoulder on these sections of motorway. Obey variable speed limits and do not stop on the motorway. If you need to stop in an emergency, use an emergency refuge area, motorway service area or leave at the next junction.

The red X symbol shows that a lane is closed because of an incident or people working on the road. Driving in a lane with a red X symbol is dangerous and drivers must NOT use it.

For further information check out HA's website www.highways.gov.uk/smartmotorways





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and finally... keep up-to-date on your journey by using digital radio

The government recently announced that new national stations will soon be launched, increasing listener choice. At the moment, drivers can pick up:

- their available national digital stations
- local digital radio stations available in their area
- their available FM stations.

The government has also announced the build of nearly 400 new DAB transmitters over the next 2 years. This means digital radio will have increased coverage across the UK, bringing DAB digital radio to around 7,000 kilometres of roads. The BBC has also made a commitment to provide good in-vehicle coverage for motorways and major roads, as part of its rollout of national coverage to 97% of the population by the end of 2015.

New vehicles

Over 45% of all new cars are now fitted with a digital radio as standard, including cars from major vehicle manufacturers like Ford, Volkswagen and Volvo. The number of people listening to digital radios in cars is growing fast thanks to 900,000 new vehicles being sold in 2013 with digital radios fitted as standard.

To get your car converted visit your car dealer or car accessory retailer, or [Digital Radio UK's website](#).

Get digital radio





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Frequently asked questions

Why is the counterpart being abolished?

The decision to abolish the counterpart arose from the government's red tape challenge consultation on [road transportation](#) and will save drivers around £8m. It also aligns to [DVLA's 3 year Strategic Plan](#).

How will drivers be able to see the information currently shown on the paper counterpart?

The View Driving Record service offers free real time access for drivers to view their own personal details, endorsements and entitlements. Drivers may also contact us by phone, letter and fax.

How will the police be able to see the information currently shown on the paper counterpart?

The police access this information electronically at the roadside via the Police National Computer. They also have access to our Driver Validation Service* at force headquarters or dedicated stations.

How will other organisations such as car hire companies or employers see the information currently shown on the counterpart?

We are currently developing a new service called Share Driving Record that will provide the minimum information required from the driver record to those who have a right to see it. Existing channels and intermediaries will continue to be available.

Will paper driving licences issued before photocards were introduced in 1998 still be valid?

Yes, paper licences issued before the photocard was introduced will remain valid and are not affected by these changes. Drivers holding a pre 1998 paper licence will be able to use the new View Driving Record service, and their record will be available on Share Driving Record.

What will happen to existing counterpart documents already in circulation?

Discussions are taking place, and drivers will be informed in due course.





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How will the driver be able to notify change of address as the counterpart will no longer be available?

Drivers can apply on line through [GOV.UK](http://gov.uk) or complete an Application for a Driving Licence (D1) or Application for a lorry, bus or minibus driving licence (D2).

How will the courts record endorsements?

All endorsement notification will be captured electronically and recorded on the driver record held by DVLA.

Where can I find updates on abolition of the counterpart?

Regular updates are planned for the coming months. You can check on progress in our [Digital Services blog](#). The links, to keep up-to-date with DVLA are at the bottom left of news@dvla with further information shown in the 'Contact us' page at the end of the newsletter.

** Driver Validation Service – a secure government network providing real time access to DVLA's driver data*

Services are available 24 hours a day, seven days a week.

