



## News from the Driver & Vehicle Licensing Agency

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## Welcome to the November 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.

I have recently taken up the role as Chief Executive leaving behind my previous role as Chief Executive and Keeper of National archives. I am looking forward to this new opportunity with DVLA. I'm confident that my digital experience at The National Archives, which included implementing a world-class digital service as well as delivering significant savings to the taxpayer, will stand me in good stead.

As you are aware DVLA is working with the Government Digital Services to deliver **three digital exemplars**. DVLA's first digital exemplar, the Integrated Enquiries Platform (IEP), will enable DVLA to process millions of data requests from customers, businesses and public bodies who have a right to view it. The first phase of IEP provides motor insurers with access to drivers' data under strict data protection controls to help reduce insurance fraud. To underpin this, we will first introduce View Driving Record as a beta service in the New Year. The digital service allows drivers to view their own driver record and will allow drivers to check their name, address, entitlement and endorsement history are correct.

The challenge now for the agency is to ensure that our centralised services meet customers' changing needs, whilst increasingly making use of digital solutions. More motorists than ever before are using GOV.UK to tax their vehicles and the DVLA review, announced on 8 October, seeks your views on how these services are provided.

You can find out a bit more about my thoughts since joining the agency in the '**Five minutes with...**' article.

In the meantime if there is anything you would like to know please feedback your views to [news@dvla.gsi.gov.uk](mailto:news@dvla.gsi.gov.uk)



Oliver Morley

Oliver Morley | Chief Executive





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## Five minutes with... Oliver Morley

**This month has seen the arrival of DVLA's new Chief Executive, Oliver Morley. Oliver has a great deal of experience in the digital arena. He was responsible for refreshing The National Archives digital strategy, as well as for launching new online products like the 1911 census. We caught up with Oliver to get to know him a little better...**

### Tell us about some of your previous roles...

Well, my first job was in the shipping industry working with Maersk Line in Glasgow and Abu Dhabi – I loved it. (The Maersk Group is a worldwide shipping, oil and gas company.) After receiving my MBA from the London Business School I joined Reuters as a sales director in marketing. Whilst at Reuters I also held global and regional roles in services and support. I then joined The National Archives, first as commercial director and then as Chief Executive and Keeper. For me, the common thread has been serving the customer and since 2000 I've been working on bringing out ever better digital services.

### How do you feel about taking the role of DVLA Chief Executive?

I'm really looking forward to it. DVLA has a very important role both as the licensor of vehicles and drivers, a collector of tax (clearly vital in this day and age), and also as a major contributor to our national data infrastructure. The change in location is going to be exciting too – Swansea is really showing its potential at the moment.



Oliver Morley





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### What do you plan to bring to the role?

I'd like to see a trusted and confident DVLA, innovating on behalf of its customers and the public. I believe I can bring that digital innovation and customer focus, but I'll be building on what's in the business already.

### If you could give one message to stakeholders and customers what will it be and why?

We want to get the right drivers and vehicles on the road in a way that meets your needs at low cost to the customer and tax payer.

### DVLA's vision places the customer "at the heart of our business and drives everything we do". What are your thoughts on that, and what would you like to see put in place to achieve that aim?

Clearly, customer service as a concept alone is important. But it's also important that everyone in the business understands where they fit in, and why we owe it to the people that pay their tax to provide a great customer experience that improves every year.

### Finally, what are you most looking forward to?

Meeting people properly – it's been a fairly long time since I announced I'd be taking the role, and I'm keen to get started!





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## DVLA review

### DVLA wants customer and stakeholder views on its services review announced on [8 October 2013](#).

The review is looking at the services we provide and how we can improve what we currently offer. It is led by Mary Reilly, a non-executive director of the Department for Transport (DfT) and is due to conclude at the end of the year.

The government is committed to improving motor services and a review of DVLA's operation is a key element of this pledge. Services to DVLA customers will not be affected during the review.

### Terms of reference

DVLA has published the [terms of reference](#) which outline the details of the review.

### Customer feedback

As part of the review DVLA would like customer and stakeholders to give their thoughts on how they would like DVLA to provide services in the future. You can do this by completing the online surveys.



### Online survey links:

- [Customer survey](#)
- [Stakeholder survey](#)





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## Team talk

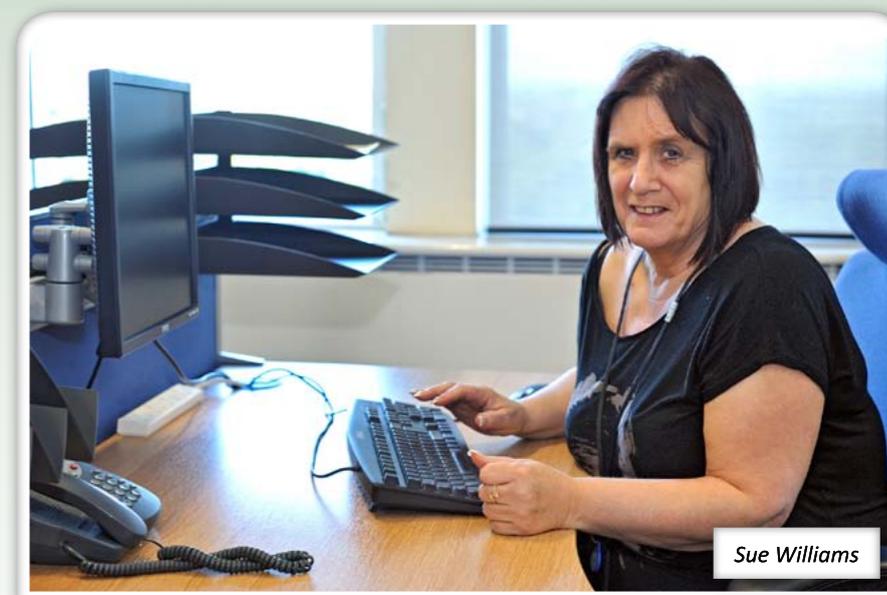
**We met with Sue Williams this month. Sue is a DVLA accredited Counterfraud Investigation Officer managing the agency's criminal investigation officers and drivers investigation, examination, courts and casework teams.**

### Thanks for agreeing to meet up Sue. Can you tell me what services your teams deliver?

My teams' priorities are to protect the integrity of our driver records and ensure driving licences are only issued to those entitled to them. They provide advice on the validity of applications, investigating cases where an error has cropped up within the process or where there is a threat of fraud. We also share information with our stakeholders (e.g. UK law enforcement bodies) on any emerging trends. This improves their staff training programmes and checking processes to identify fraudulent driving licences.

### How are your teams structured to deliver your services?

The area is split into 3, the Drivers Investigation Team (DIT) works closely with the Document Examination Team (DET) and Criminal Investigation Officers. The 2 other areas are the casework teams who deal with applications that fail during processing and court teams dealing with court notifications that fail to update our records. We also deal with direct enquiries from members of the public.



Sue Williams





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## Who are your main stakeholders? How do you keep in touch with them to make sure they are up to speed with everything?

Our stakeholders include the police, Her Majesty's Passport Office, Department of Work and Pensions, Driving Standards Agency and Border Forces. We also work closely with the Ministry of Justice and Her Majesty's Courts and Tribunal Service (HMCTS). We share intelligence trends and information by meetings, teleconferences, emails and alerts. There are also plans for a courts newsletter to be issued in future.

## Tell me more about the training you provide to law enforcement...

Our DET is recognised as the UK's national centre for identifying fraudulent driving licences. We regularly provide training to law enforcement bodies in the UK. In July the team was approached by the 'Twinning' project in Kosovo and asked to plan, design and deliver five – 1 day training courses on document fraud and examination. The Twinning project is a European Union funded project designed to support the Kosovo authorities strengthen their integrated border management and the fight against drug trafficking.





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## What are the business benefits of working with stakeholders?

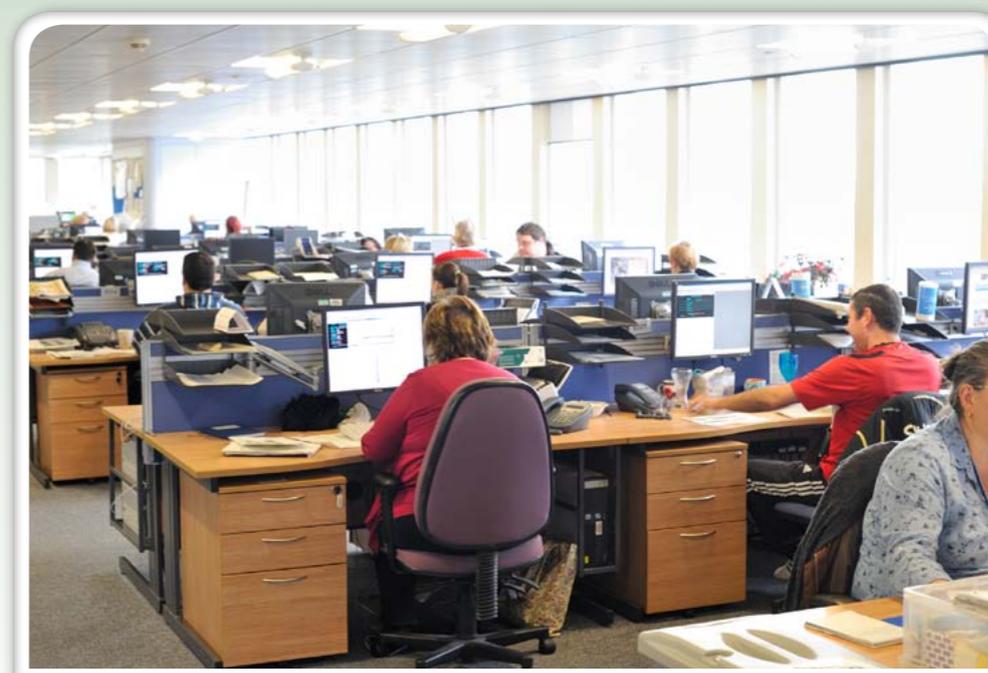
Shared information assists our investigations and protects and ensures the integrity of our records. One recent case involved the police and HMCTS. We got in touch with HMCTS to alert them to our suspicions that penalty points were being fraudulently removed from driving licences. Three of us were called to give evidence in the Crown Court hearing and a court clerk was jailed for perverting the course of justice.

## What are the biggest challenges of the role?

By keeping up with changes in policy or processes we can try to be one step ahead of the fraudsters. We need to continue identifying trends and keep up-to-date with digital technology to ensure we meet this challenge.

## Is there a particular message you would like to put across to customers and stakeholders?

DVLA is committed to road safety and assuring the integrity of our records. DVLA is committed to the fight against fraud and I want to reassure our stakeholders, who use our data, that our records are as accurate as they can be.





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## A bit about... Michael Logan

**We recently spoke to Michael Logan, Jurisdictional and Operational Support Manager within HM Courts and Tribunals Service (HMCTS)**

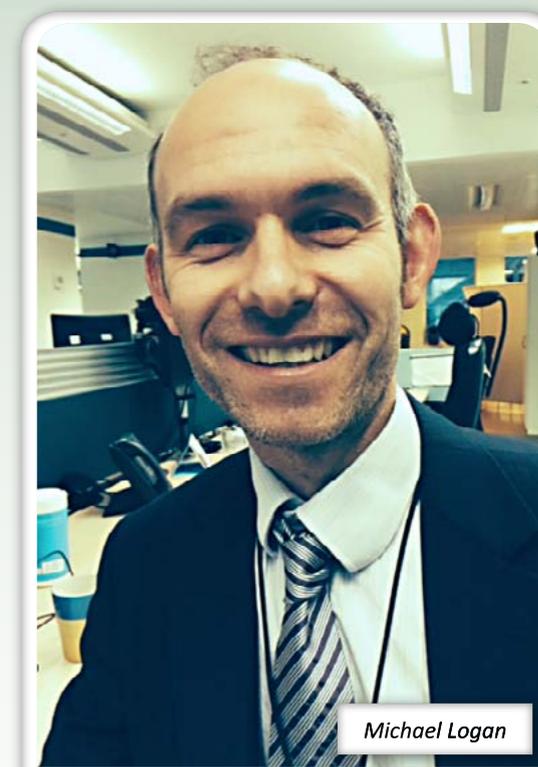
**Hello Michael, thanks for agreeing to be interviewed for news@dvla. What's your role within HMCTS?**

My team has responsibility for HMCTS involvement in summary justice reform working closely with Ministry of Justice (MoJ) policy colleagues to implement the [Criminal Justice System \(CJS\) strategy and action plan](#).

My team sits within the crime directorate, which owns the strategy and process for criminal business in HMCTS, and is based at the MoJ headquarters in London. We are accountable for ensuring criminal business, in HMCTS, is delivered in accordance with HMCTS and MoJ aims and objectives. We champion the development and delivery of national changes, focusing on improving and transforming service delivery. We do this, working across national and local boundaries, in partnership with the judiciary, HMCTS delivery directors and head of crime, CJS delivery partners and policy colleagues.

### What does your role working with DVLA involve?

I am a member of the Courts Liaison Group which includes officials from across both agencies and the judiciary. Our objective is to promote effective partnership working, with both the driver and vehicle sides of DVLA's business. Improving the way we work together and to ensure smooth implementation of new road traffic legislation.



Michael Logan





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### How does DVLA fit in as part of your role?

Road traffic is my priority. It's vital I understand the impact of any changes that may affect my ability to deliver my objectives, to continually improve the way the courts deal with traffic cases. For example, the planned abolition of the driving licence counterpart will bring significant benefits to HMCTS in terms of removing manual processes and failure demand from the current system.

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

Road traffic cases encompass nearly half of the magistrate courts workload. DVLA is a key partner in ensuring that those who commit traffic offences are dealt with appropriately by CJS. In particular, the courts rely on DVLA to provide up-to-date endorsement information so the court is aware of how many penalty points the driver has and whether they are liable for disqualification. A good relationship with DVLA helps ensure this information exchange is both timely and accurate.

### What's your favourite part of the role?

The trips to Swansea and Welsh cakes! No, honestly it has been the building up of an excellent working relationship with our colleagues in DVLA. This has helped bring about improvements in the way we work together at a strategic level and operationally for business processes and the exchange of information between the two agencies.

### And what do you find most difficult?

Major system changes (invariably IT) which could bring huge efficiency savings for both agencies. Such changes often take years to deliver and in the current financial climate this proves even more difficult.

### Biography

After studying history at Lancaster, Michael worked in the Metropolitan Police before joining the then Lord Chancellor's Department in 1997. He has since worked in a number of roles within the department in its various guises (Department for Constitutional Affairs and MoJ) including facilities management, Civil Law policy and Criminal Policy and Operations.





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## news@dvla survey results

In the last edition we asked you, our readers, to tell us what you thought of our newsletter.

We received valuable insight and will be using it to improve future editions. Thanks to all of you who responded. Here is a brief overview of what you told us:

- 52% of respondents said they read the newsletter immediately
- 55% of respondents forward it on to colleagues
- 42% of respondents advised they read only the parts of the newsletter that apply to them; but a further 42% of respondents read all of the newsletter
- At least two-thirds of respondents said they were happy with the layout, content, presentation and frequency of the newsletter
- 97% of respondents were happy to receive the newsletter by email
- 73% of respondents were satisfied with the newsletter as a source of information from DVLA.

If you have any questions about this article, or if it's prompted you to come up with a suggestion, please contact us at [news@dvla.gsi.gov.uk](mailto:news@dvla.gsi.gov.uk). We'd be delighted to hear from you.





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## Red tape challenge update

The red tape challenge is about harnessing the experience and ideas of those who deal with regulation day-in, day-out to help cut red tape. The red tape challenge [website](#) has gathered thoughts and ideas on which regulations should stay, which can be merged, which can be scrapped and so on. Ministers and government officials use this information to help them cut the right regulations in the right way.

### 1. No requirement to renew a Statutory Off Road Notification (SORN) on an annual basis

Subject to law change, from 16 December 2013 DVLA will remove the requirement for customers to renew a SORN on an annual basis. This means that a SORN will remain in force until a vehicle is either taxed, sold or scrapped. Once a vehicle keeper has notified DVLA that their vehicle is SORN'd, they will no longer have the burden of annual SORN renewals.



The screenshot shows the Red Tape Challenge website interface. At the top, there is a navigation menu with links for Home, About, How it Works, FAQs, News, and Contact Us. A search bar is located on the right side of the header. Below the navigation, there are three main content areas: 'General Regulations', 'Agriculture', and 'Home'. The 'Agriculture' section is highlighted. The main content area features a 'Join the Red Tape Challenge debate' section with two sub-sections: 'Agriculture' and 'Legal Services Regulation Review'. Each sub-section has a small image and a brief description of the topic. To the right, there is a 'Latest News & Newsletter' section with a list of recent news items and a newsletter sign-up form. At the bottom, there is a 'Previous Spotlight themes' section with a list of past topics.





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## 2. Evidence of insurance no longer required when taxing a vehicle

Subject to law change, from 16 December 2013 motor insurance policies will no longer be checked at the point when a vehicle is taxed. This change simplifies the taxing process for millions of motorists. Motorists will not need to provide motor insurance policy evidence when they:

- tax online or by phone
- register and tax through a motor dealer
- tax at a Post Office® branch
- register and tax through the post to DVLA.

Motorists will still need to ensure they have a valid insurance policy, but this will not be checked when a vehicle is taxed.

This change will not apply to motorists in Northern Ireland. They will still need to produce evidence of a valid insurance policy when a vehicle is taxed.

DVLA's 'continuous insurance enforcement' scheme ensures vehicles are insured.





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This is a regular section which explains a term or process

## What is... DEOM?

### DEOM is the Date to End Of Month licensing scheme

DEOM was introduced in 1986 and is issued on request at the point of first registration of a vehicle.

It means that if a vehicle is registered part way through the month you can purchase the tax disc with up to 3 extra weeks. This is preferable to having to backdate the tax disc to the beginning of the month and having to pay more or waiting until the start of the next month.

Currently the scheme is restricted to vehicles that need to pay vehicle tax.

### What's changing?

Subject to law change, DEOM will be extended (through our [Automated First Registration and Licensing system](#)) to include vehicles where a vehicle tax payment is not required (e.g. vehicles in the disabled tax class, electric vehicles etc). Our next edition of news@dvla in February 2014 will give more details.

In 2010 different rates of vehicle tax were introduced leading to an increase in the number of vehicles exempt from vehicle tax. Around 1.2 million 'nil licences' were issued at first registration in 2012.

No supplement will be charged for vehicles that are exempt from vehicle tax.



Date of first registration	Number of extra weeks
From 10th to 16th of the month	3
From 17th to 23rd of the month	2
From 24th to 31st of the month	1





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## Removal of the address from the driver tachograph card

**DVLA is improving the process for commercial drivers who need to change the address on their driving licence and driver tachograph card.**

From early December 2013, if you move home and need to change the address on your driving licence your tachograph card record will update automatically. The government is committed to getting rid of unnecessary red tape and removing the address from the driver tachograph card will make things easier for commercial drivers.

### What the changes will mean to you

If you have a driver tachograph card showing your address:

- you can carry on using your existing card as it will still be valid until its expiry date – you don't have to change to an 'address-free' card straight away
- you'll still need to apply as normal to change your name and/or address, or to renew or replace your card.

From early December 2013, any cards issued by DVLA will be a new card without an address.

### Once you have an address-free card:

- you'll still need to tell us about changes to your **name** and/or **address** or to renew or replace your driver tachograph card
- you won't need to make a separate application to update your driver tachograph card or need to return your card to us.

Non-GB licence holders still need to tell the DVLA about a change of address, by filling in a **D777B** application form, so that the tachograph record can be kept up to date.





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## Changes to driving licences

### A new photocard driving licence design will be introduced early next year.

Holders of valid driving licences will not need to replace their current driving licence. The old driving licence format is still valid and will be updated gradually as they are renewed and replaced.

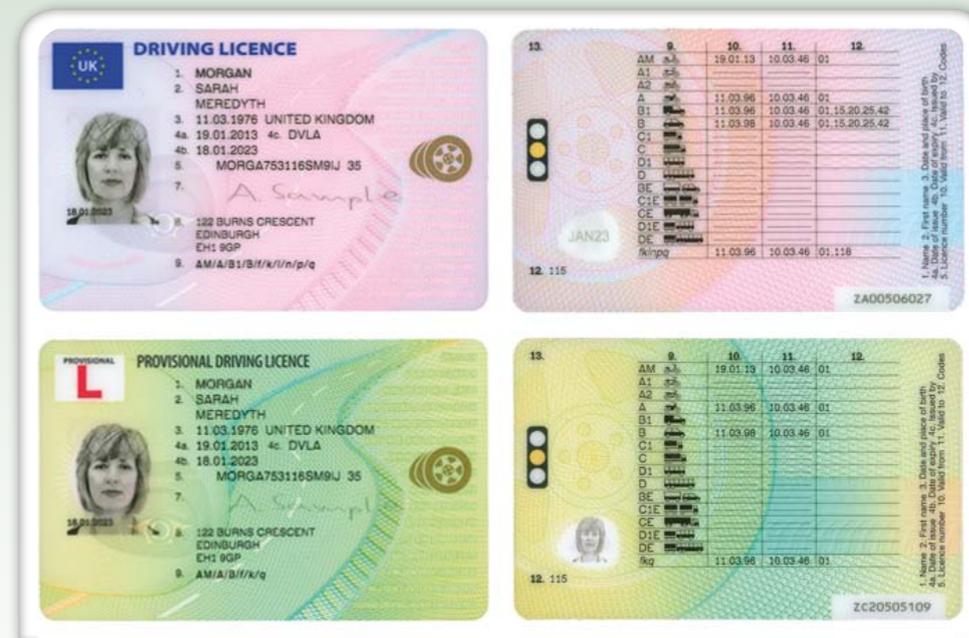
### Why are we changing the photocard driving licence?

The new card, provided by Gemalto (UK), will have a refreshed design and incorporate a host of new security features which will continue to keep the driving licence secure.

The latest security features will also help in the fight against fraud.

### What this means for you?

If you are an organisation which regularly checks photocard driving licences you'll need to be aware of the changes to the cards design.



If you have any concerns on the validity of a driver's licence you can check the [Employing people to drive](#) section on GOV.UK





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## MyLicence

**In our last issue we told you that early next year the insurance industry will be allowed to obtain entitlement and endorsement information from DVLA's drivers' records to prevent fraud and under insurance through incorrect self declaration when applying for a motor insurance quote.**

**[\(see issue 5 of news@dvla\)](#)**

On the **18 November**, the Association of British Insurers (ABI) encouraged motor insurers, brokers, comparison websites and software providers to adopt the 'MyLicence' brand. This initiative will allow them to request DVLA data on driving entitlement, motoring convictions and penalty points when providing motor insurance quotes. The industry, through ABI and the Motor Insurers' Bureau (MIB) has worked jointly with DVLA and the Department for Transport to develop this service.

MIB is asking motor insurers, brokers, comparison websites and software providers to complete a **[readiness survey](#)** to indicate how ready they are to get involved in this initiative. By completing the survey and providing contact details, MIB will be able to contact individuals and organisations over a period of time and provide updates on the progress being made to develop the link to DVLA.

An industry hub, managed by MIB, is also being developed and this will allow the insurance industry to securely obtain the driver data from DVLA, with the aim of improving the pricing of premiums against accurate driver information and reducing fraud. MIB will work with participants using the hub to ensure they comply with required technical standards and have adequate security and data protection safeguards in place.

Industry stakeholders can find a project information pack, including MyLicence brand guidelines, on the **[ABI website](#)**.

Further details about the hub are available from the MIB at **[IIADD@mib.org.uk](mailto:IIADD@mib.org.uk)** and by visiting **[www.abi.org.uk/IIADD](http://www.abi.org.uk/IIADD)**





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## Drink driving rules tightened to improve road safety

**The most dangerous drink drivers, high risk offenders, now have to pass a medical confirming they are no longer alcohol dependent before they can start driving. This change in the law was announced earlier this year by Road Safety Minister Stephen Hammond and came into force on the 1 June.**

Previously, all high risk offenders had to pass a medical examination before being issued with a driving licence following disqualification. However, drivers could still start driving as soon as they applied for their driving licence. Evidence suggests some high risk offenders delayed their medical to continue driving. This change prevents them from driving until they've passed their medical examination and been granted a licence.

Drink drivers who refuse to give permission for a blood sample to be analysed will also be classed as a high risk offender and they'll only get their licence back, following disqualification, if they pass the required medical.

### Who is classed as a high risk offender?

High risk offenders are drivers who are convicted:

- of 2 drink driving offences within 10 years
- of driving when they were at 2.5 times or more above the legal alcohol limit
- for refusing to give the police a sample of breath, blood or urine to test for alcohol.

GOV.UK provides quick answers to questions on [reapplying for a driving licence following disqualification](#).





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## dvI@Iert – Contact Centre Christmas opening times

Customers will be able to transact with us electronically throughout the Christmas period. Opening times for our contact centre can be found below:

### Contact Centre

Tuesday 24 December	– 8am to 12pm <i>(Drivers premium rate line 12pm – 3pm)</i>
Wednesday 25 December	– Closed
Thursday 26 December	– Closed
Friday 27 December	– Closed <i>(Drivers premium rate line 10am – 4pm)</i>
Saturday 28 December	– 8am to 2pm for general enquiries 8am to 5.30pm for Electronic Vehicle Licensing and Driver Licensing Online enquiries
Tuesday 31 December	– 8am to 5.30pm
Wednesday 1 January	– Closed
Thursday 2 January	– Open as normal





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## dvl@lert – Local offices closures

DVLA's local office network will close by the end of 2013.

### The following offices are now closed

Aberdeen	Bangor
Bournemouth	Beverley
Brighton	Chester
Carlisle	Dundee
Chelmsford	Exeter
Edinburgh	Inverness
Ipswich	Maidstone
Lincoln	Peterborough
Norwich	Sidcup
Oxford	Theale
Sheffield	Truro
Shrewsbury	Worcester
Stockton	Swansea

### These offices will close on Friday 13 December

Birmingham
Borehamwood
Bristol
Cardiff
Glasgow
Leeds
Manchester
Newcastle
Northampton
Nottingham
Portsmouth
Preston
Wimbledon

The local offices will close on certain days, for essential staff training, prior to closure in December.



Bristol Local Office





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

Local offices will remain open and continue to offer vehicle licensing services over the counter until the final day of business.

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

All services have already been migrated to other channels. All mail is being redirected so you may experience delays if you take/send your application to a local office instead of DVLA Swansea.

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

Information will be updated on [GOV.UK](http://gov.uk). 'The closure of DVLA local offices – Everything you need to know' and 'Transition of DVLA local office services' has been published online. Please check for further updates on our homepage which also provides relevant contact details.



For more information please email:  
[mns.project@dvla.gsi.gov.uk](mailto:mns.project@dvla.gsi.gov.uk)





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## and finally... Make time for winter

This year the Highways Agency is urging road users to take responsibility for their journey preparations in winter. If you need to travel follow some simple steps to reduce the risk of being caught out:

**Be prepared**  
Is your vehicle ready?



Click for  
more info

### Be prepared: is your vehicle ready for winter?

What can you do to reduce the chances of breaking down?

Check your vehicle is in good running order before you set out and consider regular servicing to help minimise the risk.

**Be informed**  
Have you planned your journey?



Click for  
more info

### Be informed: have you checked the latest traffic and travel?

In severe and wintry weather it's even more important to plan your journey. The Highways Agency provides up to the minute traffic reports on their website: [www.highways.gov.uk/traffic-information](http://www.highways.gov.uk/traffic-information)

You should also check; local radio and TV broadcasts and the Met Office website: [www.metoffice.gov.uk](http://www.metoffice.gov.uk)

Just a few minutes checking before you set off can make all the difference to your journey.

You can keep up to date with the Highway's Agency winter campaign on social media. They'll have latest updates, weather reports information and advice as the weather changes throughout the season.



Follow the Highways Agency on  
Twitter [@winterhighways](https://twitter.com/winterhighways); [Facebook](#);  
[Pinterest](#); [Flickr](#) and [YouTube](#)





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DVLA main site, Swansea



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