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## Public Holidays 2004/5

- 24 December 04** All offices closed  
(England and Wales)
- 27/28 Dec 04** Christmas Holiday  
(all offices closed)
- 3 January 2005** New Years Day (all offices closed)
- 4 January 2005** Public Holiday in Scotland  
(all offices in Scotland closed)

Jim Sweeney  
Central Operations Branch  
0115 901 2552

# Information services contract re-let

We have recently let a contract for the provision of information technology services. This was necessary because the existing contract (awarded in 1997) lasted for seven years and could not be extended further.

The contract has been awarded to Capita Business Services Ltd, who provided the best value bid.

## Benefits to DSA and our Customers

The new contract will provide a number of service enhancements. There will be a more resilient IT network which will give stability to the DTCS Booking System, and it will provide a more stable platform for future service improvements. Capita will need to achieve a number of demanding performance targets, in order to allow us to maintain and improve services to our customers. Also, the running costs will deliver a financial saving to us when compared to existing costs.

New developments to be delivered include the creation of an Integrated Register of Driver Trainers. Currently there are different registers for ADI, CBT, and a Voluntary LGV register. The new Integrated Register will record all training qualifications for each instructor on one register instead of on several different ones. This should streamline the process for instructors to update the information on their records, such as change of address.

The new contract will run from 1 January 2005.

Despatch is published quarterly by the Driving Standards Agency.

Our Agency conducts Britain's driving tests for cars, motorcycles, lorries and buses, including the theory tests and also maintains the Register of Approved Driving Instructors, the voluntary register of lorry driving instructors and oversees motorcycle Compulsory Basic Training.

DSA is an executive agency of the Department for Transport.

The views expressed in the magazine are attributable only to their authors. Inclusion in Despatch does not necessarily indicate DSA endorsement. Information is freely available for use in journalism and research.

Despatch has been printed by Stillman Communications Ltd, Nottingham, in September 2004 on paper comprising 75% post consumer waste and 25% ECF pulp.



# Standards checking for instructors

Bob Jarvis, ADI Registrar, wrote to all Approved Driving Instructors and those currently undergoing the qualification process on 18 August to explain the latest position regarding the changes to their standards checking arrangements.



Bob Jarvis

As this was a most important announcement we thought it worthwhile to repeat the message in this issue of Despatch to ensure the widest coverage within the driver training and road safety industries:

The letter said: "In December 2003, the Agency announced that Ministers had agreed changes to the standards supervision arrangements for Approved Driving Instructors. This involved the introduction of a computer-based assessment comprising the moving image Hazard Perception Test (HPT) and a multiple-choice question (MCQ) test of knowledge and understanding.

The initial proposal was that ADIs would have to meet the new standard within 12 months of its introduction, and would be allowed up to three attempts. In recognition of the concerns expressed by many in the driving instruction industry, Ministers agreed in January 2004 to revise these proposals and allow up to two years and no limit on the number of attempts to pass the assessment. [Please see "ADI assessments update" in the spring 2004 issue of Despatch.]

In order to help a consensus emerge, DSA arranged a facilitated meeting of industry groups in Manchester on

22 July. The meeting was attended by representatives from ADIJNC, BSM, DIA, DISC, MSA, the ADI Federation and DIDU. Although the AA Driving School did not attend the meeting, it subsequently confirmed acceptance of the agreement.

The groups reached an Agreement for a proposition on a revised arrangement that they believed meets the aspirations of the driving instructor profession. The following was agreed:

- The representative bodies would work with each other and DSA to introduce a Continuing Professional Development (CPD) scheme to improve instructor standards, professionalism in the industry, and the service offered to the public.
- ADIs who had not already met the standard set by the new HPT would have to do so within 2 years from the assessment being made available, planned for 1 January 2005. No limit would be imposed on the number of attempts allowed. This standards check would be a one-off. The first attempt would have a nil fee, while a charge would be made for subsequent attempts. DSA would reconsider the amount of the fee.
- Learning support for HPT would be an item for inclusion in CPD. If helpful, DSA would consider producing further preparation aids in addition to RoadSense.
- The MCQ element would be integrated within CPD. The question bank could be amended for the re-assessment purpose it served. ADIs would have up to 4 years after the introduction of CPD to satisfy the MCQ standards-check.
- The representative bodies, together with DSA, would adopt a positive approach and explain the merits of this agreement to driving instructors.

All the groups subsequently confirmed their unanimous endorsement of the Agreement. Having carefully considered it, Ministers have decided to proceed on this basis. They have asked DSA to convey their thanks to the ADI bodies for having reached a settlement that will be acceptable to all concerned and that reflects their thinking on the way forward for the driving instructor profession.

We will write again to all ADIs involved later this year with details such as the booking arrangements for the new HPT check.

For more information see pages 6 and 7.

# National Eisteddfod 2004

The National Eisteddfod Festival, an annual event, was held this year in the beautiful gardens of Tredegar House in Newport, Wales. The festival dates back to 1176 and it is believed the first one was held under the auspices of Lord Rhys, at his castle in Cardigan. Following 1176 many eisteddfodau/festivals were held throughout Wales celebrating poetry and music. Over the years National Eisteddfod developed into a fully-fledged folk festival on a large scale.

We had a double stand this year and offered the festival goers the opportunity to have a go at a mock theory test or take part in an introduction to the Hazard Perception test. Welsh speaking staff manning the stand were available to answer questions, giving advice and guiding people through the theory test. Plasma screens were on display showing information regarding the Pass Plus scheme, along with leaflets covering a variety of road safety and driving enquiries.



The DSA Stand at Eisteddfod

## New Drive On and Ride On magazines

The new 2005 issues of *Drive On* and *Ride On* magazines are due to be delivered within the next few weeks. *Drive On* is given out to successful car test candidates and *Ride On* is given out to successful motorcycle test candidates. The magazines contain useful information on topics such as the Pass Plus scheme, cheaper insurance and how to deal with road rage. Pictured are the new front covers. The magazines are distributed to successful candidates by test centre examiners.



# Two milestones reached at call centres

**We reached two important milestones on Monday July 5th. First, the 250,000th practical test booking was carried out on the internet and secondly, the 100,000th call was made to the ASR system.**

The internet booking service for practical tests was switched on (quietly) in October 2003 with its official launch two months later in December. To have completed 250,000 bookings within 9 months is a tremendous achievement and these account for 20% of all bookings. In the private sector, any company introducing an internet service is happy to achieve a 5-8% take up in the first year. Double figures and they are ecstatic!

Having now re-let our information services contract, we have already started talks with Capita on the next phases of this project. Phase 2 will allow bookings to be changed or cancelled. Phase 3 will allow access for Trainer Bookers to use their business IDs for multiple bookings. We will be working hard to build and introduce these as quickly as possible.

ASR (Automated Speech Recognition) went live on 24th June, three months earlier than planned. Taking 100,000 calls in the first 12 days is a phenomenal success and resulted - from the first day - in allowing more callers through to the call centres.

I wrote in the last issue of Despatch all about ASR and the reasons behind having to change the fast-track numbers. Despite all the preparation, things did not go exactly to plan with the IVR changes, resulting in callers having to listen to messages that were not relevant to them. Because the IVR sits in the Cable & Wireless network, it took three days before we were able to move them to the right place in the system and I apologise to everyone who was inconvenienced as a result. Once that situation was corrected, my phone cooled down and the Call Centre Agents could stop explaining what had happened.

As expected, the type of call being dealt with in the Call Centres has changed significantly with fewer calls for earlier test dates being handled. We now handle an average of 35,000 transactions per day either by phone, internet or ASR.



Jason Falk

I have previously stated that we know we still have some way to go. I do not apologise for repeating that my goal, and that of my management team, is to ensure all callers to our national number are both connected and answered as quickly as possible. We will continue to work tirelessly to achieve this. It is fully understood and appreciated that repeat callers such as ADIs and Trainer Bookers have a business to run which makes it even more vital we are able to answer all calls first time. As the successful recruitment programme for new examiners continues and waiting times come down at many centres across the country, pressure on the Call Centres will continue to fall, leading to callers being able to get through to us first time, every time.

**Jason Falk**  
Booking Control Manager

# An update on Continuing Professional Development

In the spring issue of *Despatch* we announced that 5S Consulting Ltd had been commissioned to research and develop proposals and recommendations on how a system of Continuing Professional Development (CPD) might be introduced for driving instructors.

5S Consulting Ltd have sent an initial questionnaire to ADIs within the three selected pilot areas. This was to establish who wished to be actively involved in the initiative. The response was better than initially expected and from the returns received it was established that over 90% of ADIs were in favour of CPD and that the majority wanted the opportunity to participate actively in the research.

Many instructors have been in contact with the researchers directly or via their website which can be accessed at [www.5sconsulting.com/driving](http://www.5sconsulting.com/driving) or via a link on the DSA website [www.dsa.gov.uk](http://www.dsa.gov.uk). The website not only provides a contact point but is updated regularly to reflect the progress made to date.

As a result, two specially developed questionnaires, one for instructors and one for specialists, have been developed and over 650 sent out to those who requested them. These have now been returned and the results are being analysed by 5S Consulting.

The first round of focus group meetings has been held for instructors in the three pilot areas. These have been well received with attendees taking a full and active part. The second round of focus group meetings will now take place during September.

An expert group made up of around 30 representatives from the instruction industry, emergency services, driver improvement schemes, sector skills councils and the Ministry of Defence have met several times to hear about progress to date and share their thoughts with the consultants.

The final report outlining the research, options and recommendations will be produced during November.

DSA and 5S Consulting are particularly interested in learning about any form of CPD that may have already been undertaken by an individual or training provider across the driver/rider training industry as a whole. Please let us know what you have done by sending the information to either:

- Rodney Amster at 5S Consulting. He can be contacted by telephone on 01737 761500 or email [amster@5sconsulting.com](mailto:amster@5sconsulting.com) or
- Trevor Wedge, DSA Deputy Chief Driving Examiner [trevor.wedge@dsa.gsi.gov.uk](mailto:trevor.wedge@dsa.gsi.gov.uk)

## Fault analysis data

Over the past three years we have issued fault analysis statistics to ADIs. However, because of the way the data has been captured and stored, there have been errors in some of the data which has brought complaints about the worth of the exercise.

To improve accuracy, a new system was introduced in February 2004 which included scanning data into the database rather than keying it in manually. This

means that for 2003/4 the data is held on two systems. In view of the inherent problems in combining two systems and producing accurate and reliable figures, we have listened to your earlier criticisms and decided not to issue the fault analysis data this year.

We intend to recommence this service for 2004/5, when we will have a full year's data held on the new system.

# Instructor Standards Project

Work has started which looks at the changing needs of the driving instruction profession and the possible options for moving forward in the new environment for driver training, envisaged by the Government's Road Safety Strategy.

In its Review of its Road Safety Strategy, "Tomorrow's Roads - Safer for Everyone", published this April, Ministers committed DSA to review the regulatory arrangements for driving instructors to ensure that the public can have confidence that the driver training services that they buy are of the highest quality.

DSA plan to develop and implement a range of improvements to raise the quality and expertise of all driving instructors. We have commissioned independent research to help with this.

There are three initial strands to this work. They are:

- Work by Red Scientific Limited to make recommendations to the Agency about a set of competences for ADIs and the training industry generally and other related issues.
- Work by 5S Consulting Limited to develop proposals and make recommendations about the form and technicalities of operating a Continuing Professional Development (CPD) scheme for the industry.
- Work by Dr Elaine Freedman, of Researchers for Education and a visiting Research Fellow of the

University of Bath Education Department, to explore the feasibility of alternative methods of delivering CPD, such as using distance learning materials, how this might be assessed, and the role of DSA in such a scheme.

These three elements of research have been grouped together as the Instructor Standards Project to help co-ordinate the work of the contractors and to ensure that the benefits to the instruction industry and DSA are maximised.

An essential part of this work will involve research and information gathering to help inform the decision making processes. We intend that, as far as possible, everyone included on the Register of Approved Driving Instructors and other DSA Registers will be invited to participate in these studies by contributing their views on a variety of topics. You will have already been involved to a greater or lesser degree in the survey work being undertaken by 5S Consulting and further questionnaires will shortly be sent out by Red Scientific.

It is important that we obtain views and information from you as part of this work and we would ask that you complete any questionnaires that we send if at all possible. The information obtained from these surveys will be used to help shape the future of your industry and so it is important that we get as good a response rate as possible.

**By Trevor Wedge**  
Deputy Chief Driving Examiner

## Service standards booklets

With this copy of Despatch you should have received a personal copy of the latest version of our service standards booklet – Putting Things Right. This version includes updated contact details for our theory test contractor, Pearson Vue.

Copies of the booklet will soon be available from all theory and practical test centres and will be available on our web site ([www.dsa.gov.uk](http://www.dsa.gov.uk)). In addition the leaflet will be made available in Welsh from all test centres in Wales and will also be available on our website.

Please help yourself to copies of the booklet from your local test centre if you would like to give them to your pupils.



**Helen Holland**  
Customer Service  
Team Leader

# Mobility Roadshow

In June we exhibited at the annual Mobility Roadshow. The event is aimed at providing a wide range of information for those with mobility problems, their families and carers. Staff from both headquarters and area offices were on hand to answer queries about theory and practical driving tests and help those wishing to try out the mock theory test. The Mobility Roadshow took place at Donnington Park, near Derby on the 17th, 18th and 19th June.

David Rowlands, (Permanent Secretary for the Department for Transport) visited DSA's stand to find out more about the services offered to people with special needs.

The event was a reminder of the difficulties that road accident survivors can live with, and gave us useful feedback on the assistance we provide to candidates with specific requirements.

PR Team.



Kevin King and David Rowlands



Chris Stewart and Pab Manku

## Reminder to ADIs...

**Have you accompanied a pupil on their practical test recently?**

DSA policy is to encourage Trainers, ADIs and PDIs to do so whenever it is practicable. This includes LGV, PCV and ADI tests as well. The official driving test publication advises that an instructor or friend may accompany a candidate on test. As mentioned in the autumn 2002 issue of Despatch, (Data Protection: Important Reminder for Driving Instructors) with your candidate's agreement

you may accompany your pupil on test and listen to the (optional) debrief at the end.

By accompanying your pupil you are better placed to see what actually happened at the time.

Even if you do not accompany your pupil on test, DSA would encourage you to ask your pupil's permission for you to be present and listen to the examiner's debrief at the end. As their instructor, you are best placed to use the examiner's feedback along with the test report to plan any further training that may be needed for them to develop their driving skills and gain success.

# Advisory group on motorcycling - final report

On 2nd August, Road Safety Minister David Jamieson welcomed publication of the 'Advisory Group on Motorcycling: Final Report to Government'.

The Report concludes the work of the Advisory Group on Motorcycling, which was established in 1999 to consider the role of motorcycling within an integrated transport policy, including important issues such as safety and environmental impact.

The Advisory Group was chaired by the Minister and comprised representatives of the police, riders' interest groups, motorcycling trainers, motorcycle manufacturers and retailers and road safety officers. Alongside colleagues from DfT and other Agencies, DSA played an active role in representing the Government interests to the Advisory Group.

The terms of reference for the Advisory Group were to consider:

- a) the safety record of motorcyclists and agree on measures to be taken to improve safety, including general road user behaviour and consideration of training and licensing arrangements,
- b) the environmental impact of motorcycles and to agree what measures, if any, should be taken in light of the conclusions reached by the Group, and

- c) the role of powered two wheelers of all sorts in an integrated transport policy including the scope for traffic management measures that are beneficial to motorcyclists and contribute to that policy.

The Report makes a number of recommendations including:

- a fundamental review of the Direct Access Scheme, which allows faster access to riding bigger bikes
- the development of a framework which will allow DSA to operate a voluntary list of post-test trainers
- rider improvement and speed awareness courses for offending motorcyclists
- a hard hitting advertising campaign to make motorcyclists more aware of dangerous situations and other road users more aware of motorbikes
- a review of the position concerning motorcyclists using bus lanes
- the mainstreaming of motorcycling into the transport planning process.

The next step for DSA will be to contribute over the coming months to the development of the Government's motorcycling strategy.

The Final Report to Government is available via the DfT website [www.dft.gov.uk](http://www.dft.gov.uk), or by telephoning 0870 1226 236 quoting the product code T/INF 45RRLG02263.

## ADI Pass Rates

### ADI Theory Test - Pass Rates 2003/04:

YTD	Tests	Pass	Fail	%Pass Rate
2003/04	27171	12965	14206	47.7%

### Part 2 Test - Pass Rates 2003/04:

Tests	Pass	Fail	%Pass Rate
16444	7476	8973	45.4%

### Part 3 Test - Pass Rates 2003/04:

Tests	Pass	Fail	%Pass Rate
12958	3680	9278	28.4%

# Re - branding of DSA products

We are in the process of re-branding our whole range of books and electronic products. This has been geared around the production of a new DVD to reflect the *Driver's Record* (sent to all those who apply for their provisional driving licence). The DVD will be called *The Official Guide to Learning to Drive* and features learners being taken through the 24 modules in the *Driver's Record*. This is due to be published in October, along with a new book, again called *The Official Guide to Learning to Drive*, which will replace the current book, *The Driving Test*.

The first products in the new range are already available, *The Official Theory Test for Car Drivers* and *The Official Theory Test for Motorcyclists*. There have been very few minor changes to questions this year but these books have been republished in the new brand that will now be rolled out throughout the whole range. *The Official Theory Test for Car Drivers* now includes *The Highway Code* and has also been published in

CD Rom format which also allows learners to take mock tests for the multiple-choice part of the theory test.

*RoadSense* has been renamed to bring it into line with the new branding and is now called *The Official Guide to Hazard Perception*. This is available as a stand-alone item or packaged along with the CD Rom above, together providing all the training material for the theory test in a single package.

Other books in our range will be re-branded as they are updated and reprinted, check [dsa.gov.uk](http://dsa.gov.uk) to find out the most up-to-date position.

All these training materials are available online from [dsa.gov.uk](http://dsa.gov.uk) or by mail order from 0870 241 4523. They are also available from bookshops and electronic retailers along with similar products from other publishers.



## Electronically operated parking brake (handbrake)

One of the skills tested on a driving test (with vehicles fitted with a manual gearbox) is co-ordinating the parking brake (handbrake) with the clutch and accelerator when moving off. A number of vehicles are now being fitted with an electronically operated handbrake. Some of these are able to be

manually overridden and operate as a conventional ratchet type handbrake.

Vehicles fitted with these electronic devices that are presented for test must be capable of being manually overridden and operated as a conventional handbrake.

Enquiries about this should be directed to Technical Standards Branch, Stanley House, 56 Talbot Street, Nottingham, NG1 5GU.

email: [tsb@dsa.gsi.gov.uk](mailto:tsb@dsa.gsi.gov.uk)  
Tel 0115 901 2537/9

# Learning to drive and beyond...

## Background

In 2002 the Department for Transport (DfT) commissioned a major study into the way learner car drivers prepare for the test, perform during the test, how this relates to their subsequent accident and conviction rate, and any change in their attitudes. The information gathered as a result of this study will assist in the future development of policies aimed at reducing the number of casualties on our roads, especially those involving new drivers.

A similar study was carried out by The Transport Research Laboratory (TRL) for DfT in the late 1980s. It will be interesting to compare the findings to see how things have changed over the past 15 years or so.

## The study

We have been working closely with DfT and researchers at TRL, who are contracted to carry out the study, to provide access to new drivers.

Every three months since November 2002, researchers at TRL have been sending out a new batch of 8,000 questionnaires to candidates who have just taken a driving test to tell us how they learned to drive (regardless of whether they passed their test).

ADIs have been very helpful in encouraging their candidates to return these questionnaires and we very much appreciate this.

Those who returned this first questionnaire, and passed their test at that time, are sent further questionnaires after 6, 12, 24 and 36 months. They are asked about their experience as new drivers, their accidents, and their attitudes to driving and road safety. We also ask them about how they see themselves as drivers. As a result a large amount of information about new drivers is being collected.

Whilst the study is far from complete, the initial analysis of the early data is already providing an insight into learner drivers.

### Some early results of those who returned the questionnaires:

## Responses

Those who return the questionnaires are:

- more likely to be female
- more likely to have passed their tests

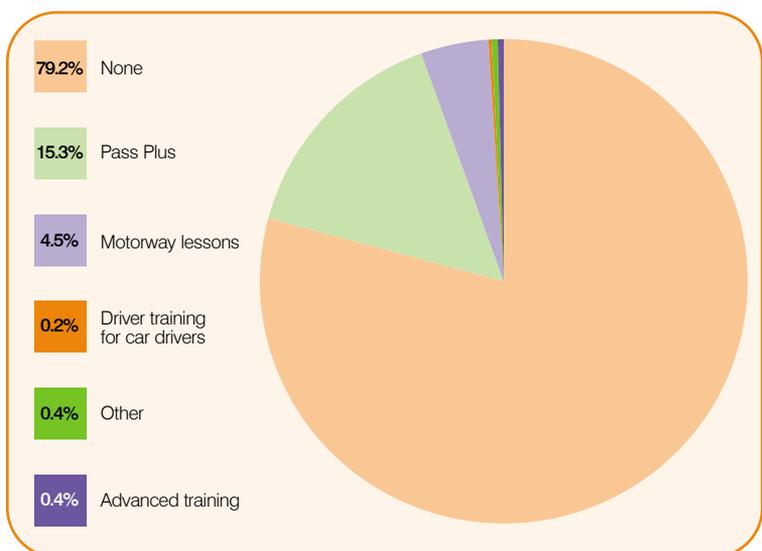
## Learning to Drive

- The average time taken to learn in months (less breaks):
  - Female – 14.6 months
  - Male – 12.0 months
  - Overall – 13.5 months
- Over 20 hours practical driving instruction was taken on average before a candidate passed a theory test
- Over 99% had some professional instruction before passing their test
- Nearly half had taken some private practice with friends or relatives
- Average hours professional tuition:
  - Female – 51.9 hours
  - Male – 36.2 hours
  - Overall – 45.3 hours

- Average hours practice with friend or relative (this excludes those who had no practice):
  - Female – 32.3 hours
  - Male – 32.9 hours
  - Overall – 32.5 hours
- There is some early indication that those that have taken the hazard perception test as part of the new theory test are slightly more confident when they take their practical test.
- Average number of practical tests before passing:
  - Female – 2.12
  - Male – 1.87
  - Overall – 2.0

## After the test

- New drivers' confidence in their own ability is generally a lot lower after both 6 and 12 months than immediately after passing the test. This suggests that starting to drive on their own can make new drivers aware of their own limitations.
- Around 20% of respondents had an accident in the first six months after passing their test and 16% in the second six months, though most of these were categorised as 'bumps and scrapes'.
- Around 20% had taken further training after their test. Over 15% had taken Pass Plus (see chart below)



## A comparison with the previous study

- The average number of professional lessons has increased from 32 to 45 hours since 1988.
- The proportion of those that supplement professional lessons by private practice has dropped from around 2/3rds to almost a half.
- Those that have the opportunity to practice privately are taking more practice.

## The future

This project is continuing. We already have a good picture of the way learners prepare for their theory and practical tests and by this time next year we will begin to have a picture of the first full three years after passing the test also. We will be able to look at how methods used and experience gained when learning to drive relate to how well candidates do in the test, and their subsequent safety records. It will also be possible to study the effects of recent changes such as the introduction of the hazard perception test.

ADI support has been important for this project. The encouragement given by ADIs to their pupils to return our questionnaires has undoubtedly helped to maximise the number of questionnaires returned for analysis.

# Disqualified drivers May 2004 - July 2004

## New Drivers Act Statistics

	May	June	July
Revoked	1205	1265	1443
Test Passed	787	887	723
Appeal	7	7	8

DTTP - Disqualified until test passed

DTETP - Disqualified until extended test passed

## DTTP/DTETP Summary

	May	June	July
DTTP	168	159	197
DTETP	819	830	901
TOTAL	987	989	1098

Figures supplied by Drivers Policy Group  
Driver & Vehicle Licensing Agency (DVLA)

## How to contact us

If you need to contact the headquarters of the Driving Standards Agency at Stanley House, 56 Talbot Street, Nottingham, NG1 5GU use the following numbers for departments, dialling **0115 901** first:

- Switchboard **2500**
- Internal Communications **5873**
- Central Operations Branch **2557/4**
- ADIs **2618**
- PDIs **2629**
- CBT **2595**
- Technical Standards Branch **2539/2537**
- Commercial Department **5901**
- Cardington (Training) **01234 744000**
- Publications **Cardington 01234 744054**
- Theory Test Unit **5935**
- Policy **5918**
- Pass Plus **2633/2634**
- DQM **5883/ Fax 0870 750 7251**
- Press Office **5874/5**
- Despatch **5874/5**
- Website address **www.driving-tests.co.uk**  
**or www.dsa.gov.uk**
- Booking Line **0870 010 1372**
- Welsh Line **0870 010 0372**
- Minicom **0870 010 7372**

## Useful numbers

### Driver & Vehicle Licensing Agency:

- Drivers' enquiries: **0870 240 0009**
- email: **drivers.dvla@gtnet.gov.uk**
- Vehicle enquiries: **0870 240 0010**
- email: **vehicles.dvla@gtnet.gov.uk**  
**www.dvla.gov.uk**
- Vehicle Certification Agency:  
**0117 951 5151**  
**www.vca.gov.uk**
- Vehicle and Operator Services Agency:  
**0870 6060440**  
**www.vosa.gov.uk**

## Customer service enquiries and complaints

### London and South East

Phone: 020 7468 4712 Fax: 020 7468 4550  
email: londoncsu@dsa.gsi.gov.uk

### Midlands and Eastern

Phone: 0121 697 6762 Fax: 0121 697 6750  
email: birminghamcsu@dsa.gsi.gov.uk

### Wales and Western

Phone: 029 2058 1218 Fax: 029 2058 1050  
email: cardiffcsu@dsa.gsi.gov.uk

### Scotland

Phone: 0131 529 8645 Fax: 0131 529 8589  
email: scotlandcsu@dsa.gsi.gov.uk

### Northern

Phone: 0191 201 8161 Fax: 0191 201 8010  
email: northerncsu@dsa.gsi.gov.uk

## Head Office

### Headquarters:

#### Customer Service Enquiries

Phone: 0115 901 2500 Fax: 0115 901 2510  
email: customer.services@dsa.gsi.gov.uk

#### CBT (Compulsory Basic Training) enquiries

Phone: 0115 901 2595 Fax: 0115 901 2600  
email: cbt@dsa.gsi.gov.uk

#### ADI (Approved Driving Instructor) enquiries

Phone: 0115 901 2500 Fax: 0115 901 2820  
email: adireg@dsa.gsi.gov.uk

