



## August 2013 Headline News

**AFRL updates successful** – following the changes to the Automated First Registration and Licensing (AFRL) system which came into effect on 22 July, DVLA has been working with motor manufacturers to monitor how the changes have worked. Following the implementation of these changes, there were no major issues or problems experienced by users of the system. The over-the-counter service via the local offices was also removed from this date.

**Premium Checking Services** – EU licence holders and drivers from any of the 16 designated countries with whom GB have exchange licence arrangements in place can currently have their Identification Documents (ID) checked at one of three Local Offices (Wimbledon, Nottingham and Glasgow) when applying to exchange their driving licence. As a result of local office closures, this service is currently planned to be offered as a postal service only (however, the Agency will continue to review the situation).

**Summary of Changes document** – in collaboration with industry representative groups, DVLA issued a 'Summary of Changes' document in July to the motor industry. This document contained a summary of all the detailed changes being introduced to migrate local office services such as AFRL changes and legislative changes. We will be issuing an updated version of this document in September based on feedback from the industry and new relevant information.

**Closure of Local Offices document** – in addition to the above document which targets the motor industry, DVLA will shortly be publishing a similar document which explains the local office closures and associated changes for our wider consumer community. This should help to increase awareness of the changes amongst the general public and support the industry in getting their customers ready for the closures.

**Consultation in Northern Ireland** – On 17 July, the Department for Transport launched a public consultation looking at modernising the services available to Northern Ireland motorists and centralise the delivery of vehicle licensing and registration services at the DVLA in Swansea. The consultation will run until 11 September 2013 (you can find out more online by clicking [here](#)).



## ARTICLE – Using centralised and intermediary services

Just over a year since the announcement by the Secretary of State for Transport relating to the public consultation into transformation of DVLA services, the project has completed the migration of local office services to alternative channels. Most services have been accepted into business-as-usual by our operational teams. This is a significant step in preparation for the closure of the local offices with the first offices on track to close permanently to the public on Friday 25 October.

As a result of these changes, you can now get the services you previously received at the local offices through these new channels. Appropriate forms, guidance documents and website information have been updated to reflect the relevant change to services. While the local offices will remain open until their publicised closures dates, any mail sent to local offices will be redirected to DVLA Swansea for processing.

The following table details how these services have been changed:

### Office Closures

Operation	Migration	Progress	Target	Status
Area Enforcement Centres (10)	Close centres	Complete	Mar-13	
Local Offices (39)	Close offices	On target	Dec-13	

### Intermediary Services

Service	Transactions	Migration	Target	Status	Progress
AFRL	Disc Distribution (56,908)	Changes to current service	Jul-13		In place
Post Office	Renewal of vehicle tax	Extend current service	Jun-13		In place
	Change of tax class	Extend current service	Jun-13		In place
	Duplicate tax discs	Extend current service	Jun-13		In place

### Centralised Services

Service	Transactions	Migration	Target	Status	Progress
Vehicle Registrations	First Registrations	Simplify and centralise	Jul-13		In place
Personalised Registrations (1,043,461)	Cherished Transfers	Simplify and centralise	Jul-13		In place
	Assignments	Simplify and centralise	Jul-13		In place
	Retentions	Simplify and centralise	Jul-13		In place
	Licensing (1,344,181)	VED application	Simplify and centralise	Jul-13	
	HGV VED application	Simplify and centralise	Jul-13		In place
	SORN	Use existing channels	Live		In place
	License with a Tax Class Change	Simplify and centralise	Jul-13		In place
Vehicles Services (835,443)	Imports / Exports	Simplify and centralise	Jun-13		In place
	Dips & Cons	Simplify and centralise	Aug-13		Engaging with stakeholders
	Miscellaneous	Simplify and centralise	Jul-13		In place
Inspections (18,322)	Inspections	Rationalise and outsource	Sep-13		Interim arrangement under discussion
Trade Licensing (82,143)	Trade Licensing	Simplify and centralise	May-13		In place
Enforcements (623,155)	Enforcements	Simplify and centralise	Mar-13		In place



There are two outstanding services to be transitioned before local office closures commence:

- Diplomatic and Consular registration and driver licensing (Dips & Cons) is a stand-alone service currently provided by Wimbledon Local Office to foreign embassies and this work is on course to be centralised before the office closes in December.
- Vehicle Inspections will be outsourced to a dedicated service provider. An interim solution is in development to allow this service to continue in the period following local office closures until a procurement exercise can be completed. An update will be provided in MNS News next month.

We are also still piloting and embedding a number of centralised services dedicated to specific stakeholders such as Police Forces and British Forces Germany (BFG). These outstanding actions should not impact over-the-counter local office services.

More information on all of these changes is detailed in the document “Transition of DVLA local office services” which is available on [the DVLA website](#) along with other documentation relating to the local office closures. A few important points to be aware of:

- The additional vehicle licensing transactions are available at 4,600 Post Office branches as well as 400 branches offering duplicate tax disc services. You can use the online Post Office branch finder to find your nearest branch.
- Further information and guidance on all services that have been migrated to alternative channels is available online at [www.gov.uk/government/organisations/driver-and-vehicle-licensing-agency](http://www.gov.uk/government/organisations/driver-and-vehicle-licensing-agency).
- Motor traders can request pre-addressed envelopes for Personalised Registrations (EN415) or First Registrations (EN416) by writing to Requisition Clerk, D Basement Stores, DVLA, Morrision, Swansea, SA6 7JL, by fax to 01792 783525 or by email to [stores.order.forms@dvla.gsi.gov.uk](mailto:stores.order.forms@dvla.gsi.gov.uk)
- Following changes to legislation introduced at the end of July, newly registered vehicles can be used on the road for up to 14 calendar days from the date of first registration before a tax disc must be displayed.

**Please note that, as part of the transition of these services, if you are progress chasing an application you should contact DVLA directly as opposed to directing your enquiry through the MNS project. The June edition of MNS News included an article about how to contact DVLA for enquiries. This will ensure that your enquiry is dealt with by the right people as quickly as possible. The MNS email address will continue to be used for dealing with general questions around the local office closures and for circulating information to email contacts such as Bulletins.**



## Changes to DVLA Services

If you want to perform a **First Registration (V55)** transaction, please send your application to DVLA, Swansea SA99 1BE. You can expect your application to be turned around by DVLA within 14 working days of being received. If you have not received a response within this time, you can contact DVLA on 0300 790 6802.

If you have registered a vehicle within the last 7 working days and you need to **deregister the vehicle**, please email [deregistrations@dvla.gsi.gov.uk](mailto:deregistrations@dvla.gsi.gov.uk) or send your application to Deregistration Team, VC15A/MASET, DVLA, Swansea SA6 7JL. You can expect your application to be turned around by DVLA within 10 working days of being received (please allow time either side for delivery through the post). If you have not received a response within this time, please send a further email to the same address or you can contact DVLA on 0300 790 6802.

**Note: If DVLA does not receive your request to deregister a vehicle within the first 7 days after the date of registration, we will be unable to process the deregistration.**

If you want to **import a vehicle**, please send your application to DVLA, Swansea, SA99 1BE (unless the vehicle is being imported from Northern Ireland, in which case please send your application to VC15/D4, DVLA, Longview Road, Morriston, Swansea SA6 7JL). You can expect your application to be turned around by DVLA within 14 working days of being received (please allow time either side for delivery through the post). If you have not received a response within this time, please send a further email to the same address or you can contact DVLA on 0300 790 6802.

If you want to **export a vehicle at the point of first registration (direct/NMT/personal)**, please apply by email to [exportvehicleregistration@dvla.gsi.gov.uk](mailto:exportvehicleregistration@dvla.gsi.gov.uk) or by post to Specialist Registrations, DVLA, Swansea SA6 7JL. You can expect your application to be turned around by DVLA within 14 working days of being received (please allow time either side for delivery through the post). If you have not received a response within this time, you can contact DVLA on 0300 790 6802.

If you want to **apply for a tax disc or notify a Statutory Off Road Notification (SORN)**, please apply online at [www.gov.uk/tax-disc](http://www.gov.uk/tax-disc) or over the counter at a vehicle licensing Post Office® branch (Note: Post Office Ltd only provide a taxing service).

If you want to **apply for a duplicate tax disc**, please apply over the counter at a duplicate tax disc issuing Post Office® branch with a V5C or send a completed application to DVLA, Swansea SA99 1DZ. You can expect your application to be turned around by DVLA within 10 working days of being received (please allow time either side for delivery through the post). If you have not received a response within this time, you can contact DVLA on 0300 790 6802.

If you want to perform a **Personalised Registration** transaction, please send your application to DVLA, Swansea SA99 1DS (for the public) or DVLA, Swansea SA99 1DP (for motor dealers). You can expect your application to be turned around by DVLA within 7 working days of being received (**please allow time either side for delivery through the post**). If no documents have been received after 10 days, you can contact DVLA on 0300 790 6802.

**Note: For personalised registrations, please check the latest position regarding turnaround times before contacting DVLA.**

If you are a motor trader and you want to apply for a **trade licence**, please send your application to DVLA, Swansea, SA99 1DZ. You can expect your application to be turned around by DVLA within 4 weeks of being received. If you have not received a response within this time, you can contact DVLA on 0300 300 1495.

If you are an AFRL dealer and you want to request an **advance allocation of registration numbers**, please email [v53stickers@dvla.gsi.gov.uk](mailto:v53stickers@dvla.gsi.gov.uk). You can expect your application to be turned around by DVLA within 14 working days of being received. If you have not received a response within this time please send a further email to the same address.

**Note: V53 stickers are exclusively for AFRL dealers, secure form users and some V55/4 users. New registration mark ranges are available in line with the biannual registration windows (e.g. you can apply for March marks from mid-January).**



## Information Hub

*The Information Hub is where we share specific information about the changes to existing services and when you can expect to see these changes come into effect.*

### MNS Bulletin (09/08/13)

- In order to efficiently process applications for first registration of vehicles that have previously been registered in Northern Ireland, the DVLA is advising customers to send these applications directly to the following address:

**VC15/D4  
DVLA  
Longview Road  
Morrison  
Swansea  
SA6 7JL**

- Applications sent to this address will still be subject to our service level timescales for first registrations. This information will be added to a revised version of the 'Summary of Changes' document which is due to be issued in September.



## ARTICLE – Getting ready for closure

After finalising the migration of services from the local offices to centralised and intermediary channels, the project is now gearing up for the process of closing the local offices. A number of customers have posed questions relating to the closure process and we have tried to provide a consistent series of answers to ensure there is clarity of information:

### **What will happen on the final day of business?**

For their final day of business, local offices will remain open to the public in line with its stated opening times. Each office may make different local arrangements for the final day and there may be some local press interest. Otherwise the final day of business will - from the customers perspective - be very much in line with the previous days of operation.

### **What happens after the offices are closed?**

After the local offices close to the public, DVLA will commence the process of clearing out the buildings ready to be released back to the relevant lease holders. Customers may notice staff coming back and forth from the office during the days following the final day of business but these staff will not be able to handle any transactions or enquiries.

### **What will happen to the staff who are working there?**

Obviously this period will be a difficult time for those staff currently working in local offices. While every effort has been made to support staff to find training and alternative employment, there will undoubtedly be a great deal of emotion as these offices close for the final time.

### **When should I stop going to my local office?**

All services have already been migrated to other channels so customers are advised to direct their applications through the relevant channel ahead of the local office closures. Any mail or correspondence sent to the local offices will be redirected so you may experience delays if you take your applications there instead of DVLA Swansea. All local offices will continue to offer vehicle licensing services over the counter until the final day of business.



### **How will I know what to do after the local offices close?**

Information will be updated online ([www.gov.uk](http://www.gov.uk)) and in the various forms, leaflets and materials relevant to the work that was previously performed in the local offices. Contact details will also be publicised so that you can easily find the information you need about how these services will operate post-closure.



## ARTICLE – Digital by Default

The Transforming DVLA Services consultation last year sought views on DVLA plans “to move away from a largely paper-based organisation to a modern, highly efficient, electronic business, providing more online services to motorists and businesses”. Just over a year on from the consultation, the project has completed one of the first steps on this journey by moving transactions previously delivered face-to-face (via the local offices) to either intermediary services or new centralised paper channels. Soon the local offices will permanently close and these centralised services will be subject of ongoing review.

The next step of the journey is to develop the digital services that will provide customers with the ability to perform these transactions online.

Two of the major changes that will deliver this next step are [Personalised Registrations](#) and [Vehicle Management](#), both of which are part of the 25 significant ‘exemplar’ services under the Government Digital Strategy. They represent 1.6m and 18m transactions respectively that will be moved to digital services under plans being coordinated by the Government Digital Services (GDS) team in Cabinet Office. These 25 cross government services will provide customers with better key services which are simpler, clearer and faster to use.



Both these changes are currently in the ‘Discovery’ phase of development; this gives us a high-level understanding of users needs, what the existing service landscape looks like and a sense of what initial prototypes will explore. Over the coming months, DVLA will be engaging with representatives of the motor industry as part of this work towards delivery of digital services.

DVLA is also running a [digital services blog](#) on gov.uk which aims to keep customers and stakeholders updated on progress and will let you know how our new services will meet the GDS digital by default service standard. Another of the ‘exemplar’ services – the [Integrated Enquiry Platform](#) project – is already in the ‘Beta’ phase of development (which is where we build fully working prototypes to test with users) so progress on this initiative will also be reported via the blog. At the same time we are also looking delivery of Red Tape Challenge items such as changes to benefit Fleet Operators.

The MNS project still has some way to go before local office closures are completed however there is still much work to do in order to achieve the challenges presented by the Government Digital Strategy. The lessons learnt by the project will be shared with the next series of initiatives taking forward these challenges. In particular we will aim to build on the successes from implementing this project (such as the effectiveness of MNS News as a communications tool) to ensure future engagement with the motor industry continues to be effective and beneficial.



## ARTICLE – Update on Personalised Registration (PR) applications

Customers and stakeholders may be aware of recent issues that have occurred when Personalised Registration (PR) applications were migrated from the local office to DVLA Swansea on 1 July. A number of communications were issued during this period to explain the latest position. At present, we are processing Cherished Transfers within 9 working days of receipt at DVLA (against the target turnaround time of 7 working days). However, this **does not** include time taken for the application to pass through the postal service (customers should allow several days either side of the 7 working day turnaround for this).

A number of customers have raised concerns regarding the quality of service during this period. Despite the perception outside DVLA, the reasons for this situation are not just related to the physical transfer of work from local offices. We have seen higher than expected volumes of transactions across the organisation and the take-up of the centralised services has been much quicker than expected (already footfall at local offices has dropped by over 40%).

So what have we done to address this situation? During this period we:

- Reviewed progress daily with senior managers constantly engaged with the latest position;
- Realigned staff from other teams – including back office local office staff – to deal with outstanding applications;
- Ramped up planned training and recruitment activities to increase the pace of our transition;
- Issued weekly communications on progress to the motor industry via our dedicated email address.

Naturally the DVLA does not accept this level of service as a continuing standard and we have been working hard to address the situation. We learned a number of lessons when we experienced a similar situation over the Easter period so our intention is to get back to a position where we are achieving our target turnaround times as soon as possible. We have an agreed service level of turning around Cherished Transfer (CT) applications within 7 working days of receipt at DVLA Swansea and this is what we are aiming to achieve consistently.

If you are still waiting on your application, please allow sufficient time (a minimum of 10 working days from the time you send the application, which covers the time allotted for your application to pass through the postal service) before contacting DVLA for information about your Personalised Registration. We apologise for any inconvenience caused and thank you for your patience at this time.



## Questions & Answers

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

**Q1:** Could you please advise under the new process, if a valid certificate of motor insurance or a motor insurance cover-note will still be required to tax and register a vehicle?

**A1:** DVLA will accept photocopies of valid insurance documents as part of these applications.

**Q2:** We have a pre funded account. In the past we had a list of authorised signatures held at Stretford. Should Swansea hold a revised list for postal applications?

**A2:** Customers who currently hold a prefunded account are being advised to send a list of their authorised signatories to [prefundedaccounts@dvla.gsi.gov.uk](mailto:prefundedaccounts@dvla.gsi.gov.uk). You can also use this email for any queries you may have about your account.

**Q3:** If I am sending in a V55/4 and I need the tax disc to come back to my office, how do I notify DVLA where I want it to go?

**A3:** The form V997 (Tax disc delivery form) can be used for V55/1, V55/2 and V55/4 applications to indicate where the tax disc is to be delivered. You will need to complete the form and attach it to a V55 application form if you want the tax disc to be delivered directly to you or to the fleet company. There is no need to complete the form if the tax disc is to be returned to the registered keeper. For multiple applications, one form should be completed and attached to the documents.



V997.pdf

**Q4:** At present all our duplicates are done by the local office and we do not pay for them. In the future, will the Post Office® charge us for all tax classes?

**A4:** You will need to apply for duplicate tax discs at duplicate issuing Post Office branches (approximately 400 UK branches), you will need to present the V5C when applying and the charges have not changed. Please refer to [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder) for your nearest branch.

**Q5:** We are motor-home dealers and for the last 10 years have registered new vehicles at our local DVLA office in Aberdeen. We currently licence vehicle with the V55/1 and V55/4 and appropriate certificates of conformity. We currently apply for an Advance Allocation of Registration Marks with form V342. Where do we apply for registration marks now?

**A5:** I am able to confirm you can apply for V53 stickers (advance allocation of registration numbers) or get more advice on the process via the email address [V53Stickers@dvla.gsi.gov.uk](mailto:V53Stickers@dvla.gsi.gov.uk).



## FURTHER INFORMATION & CONTACT DETAILS

*DVLA welcomes feedback from our customers and stakeholders and the project would particularly like your views on this newsletter. Please let us know what you think and feel free to share with us ideas for future articles or questions you want answered.*

- Email the project at [mns.project@dvla.gsi.gov.uk](mailto:mns.project@dvla.gsi.gov.uk) for further information on local office closures.
- New information will be published through the DVLA website on [www.gov.uk](http://www.gov.uk) over the coming months.
- For further information regarding the 'Transforming DVLA Services' Public Consultation (including background context around the reasons for the decision to close the DVLA Local Offices), click [here](#).
- Follow DVLA on our official Twitter account: [@dvlagovuk](https://twitter.com/dvlagovuk)
- If you want any information about how to raise a complaint to DVLA, you can go to [www.gov.uk/government/organisations/driver-and-vehicle-licensing-agency/about/complaints-procedure](http://www.gov.uk/government/organisations/driver-and-vehicle-licensing-agency/about/complaints-procedure)