

APPLICATION FOR INDIVIDUAL VEHICLE APPROVAL (IVA)

Passenger Vehicles having more than 8 passenger seats - M2 & M3 CATEGORY VEHICLES

The Road Vehicles (Approval) Regulations 2020

Before completing this form, you **MUST READ** and understand the information provided in the corresponding **IVA 1P GUIDANCE NOTES**.

FAILURE TO COMPLETE THE FORM ACCURATELY OR IN FULL COULD RESULT IN DELAYS OR REJECTION

	SECTION A - GENEI						RA	AL .											
1a. APPLI	CAT	ION T	YPE							Ple	ease		the a		•				
		STAT	ГИТО	RY (F	Require	ed fo	or re	egistr	ation	1)			vo	LUI	NTA	RY			
If 'Voluntary	y', wh	at is t	he re	gistr	ation ı	num	ber	(if a	pplic	cabl	e)?	?							
1b. APPLI	CAN	т со	NTA	CT I	DETA	ILS	3					(S	ee no	te 1	1b in	Guida	ance I	Vote	es)
Contact Na	me :																		
Company N	ame	(if app	licable	e):															
Address :																			
Postcode:				Т	el. No	. :													
Email :																			
2. APPOIN	ITME	ENT C	ETA	ILS			Ple	ease	tick/	'con	nple		e app e note						
2a. Which to	est lo	cation	wou	ld yo	u pre	fer?							or						
3. VEHICL	E DE	ETAIL	_S				PI	ease	tick	/cor	nple		e app						
3a. Vehicle	ldent	ificatio	on Nu	ımbe	r (VIN) or	Cha	assis	Nur	nbe	r:								
3b. Position	of st	ampe	d Vel	nicle	Identi	fica	tion	Nur	nber	(VII	N) o	n vel	nicle :						

	3. VEHICLE DETAILS (Cont.) Please tick/complete the appropriate boxes below ▼ (See note 3 in Guidance Notes)								•		
2	3c (i). What	is the	category	of vehicle	?						
0	A Passenge 5,000kg GV			nore than 8	8 seats in	addition	to the	e driver	's seat	t:	M2
	A Passenge Over 5,000k			nore than a	8 seats in	addition	to the	e driver	's seat	t:	M3
(So)	3c (ii). Was	J		t from a ba	ase vehic	le of a di	fferent	t catego	ory?	YES I	NO
	If 'YES', ple	ase pi	rovide the	category	:						
(S)	3d. What cl		the vehic	le?		IIIS [ļ	A	В	
	3e. Chassis	s: •	Make ►								
		•	Model ►								
		•	Date of m	anufactur	e ►	Mon	ith			Year	
(SO)	3f. Body :	•	Make ►								
		•	Model / C	olour ►							
		•	Date of m	anufactur	e ►	Mon	ith			Year	
(SO)	3g. What ty	pe of t	ransmiss	ion does it	t have? N	/lanual	Αι	utomati	c	Other	
2	3h. Is a spe	ed lim	iter fitted	?					YES	NO	
	Note : If is not red	-	ou will nee	ed to provid	de docume	entary evi	idence	to dem	onstrat	e why a spee	ed limiter
2	3j (i). Numb	er of p	oassenger	rs (maximເ	ım) :						
	Crew	Upp	er Deck		Deck Sea		S	tandee	s	Wheeld	chairs
	3j (ii). Do yo seatir		uire the ve		e approve	ed in mo	re thar	n one	YES		10
3	3k. Fuel typ	ie .	Petrol	Diesel	Gas lpg	Gas cn	g G	as Ing	Gas	hydrogen	Electric
0	, o.u aoy p										
20	3m. Capaci	ty of fu	uel tank(s)):			lit	res			
	3n. Engine	make	and code	:							
	3p. Engine										
2)	3q. Where i located		engine nu	mber							
20	3r. Date of I	manuf	acture of	engine :							
3s. Engine capacity :					cr	m³					

	3. VEHICLE DETAILS (Cont.)	Plea	se tick/com		ippropriate note 3 in Gu		
	3t. What is the engine maximum pov speed at which it is obtained?	ver <u>AND</u> the	e engine		kW @		RPM
	4. BRAKES, TYRES AND SUSPENSI	ON Plea	se tick/con	•	appropriate note 4 in Gu		
2	4a. What type of brake system is fitte	ed?					
	Full Air Air/Vacuum Hydraulic	Hydra	ulic 🗌 E	lectric	Other		
200	4b (i). What is the 'split' arrangemen brake system? (see Guidance		vice				
	4b (ii). Is the manufacturer's designated secondary brake part of the service brake system? (See Guidance Notes)						
	4b (iii). If the answer to 4b (ii) is 'NO', which axle or axles operate on the secondary brake system? ► Axle 1 Axle 2 Axle 3						
4b (iv). Which axle or axles have parking brakes fitted? ► Axle 1 Axle 2 Axle 3							
	4c. Is a transmission parking brake fitted?						
	4d. Is there an auxiliary braking device fitted? (i.e. retarder, exhaust brake etc))
	If 'YES', what type of device? ▶						
3	4e. Tyre/suspension fitment details						
	Axle (numbered front to rear) Tyre Size and Type	Load Index	Speed Rating	Twin or Single	Suspen (air, steel, l	sion Type hydraulic e	
	Axle 1						
	Axle 2						
	Axle 3						
			Di	1 4 41			
	5. EXTERNAL DIMENSIONS		Please con	•	appropriate note 5 in Gu		
	5a. Overall length :			m	ım		
	5b. Overall width :			m	ım		
	5c. Overall height :			m	ım		
	5d. Distance between centre line of axles: 1 - 2 mm 2 - 3 mm						

Continued overleaf ▶

6. WEIGHT DETAILS Please tick/complete the (Se					iate boxes below ▼ Guidance Notes)				
	6a. Vehicle weight	s (lb / kg) :							
	(i) Maximum desig	n weights required	▼						
	Axle 1 - lb / kg	Axle 2 - lb / kg	Axle 3 - lb / kg	Gross - lb / kg	Train - lb / kg				
	If the vehicle is a 'converted vehicle', and the weights shown above are higher or lower than those allocated by the original manufacturer, please provide the original weights.								
	(ii) Original design weights ▼								
	Axle 1 - lb / kg	Axle 2 - lb / kg	Axle 3 - lb / kg	Gross - lb / kg	Train - lb / kg				
	(iii) Maximum weig	hts (anticipated) in	Great Britain (vehi	cles weighing 18,00	0kgs or greater) ▼				
	Axle 1 - lb / kg	Axle 2 - lb / kg	Axle 3 - lb / kg	Gross - lb / kg	Train - lb / kg				
(iv) Is the vehicle an 'alternatively fuelled vehicle'? YES NO									
If 'YES', how much heavier is the alternative fuel power train than the conventional power train normally fitted to the vehicle? ▶ kgs									
	6b. Unladen Weight :								
	Axle 1 kgs Axle 2 / 3 kgs Provide at time of test? (Please indicate if 'YES') ▶								
	Note: Evidence of	the unladen weight m	nust be provided at t	he time of test.					
	6c. Approximate a when weighed	mount of fuel in tan :	k(s)	Provide at time of test? (Please indicate if 'YES') ▶					
		SECT	ION B – APPR	OVAL					
	7. VEHICLE CO	MPLIANCE	Please tick/co	omplete the appropr (See note 7 in	iate boxes below ▼ Guidance Notes)				
	7a. Has the vehicle country?	e been imported foll	lowing registration	or use in another	YES NO				
	If 'YES', from \	which country? ►							
	If 'YES' is the	vehicle suitable for	use in 'left hand' tr	affic?	YES NO				
	1	compliant with eithe a National Small Ser	-	munity Whole Vehic (NSSTA) as :	le Type Approval				
	• a complete/co	mpleted vehicle? YE	ES NO • an	incomplete vehicle?	YES NO				
	a complete/completed vehicle? YES								

	7. VE		• •				
!		VEHICLE COMPLIANCE (Cont.) Please tick/complete the appropriate boxes below ▼ (See note 7 in Guidance Notes) Does the vehicle have an Individual Approval Certificate from another EU country? If 'YES' please enclose a copy. I(i). Has the vehicle been Type Approved to the requirements of Directive 2001/85/EC? If 'YES' please enclose a copy of the Type Approval Certificate. I(ii). Does the approval include the requirements of Annex VII YES NO Security: I(i). Has the vehicle been Type Approved to the requirements of YES NO Security: I(ii). Has the vehicle been Type Approved to the requirements of YES NO Security: If 'YES' please enclose a copy of the Type Approval Certificate. I(ii). Does the approval include the requirements of Annex VIII YES NO Security: If the answer to question 7d and 7e is 'NO' ▼ I(i) Is the vehicle to be assessed against an existing tilt report? YES NO Security:					
	7d (i).	* · · · · · · · · · · · · · · · · · · ·	YES	NC			
		If 'YES' please enclose a copy of the Type Approval Certificate.	•				
	(ii).	··	YES	_ NC			
	7e (i).		YES	NC.			
If 'YES' please enclose a copy of the Type Approval Certificate.							
	(ii).	···	YES	NC.)		
	7f. If t	he answer to question 7d <u>and</u> 7e is 'NO' ▼					
	(i)	Is the vehicle to be assessed against an existing tilt report?	YES	NC			
		If 'YES', is the vehicle of identical specification to that described on the nominated report?	YES	NC			
		If 'NO' see the IVA 1P Guidance Notes.					
	(ii)	Has the vehicle structure been strength tested? (Class II and III only)	YES	NC			
	(iii)	Are the materials in the engine compartment either non-flammable or covered by impermeable material?	YES	NC			
	(iv)	Is a single fuse/circuit breaker used to protect <u>more than one</u> electrical circuit?	YES	NC			
		If 'YES' , does it have a maximum rating of not more than 16 amps?	YES	NC.			
	(v)	Is the vehicle fitted with at least two internal lighting circuits?	YES	NC.			
	(vi)	Is the vehicle fitted with two or more sliding doors?	YES	NC			
		If 'YES' is one to be designated as an emergency door?	YES	NC) [
		If 'YES' has the vehicle been tested to the requirements of UNECE Regulation 33? (Class A and B only)	YES	NC.			
	(vii)	Is the vehicle fitted with a retractable step?	YES	NC			
		If 'YES' to 7f (vii), has a step deflection test been carried out in respect of each retractable step?	YES [NC.			
		If 'YES' to 7f (vii), is the step fitted to the vehicle to the manufacturer's instructions?	YES	NC.			

7. VEHICLE COMPLIANCE (Cont.) (See r	ppropriate b oote 7 in Guid		
7f. If the answer to question 7d <u>and</u> 7e is 'NO' ▼			,
(viii) Does the vehicle have a wheelchair position?	YES	NO	
If 'YES,' is a test report available for the backrest (rear facing wheelchair) or restraints confirming compliance with the technical requirements of Regulation 107.2 or EC 2001/85?	YES	NO	
7g. Has the vehicle been modified since either being approved or completed to a known NSSTA or ECWVTA approval standard? If 'YES' please give details below. If 'NO' please explain why you require an IVA certificate ▼	YES	NO	
7h (i). Has the vehicle been fitted with any electronic equipment following approval? If 'YES' please state below what equipment is fitted ▼	YES	NO	
7h (ii). If 'YES' to 7h (i), is the equipment operational when the vehicle is being used on the road?	YES	NO	
If 'YES' to 7h (ii), is the equipment approved and displaying a manufacturer's 'e', 'E' or 'CE' approval marking?	YES	NO	
7j. Is the vehicle fitted with a Combustion Heater?	YES	NO	
If 'YES' is the equipment approved and displaying a manufacturer's 'e' or 'E' approval marking?	YES	NO	
7k. Is the vehicle fitted with AEBS?	YES	NO	
	YES	NO	
If 'NO', is the vehicle considered exempt?			
If 'NO', is the vehicle considered exempt? If 'YES', please state below why it is exempt ▼	120		
If 'YES', please state below why it is exempt ▼		NO	
•	YES	NO NO	

7. VEHIC	LE COMPLIANCE (Cont.) Please tick/complete the appropriate boxes below ▼ (See note 7 in Guidance Notes)					
7n. Has th	e vehicle had a 'One-off' test?					
If 'YES	' please give the Test Report Number ▶					
7p. Is the v	vehicle a precedent vehicle used to create a Model Report? YES NO					
If 'YES	' please give the Model Report Number ▶					
7q. Is the v	vehicle to be assessed against an existing Model Report? YES NO					
(i)	If 'YES' please write the Model Report Number here ▶					
(ii)	Is the Model Report required to confirm brake compliance at a YES NO specified design weight?					
If yes and the vehicle is fitted with hydraulic foundation brakes it may need to be examined at a non DVSA site. Please check with the report owner or DVSA approvals team and if this is required in addition submit form IVA9* on the Technical Application System. (*Application form for a Model Report / Tilt examination at a non DVSA site).						
7r (i).	Is this application being made by the original vehicle chassis YES NO or body manufacturer?					
7r (ii).	Is this application supported by a letter of compliance in respect of <u>all</u> the 'chassis' related items listed in Annex A Section I from the chassis manufacturer?					
7r (iii).	Is this application supported by a letter of compliance in YES NO respect of <u>all</u> the 'body' related items listed in Annex A Section I from the body manufacturer?					
Note 2 : If supported annex Annex Annex aneed to be If you are I	the answer to 7r (i), 7r (ii) and 7r (iii) is 'YES' then you do not need to complete ANNEX A. the application is being made by the original vehicle chassis or body manufacturer and is by chassis specific evidence of compliance listing all the mandatory Directive items listed in SECTION 1 , then you do not need to complete Annex A. Approval / Test Reports do not submitted with the application but must be available if requested by the Testing Authority. not the original vehicle chassis or body manufacturer e.g. body converter or importer etc., juired to complete ANNEX A.					

SECTION C - EXAMINATION REQUIREMENTS

The conditions that apply at the time of examination are listed in the application appointment letter you will receive after your application has been processed.

PLEASE CONTINUE TO SECTION D - DATA PROTECTION, DECLARATION & SIGNATURE

Print Full Name:

SECTION D - DATA PROTECTION, DECLARATION AND SIGNATURE DATA PROTECTION – We collect, use and store your personal data so that we can process your IVA 1P application. We may share your personal data if we have a lawful reason. For example, as part of a criminal investigation or to prevent fraud. Find out more at www.gov.uk/dvsa/privacy. DECLARATION I confirm that, to the best of my knowledge, all statements in this application are true. I have read and understand the IVA Cancellation and Amendment Policy. Signature: Date:

PLEASE CONTINUE TO ANNEX A

ANNEX A

This application is required to be supported by evidence of Directive compliance in respect of the items listed in Section I. Please list the reference number of the document that provides the evidence required and provide the following:

- · full copies of any manufacturer's letter of compliance, or
- · full copies of any test report or
- the first few pages of any approval sufficient to identify approval number and vehicle specific details.

In the case of an existing Model Report not owned by the applicant, a letter of authorisation to use the Model Report will be required. As an alternative to compliance with the listed Directives, evidence of compliance with the comparable ECE Regulations will be acceptable.

Note: For assessment purposes, an authorised copy of the evidence of compliance will be acceptable in most cases.

PLEASE NOTE: YOU MUST PRODUCE THE ORIGINALS AT THE TIME OF TEST OR EVIDENCE THAT THE INFORMATION ORIGINATED FROM THE MANUFACTURER

S	SECTION 1 - MANDATORY EVI	DENCE OF DIRECTIVE COM	PLIANCE REQUIRED
Item No.	Subject	Directive Requirement	Test Report, Model Report or Approval Number or Statement Demonstrating Compliance
1	Noise	70/157/EEC to 1999/101EC or ECE 51.02	
	Emissions (Light Duty) (M2 only) Date of Manufacture 1st January 2006 onwards	70/220/EEC to 2003/76 Row B or ECE 83.05 (Euro 4)	
2 LIGHT	Emissions (Light Duty) (M2 only) Date of Manufacture 1st September 2012 onwards	EC 715/2007 Annex 1, Table 1 (Euro 5)	
DUTY	Emissions (Light Duty) (M2 only) Date of Manufacture 1st September 2016 onwards	EC 715/2007 Annex 1, Table 2 (Euro 6)	
	Emissions (Light Duty) (M2 Only) Date of Manufacture 1st March 2020 onwards	Regulation (EU) 2017/1151 (WLTP)	
	Emissions (Heavy Duty) Date of Manufacture 1st October 2006 onwards	88/77/EEC to 1999/96/EC Row B1 or ECE 49.04 B1 (Euro 4)	
2 HEAVY DUTY	Emissions (Heavy Duty) Date of Manufacture 1st October 2009 onwards	88/77/EEC to 2001/27/EC Row B2 or ECE 49.04 B2 (Euro 5)	
	Emissions (Heavy Duty) Date of Manufacture 1st September 2018 onwards	EC 595/2009 Annex 1 (Euro 6)	

?	S	SECTION 1 - MANDATORY EVII	DENCE OF DIRECTIVE COMP	PLIANCE REQUIRED
	Item No.	Subject	Directive Requirement	Test Report, Model Report or Approval Number or Statement Demonstrating Compliance
?	3A	Fuel Tanks	PETROLEUM FUELS 70/221/EEC to 2006/20/EC or ECE 34.02 LPG ECE 67.01 or Retrofit ECE 115.00 or installation cert. CNG & LNG ECE 110.00 or Retrofit ECE 115.00 or installation cert. HYDROGEN EC 79/2009 or ECE Regulation 134	
?	3B	Rear Protective Devices (Under-run) *See Guidance Notes	70/221/EEC to 2006/20/EC or ECE 58.01	
	5	Steering Effort	70/311/EEC to 1999/07/EC or ECE 79.01	
	9	Braking	71/320/EEC to 98/12/EC or ECE 13.08	
	10	EMC (Base vehicle only)	72/245/EEC to 2006/28/EC or ECE 10.02	
	13	Anti-Theft *See Guidance Notes	74/61/EEC to 95/56/EC or ECE 18.02 & 97.00 or ECE 116.00	
		Seat Strength - Base Vehicle	74/408/EEC to 2005/39/EC	
	15	Seat Strength – Conversion (2 nd Stage) - Where a belt is <u>not</u> integrated with the seat.	74/408/EEC to 2005/39/EC or ECE 17.07 or ECE 80.01	
		Seat Belt Anchorages – Base Vehicle All vehicles where belts are fitted (see notes).	76/115/EEC to 2005/41/EC or ECE 14.05	
?	19	Seat Belt Anchorages – Conversion (2nd Stage) - All vehicles where belts are fitted (see notes).	76/115/EEC to 2005/41/EC or ECE 14.05	

(S)	SECTION 1 - MANDATORY EVIDENCE OF DIRECTIVE COMPLIANCE REQUIRED							
	Item No.	Subject	Directive Requirement	Test Report, Model Report or Approval Number or Statement Demonstrating Compliance				
(So)	52	Buses & Coaches	2001/85/EC or ECE Reg.107.02					
	Alte	rnative to Item 52 above – plea	ase supply the following info	rmation if applicable ▼				
	52 A	Stability (Tilt) Test (not Class B with less than 17 seats)	ECE Reg.107.02					
	52 A (Option)	Stability (single deck only)	ECE Reg.13.11					
	52 B	Structural Strength (Class II and III Single Deck only)	ECE Reg.66					
	52 J	Sliding Emergency Door (Class A and B only)	ECE Reg.33					
(So)	52 Z	Wheelchair Restraints	2001/85/EC or ECE Reg.107.02					
	65	Advanced Emergency Braking System (AEBS) 1st September 2018 onwards	EU 347/2012 or ECE Reg. 131					
	66	Lane Departure Warning System (LDWS) 1st September 2018 onwards	EU 351/2012 or ECE Reg. 130					
	69	Electrical Safety (Vehicle powered by electric only)	ECE 100.01					
(%))		OF DIRECTIVE COMPLIANCI sessed by visual inspection)	E (OPTIONAL)				
	Item No.	Subject	Directive Requirement	Test Report, Model Report or Approval Number or Statement Demonstrating Compliance				
	4	Rear Registration Plate	70/222/EEC					

70/388/EEC to 87/354/EEC

or ECE Reg. 28.00 2003/97/EC

or ECE Reg. 46.02

75/443/EEC to 97/39/EC

or ECE Reg. 39.00

7

8

17

Space

Gear

Audible Warning

Indirect Vision

Speedometer and Reverse



	E (OPTIONAL)		
Item No.	Subject	Directive Requirement	Test Report, Model Report or Approval Number or Statement Demonstrating Compliance
18	Statutory Plates	76/114/EEC to 78/507/EEC	
20	Installation of Lights	UNECE Reg. 48.03	
21	Retro Reflectors	76/57/EEC to 97/29/EC or ECE Reg. 3.02	
22	End Outline, Position, Stop and Side Marker Lamps	76/758/EEC to 97/30/EC or ECE Reg. 7.02 / 87.00 / 91.00	
23	Direction Indicators	76/759/EEC to 99/15/EC or ECE Reg. 6.01	
24	Rear Registration Lamps	76/760/EEC to 97/31/EC or ECE Reg. 4.00	
25	Headlamps	76/761/EEC to 99/17/EC or ECE Reg. 1.01 / 5.02 / 8.04 / 20.02 / 31.02 / 98.00 / 112.00 / 123.00	
26	Front Fog Lamps	76/762/EEC to 98/18/EC or ECE Reg. 19.02	
27	Towing Hooks	77/389/EEC to 96/64/EC	
28	Rear Fog Lamps	77/538/EEC to 99/14/EC or ECE Reg. 38.00	
29	Reversing Lamps	77/539/EEC to 97/32/EC or ECE Reg. 23.00	
30	Parking Lamps	77/570/EEC to 99/16/EC or ECE Reg. 77.00	
31	Seat Belts	77/541/EEC to 2005/40/EC or ECE Reg. 16.04	
33	Identification of Controls	78/316/EEC to 97/53/EC or ECE Reg. 121.00	
34	Defrost/Demist	Visual Inspection	
35	Wash/Wipe	Visual Inspection	
36	Heating System (if fitted) *See Guidance Notes	2001/56/EC to 2006/119/EC or ECE Reg. 122.00	

(S)

SECTION 2 - EVIDENCE OF DIRECTIVE COMPLIANCE (OPTIONAL) (May be assessed by visual inspection) Test Report, Model Report or Approval Number or

	· · ·	• • •	
Item No.	Subject	Directive Requirement	Test Report, Model Report or Approval Number or Statement Demonstrating Compliance
45	Safety Glass	UNECE Reg. 43.00	
46	Tyres	92/23/EEC to 2005/11/EEC or ECE Reg. 30.02 / 54.00 / 64.01 / 117.01	
47	Speed Limiters	92/24/EC to 2004/11/EC or ECE Reg. 89.00	
48	Masses and Dimensions	97/27/EC to 2003/19/EC or ECE Reg. 107.02	
50	Couplings	94/20/EC or ECE Reg. 55.01	
51	Flammability (Class III only)	95/28/EC or ECE Reg. 118.00	

PLEASE NOW COMPLETE SECTION E - PAYMENT DETAILS

SECTION E - PAYMENT DETAILS

Please tick/complete the appropriate boxes below ▼

You can pay the application fee by one of several methods :

- 1. Cheques/postal orders Payable to the 'Driver and Vehicle Standards Agency' (or 'DVSA') and only accepted with postal applications.
- 2. Credit/debit card If you choose to pay by this method, then once your application has been received, you will be contacted by email with instructions on how to arrange your card payment.
- 3. DVSA Pre-Funded Customer Account If you are a regular user of the scheme this is the quickest method to use. For pre-funded customer accounts, the signatory on the application must be a delegate authorised to use the account. Find out how you can apply for a DVSA pre-funded customer account.

You can see the **Vehicle Approvals fees online** or by telephoning our **Customer Service Centre** on **0300 123 9000**.

IVA Refund Policy - Please refer to the IVA 1P Guidance Notes (Section E) for further details.

	cited in the state of the state
8a. How are y	ou paying the fee required for this application? (Please tick one box)
	Cheque / Postal Order Payable to 'Driver and Vehicle Standards Agency' or 'DVSA' (only with postal applications).
	Credit / Debit Card Payment to be made after application is received.
DVSA Pre-Fu	unded Customer Account
	orise the Driver and Vehicle Standards Agency to take the amount stated below from / pre-funded customer account in respect of my application for an IVA inspection.
	£ .
_	e details: Please sign and print your name if you are either the card holder or DVSA count delegate. A typed signature is acceptable if sending your form electronically.
Signature :	Date :
Print Full Name :	

ON COMPLETION

Please attach your **fully completed** application to the **'Technical Application System' (TAS)** available via: **www.gov.uk/apply-vehicle-approval**

Should you experience problems accessing TAS, please try an alternative web browser.

For further information, please either email:

enquiries@dvsa.gov.uk

or telephone:

DVSA Customer Contact Centre: 0300 123 9000