



Despatch

Spring 2005

The DSA Magazine for Trainers of
Learner Drivers / Riders



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The test 70 years on...
News article causes uproar
1pm driving tests?

An executive agency of the
Department for
Transport



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Public Holidays 2005/6

25 March 05	Good Friday (all offices closed)
28 March 05	Easter Monday (all offices closed)
2 May 05	May Day (all offices closed)
30 May 05	Spring Bank Holiday (all offices closed)
29 August 05	August Bank Holiday (all offices closed)
26/27 Dec 05	Christmas Holiday (all offices closed)
2 January 06	New Years Day (all offices closed)
3 January 06	Public holiday in Scotland (all offices in Scotland closed)

Jim Sweeney
Central Operations Branch
0115 901 2552

Cleaner image for new website

Our web team has recently launched the bright new DSA website. With its new cleaner image, it is now customer segment focused and provides graphic links into the main areas of our business:

- car driver/test information
- motorcycle rider/test information
- lorry and bus driver/test information
- taxi driver/test information
- instructor information

Other improved areas of information include;

- a better search facility
- tractor and other vehicles information
- road safety initiatives
- A to Z

The Welsh language section is still being developed; it will provide a wider range of translated documents and information.

Please take a look - the address is still www.dsa.gov.uk

The website also contains all the latest news and information so check it regularly.



Changing address

If you change your personal or business address you can now inform the Registrar by e-mail on ADIReg@dsa.gsi.gov.uk or by contacting **0115 901 2618**. Please note that it is a requirement to do so within 7 days.

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 designed and printed by Stillman Communications Ltd, Nottingham, in March 2005 on paper comprising 75% post consumer waste and 25% ECF pulp.



News article causes uproar in industry

An article in the Sunday Times on 13 February brought a flood of emails and phone calls to the Agency and to driving instructor associations after figures were published which were wrongly attributed and incorrect.

In response we sent the following letter to the Sunday Times:

Sirs,

I am writing on behalf of the Chief Driving Examiner, Robin Cummins, from the Driving Standards Agency, in relation to the story you ran on Sunday about men being better drivers than women. In the article you quoted figures which were incorrectly ascribed to Mr Cummins concerning the number of hours of lessons both men and women needed to be able to pass the practical test. These figures were not given by Mr Cummins and the Agency does not hold such statistics, which I gather actually referred to the number of hours candidates spent studying for the theory test. The error has caused considerable embarrassment and pain to the Agency. A large number of driving instructors phoned and emailed their dismay and disbelief that such a prominent figure as Mr Cummins could get figures so wrong, when in fact he had not given them at all.

As a road safety organisation we are fully committed to the 'Safe Driving for Life' maxim and recommend that learner drivers take between 40 and 45 hours of professional tuition, plus plenty of private practice, to ensure they are best prepared to be successful when they take their practical test.

In an effort to ensure people are ready before booking the practical test, we have been sending out leaflets, and now DVDs, to all candidates. We list the top ten reasons for failing, giving the advice 'if you are not getting it right all the time without your instructor's help, then you are not ready to take your test.' Imagine the response when the Sunday Times claimed our Chief Driving Examiner had said men

needed only 12.2 hours of lessons and women 15.3 hours to prepare for the test! It's a far cry from 40-45 hours we do recommend. Unfortunately the mistake could well result in candidates believing they have had sufficient lessons to pass the test when in fact they still have a lot to learn.

We appreciate the concern and trouble taken by instructors to contact DSA over the article and we hope that the publication of this letter will go some way towards rectifying the error which caused so much distress in the driver training industry.

Yours faithfully,



Chris Lee
Press and Publicity Manager

As Despatch was going to press an article appeared in Driving magazine about driving test standards. In response we would like to set the record straight and say that of course there is no quota system in existence for driver testing.

The only thing examiners are looking to achieve each day, week and month is the national standard set by the chief driving examiner.

Any examiner who applies their own standards or criteria for driving tests will contribute to variances between them and their colleagues who are applying the correct standard. This is clearly unfair to candidates and unacceptable to us. The National Audit Office support our methods for measuring this.

Examiners the length and breadth of Britain are offering your candidates a fair test every day. It is what we work hard for, what you ask for and what we will of course defend. For more information see our website.

1pm driving tests?

We are helping driving examiners with family friendly working patterns, and learner drivers benefit too.

Our examiners are now able to deliver tests at times which are outside the normal set test times. For learners this means more of a range of times that they can take a driving test.

Human Resources Director, Andrew Beveridge, said: "We are trying to offer a more successful work-life balance for our examiners while still maintaining high levels of customer

service, efficiency and value. As long as the tests are carried out in daylight, we can be flexible."

"But driving instructors should be careful to double check with their candidates what time tests are taking place," he said, "instructors are used to the normal test times and need to get their candidates to the test centre on time, even for unusual test appointments."

These changes in working practice widen the choice of test start times for customers and they will also improve the impact of driving tests on the local roads as tests will not all be starting at the same time.

Are you ready?

In this issue of Despatch you will find a new DVD entitled 'Are you ready?'

It is based upon a free information CD ROM which we were sending out to theory test candidates up to the end of January. Feedback on the theory test version shows that it had provided a clearer understanding of the content of the theory test, and it had been a great success. We are concerned that some practical test candidates are not really ready when they come to us, and would benefit from further training. In order to relay this message to all learners we have updated the content of the information CD to include information about practical test standards, and produced it in the new format you will see attached to Despatch. Those of you taking a hazard perception assessment will also find useful information on the disc.

The DVD is designed to provide valuable information for people coming to us for tests – however it is not designed to be a training aid.

'Are you ready' comes in DVD format because it can hold more information than its CD ROM predecessor. You can play it on a DVD player, PlayStation 2, Xbox or a computer with a DVD drive.

Since 1 February all theory test candidates have been receiving one of these DVDs.

We are piloting 'Are you ready?' for six months and we welcome feedback on it. To give feedback on the theory test content please contact Richard Chapman, Theory Test Unit on 0115 901 5933 or email: richard.chapman@dsa.gsi.gov.uk. To feedback on any of the practical test content please contact Peter Burton on 0115 901 2535 or email: peter.burton@dsa.gsi.gov.uk



It's like a homecoming for Russell!

The new area manager for London and South East is Russell Chaney, who spoke to Despatch about his background and role.

"I'm very pleased to be joining DSA after spending the majority of my career in the telecommunications industry. Previously, I have worked for a number of international telecom carriers such as Cable & Wireless and NTL, but my formative years were spent during a twenty year period at British Telecom. I started there as a telecommunications apprentice and later, moved into a variety of operational management positions within the London area. My first training course as a 16-year old trainee, with the then GPO(!), was held here in Charles House in London. How ironic that so many years later I should be returning to the same building where I started my career to take up this new role. It feels like something of a homecoming!

We, here in the London and South East Area certainly face a number of challenges as we enter the new financial year. Not least of these is the need to reduce car waiting times in the face of increasing pressure on our accommodation

capacity at driving test centres. We have some new initiatives currently in development which should help to improve this situation in the short term. In my brief time here I have been very grateful for the support and assistance I have received from my colleagues in the other area departments, together with help from my own team in London and the South East. I look forward to contributing to helping DSA to reach its goals and objectives over the coming year. "



For my girlfriend

Arsenal football fans were given Valentine cards on their way in to see the home team play Crystal Palace on Valentine's Day.

Members of Islington Council's Road Safety Unit and the Driving Standards Agency set up a stand outside Arsenal tube station to hand out Valentine cards and fact packs to Arsenal fans to raise awareness of the national 'For My Girlfriend' campaign (www.fmg.org.uk). Each pack contained information on the dangers of speeding to reduce speed-related crashes in London.

Liz Wathen, Principal Road Safety Officer at Islington Council's Road Safety Unit, said:

"Although Valentine's Day is a fun opportunity for romance and Valentine cards, it is important to reinforce the message that speeding can kill people. Not only the driver, but also innocent passers-by and passengers who could be family members, friends or partners. *In a recent survey, 83% of young men described themselves as confident drivers and yet, 30% of road accidents involve men under 20. Consequently with this campaign, we are targeting a number of bars, colleges and universities in the borough to raise awareness of the dangers of speeding. For example, hit at 40mph, a 7 year old has an 80% chance of dying and yet, hit at 30mph, a 7 year old has an 80% chance of survival. It is imperative that we get the message across that speeding is dangerous and can be fatal."

The Road Safety Unit is working on a number of other campaigns in 2005 to raise awareness of many issues including the dangers of driving while under the influence of alcohol or drugs and when using a mobile phone.

*The above data is derived from surveys conducted by the Road Safety Division of DfT and the London Safety Camera Partnership.



Two Arsenal fans and Liz Wathen, Principal Road Safety Officer (right)



Mayor Joan Coupland (left), Arsenal fan and Councillor Jyoti Vaja (right)

Reversing LGVs on manoeuvring area

Once in the bay, candidates on a Category C test (C1, C1+E, C and C + E test - Drawbar or Artic) are permitted to leave the cab once to check the position of the rear of the vehicle in relation to the stopping area.

70 years on...the driving test hits a milestone!

In 1935 the driving test was introduced in Britain – firstly in March as a voluntary test and then on 1 June it became compulsory. We look back over the decades to highlight some of the changes that have taken place.

In the early days of motoring, there were few rules or regulations. In 1893, France was the first country in the world to introduce a driving test, along with the first vehicle registration plates and parking restrictions. The first car and driver licences were introduced in Britain in 1903, but testing was unknown here for almost another 30 years. Miss Vera Hedges Butler was the first British woman to pass a driving test: as it was 1900, and drivers were not yet being tested in Britain, the intrepid Miss Hedges Butler decided to go all the way to Paris to take the French test.



By the early 1930s, motoring had become more popular and more affordable. However, rules and regulations were scant and drivers received only basic instructions before being allowed on the roads. Consequently, accidents and fatalities began to reach worrying proportions.

Early efforts to improve road safety in Britain included:

- the London 'Safety First' Council, formed in 1916, which introduced a range of road safety initiatives (in 1941 the Council became RoSPA)
- a test for disabled drivers, introduced in 1930
- the first vehicle examiners, appointed in 1930
- the minimum driving age of 17 and an urban speed limit of 30 mph, both set in 1930
- the first edition of the Highway Code, published in 1931
- PSV testing, brought in at Traffic Commissioners' discretion in 1931 (prompted by the bus races of the 1920s)
- cats' eyes, invented by Percy Shaw in 1934.

But these measures were unable to halt the mounting death toll. In 1934, 7,343 people were killed on Britain's roads, despite there being just 2.5 million vehicles on the road, 1.5 million of which were cars. This compares to over 30 million in 2003, when 3,508 people were killed. Public concern was growing and drastic action was needed. Transport Minister Oliver Stanley pushed for the introduction of various road safety measures, including formal testing for drivers. In 1935, under his successor Leslie Hore-Belisha, the driving test was introduced: within a year the death toll had fallen by nearly a thousand.

FACT: The first fatal accident occurred at Harrow on the Hill in London on 25 February 1899 - the driver was killed.

When announcing the introduction of the driving test, Leslie Hore-Belisha said, "Driving is an art in which those who are engaged should, in the interest of their own and of the public's safety, take the greatest pains to make themselves proficient." Decades later this still holds true and is summed up in the DSA's maxim, 'Safe driving for life.'



Leslie Hore-Belisha (Right)

FACT - windscreens were introduced in 1903, made of ordinary glass, and inflicted terrible injuries in accidents. Safety glass was not introduced until 1926, being made compulsory in 1937.

Driver licences were first introduced in Britain by the Motor Car Act, 1903, purely as a means of identifying vehicles and their drivers. All motor vehicles had to be registered, display registration marks and be licensed annually at a cost of 20 shillings (£1). The fee for the first driver's licence, which was obtained over the counter at Post Offices, was five shillings (25p). Failure to sign your driving licence with your 'ordinary signature' could lead to a fine of up to £5.

In 1921 there were only 1 million drivers in Britain. By 1939 this figure had risen to 3 million. But it was only during the 1960s, when cars became more affordable, that motoring really took off. In 1973 the number of drivers had risen to about 20 million and a centralised computer-based licensing system was brought in to cope with the huge increase in demand for both driver and vehicle licences.

Year	cars/vehicles on road
1934	2,400,000
1959	5,000,000
1970	15,000,000
1983	20,000,000
2003	30,000,000 plus

Motorcyclist Testing & Licensing

In the early days of motoring, motorcyclist testing and licensing was covered in the general legislation for driving tests and driver licensing. After the war, the Motor Vehicles (Driving Licences) Regulations 1947 placed motorcycles in their own group, but testing remained almost unchanged until the 1960s. The British Motorcycle federation (BMF) was formed in 1960 following a major increase in the number of motorcyclists killed or injured on the roads, and is an organisation by bikers for bikers. With a 140,000 strong membership, it offers a range of support services to bikers, and in 1982 the BMF Rider Training Scheme was introduced with the effect that, to date, a network of training centres has been established throughout the country (www.bmf.co.uk).

BikeSafe is an initiative run by UK police forces, who work with the whole of the biking world to help lower the number of motorcycle rider casualties. See www.bikesafe.co.uk for more information on events.



Lorry and bus driver testing and licensing

From 1935, when driving tests were first introduced, to the outbreak of war in 1939, every driver of a goods vehicle over 3 tons unladen weight had to have a vocational licence. To hold one of these, you had to pass a special driving test. Yet from the end of the war until the late 1960s, anyone over the age of 21 who held an ordinary driving licence was allowed to drive a heavy goods vehicle (HGV). The 1960s saw an increase in road haulage and vehicle sizes, and an accompanying decrease in standards of safety and vehicle maintenance. This prompted the reintroduction of HGV testing, with much more stringent standards than the original pre-war test.

These changes prompted a review of Public Service Vehicle testing. The PSV test was updated and the new complement of senior examiners trained to conduct HGV tests went on to take over PSV testing from the car driver examiners.



DSA special riding ability test for motorcycle instructors

This April we will launch a new motorcycle test to mirror the existing Special (car) Test that was introduced for those Approved Driving Instructors seeking continual professional development.

This is in response to requests from individuals and representatives of the motorcycle training industry to provide the same facility for motorcycle instructors as we do for ADIs.

Therefore work is in hand and it is intended to make the new test available to any DSA registered CBT or DAS motorcycle instructor who wishes to apply.

At this stage the content of the DSA Special Motorcycle Test is still being finalised, however it will include machine safety questions, off road emergency stop exercise and a ridden 'U' turn. As with the car tests, they will be conducted at Cardington.

Additionally, the on road element will be carried out over a route of about 40 to 45 miles and the instructor will be expected to demonstrate a high level of skill in machine handling and defensive riding techniques. The assessment criteria will be the same as for the car test as will the grading system. All instructors will receive verbal and written feedback and successful candidates will be given a certificate recording their achievement.

Once we have finalised all the details including cost and how to apply, we will publish them on the DSA website and write to all Approved Training Bodies.

Graham Shaw

Assistant Chief Driving Examiner
Technical Standards Branch

The first national motorcycling strategy published

On 22 February the Road Safety Minister David Jamieson announced the publication of the first National Motorcycling Strategy, designed to ensure the "mainstreaming" of motorcycling as a means of transport.

The strategy recognises that an increasing number of people are turning to motorcycles and scooters in order to beat congestion as well as riding bikes just for the sheer fun of it.

The strategy aims to ensure that:

- motorcycling is recognised as a "mainstream" mode of transport.
- transport planning and infrastructure decisions fully take motorcycling into account.
- motorcycle design continues to improve.
- the attitudes and behaviour of both drivers and motorcyclists is focused on looking out for each other.
- pre-test and post-test training continues to improve, making it attractive to riders.
- the motorcycle test is reviewed, including the delivery of the Direct Access Scheme.

The strategy covers a whole range of issues from traffic management measures to improved training. It takes account of the recommendations made to Government by the *Advisory Group on Motorcycling* in its report submitted in August 2004.

The Strategy document is available via the Department for Transport website www.dft.gov.uk or by telephoning 0870 1226 236 quoting T/INF/988.



Road safety awards for councils

We have awarded two councils – one based in Yorkshire, England and the other in Fife, Scotland - with Certificates of Merit for promoting the Pass Plus driving scheme in their areas.

Both Kirklees and Fife Councils were presented with certificates for their support of the scheme at a special presentation by DSA at Stanley House on 23 January.

The Pass Plus scheme is designed to make young inexperienced novices better drivers by taking six further training modules that deal with various aspects of driving. These include driving on motorways, on dual carriageways, at night, in all weathers, in town and in rural areas. It is available to new drivers who have just passed their driving test and there is no test to take at the end. The scheme offers financial benefits to certificate holders who may qualify for a discount on their first insurance

policy from insurers representing over 63% of the car insurance market.

At the presentation Gary Austin, DSA's Chief Executive, said :*"We are striving to make Britain's roads safer and a particular focus is the younger age groups who are at the controls on the roads for the first time. The work you have done with the Pass Plus scheme is important to us, to our peers in the central department and to the parents of the young people living in the Fife and Kirklees areas."*

Pictured left is DSA's Chief Executive Gary Austin, with Jane Greer, Fife's Road Safety Manager.

Also pictured is Gary Austin with Councillor Ann Denham and Ian Edwards, Driver Training Manager for Kirklees Metropolitan Council's Environment and Transport Service. www.passplus.org.uk



Suitability of cars for test

Technical Standards Branch (TSB) have recently received a number of enquiries regarding the suitability of various cars for a category B test.

Vehicles fitted with electronic handbrakes that cannot be over-ridden are not suitable for the purposes of the test. This is because coordination of the controls when moving off cannot be tested. An article regarding this was placed in Autumn 2004 Despatch.

Whether or not a car is suitable for the purpose of a test actually begins at the tuition stage. When choosing a car for tuition instructors need to ensure that the vehicle is fit and suitable for the purpose. It must, of course, meet the Minimum Test Vehicle (MTV) standard i.e. head restraint, seatbelt and interior mirror for the examiner and, in the interests of health and safety, should also enable both the candidate and the instructor to have good all round vision.

Instructors should take into account the ability of both the pupil and instructor to see approaching vehicles, particularly

when the car is at an angle during reversing manoeuvres, and also what vision is available when emerging at a junction with the vehicle at an angle to the major road. The vast majority of hatchbacks, saloons and estate cars are suitable, but there are a number of vehicles - mainly cabriolets and convertibles - that have large blind spots and present both instructors and pupils with problems of observation.

We do not exclude cars from test lightly and when it comes to our attention that a particular vehicle may be unsuitable we examine the vehicle (or a similar model at a dealership) and after consultation with the Chief Driving Examiner, make a decision as to its suitability.

As a responsible employer we have a 'Duty of Care' to ensure the safety of our staff and by taking the safest course available it follows that other members of the public, including candidates, are kept safe.

Further advice regarding the suitability of a particular vehicle for test can be obtained from TSB at technicalstandards@dsa.gsi.gov.uk

Peter F Burton
Assistant Chief Driving Examiner

Car tax saving stamps

On 31 March DVLA Motor Vehicle Licence (MVL) Saving Stamps are being withdrawn from sale. Any stamps you have already purchased can still be used to buy your car tax at vehicle licence issuing Post Office® branches until 31 March 2006. After this date, any MVL stamps that you hold can only be used at a DVLA Local Office or refunded at DVLA Swansea.

As an alternative, you can use Post Office® saving stamps of the same value (£5.00 each) to save for your car tax. These can be used to buy your car tax at vehicle licence issuing Post Office® branches, but not at a DVLA Local Office.

Until 31 March 2006 you may use a mixture of both DVLA MVL stamps and Post Office® saving stamps to buy your

car tax at vehicle licence issuing Post Office® branches but **YOU MUST NOT MIX BOTH TYPES OF STAMPS ON THE SAME CARD.**

DVLA MVL stamps must be attached in the normal way to the V218 Vehicle Licence Saving Stamps Card (available at all Post Office® branches).

Post Office® saving stamps must be attached to the Post Office® saving stamps collector card (P6386). The stamps and the collector cards are available from all Post Office® branches.

If you have any further queries concerning the Motor Vehicle Licence (MVL) Saving Stamps, please telephone the DVLA enquiry unit on 0870 240 0010.



Internet booking service

The online test booking service is going well, with around a third of bookings being taken through our website.

Work is progressing on the next phase of internet booking for practical tests which will allow candidates to:

- amend booked details;
- change an existing booking to an earlier date;
- change an existing booking to a later date;
- make any necessary additional payment; and
- cancel an existing booking and obtain a fee refund.

There will also be an improved search facility and access to all test centre information. We are looking to have this new functionality live by the early summer.

When complete, the new service will not only offer an online alternative to the existing telephone based automated speech recognition service for customers seeking to move their test to an earlier date, but will also include new functionality for those wishing to move to a later date.

David Wiles
Major Projects

No more D441

Some years ago, we introduced mandatory licence presentation at driving tests to make sure that test candidates were entitled to take the category of test for which they were presenting themselves. We also introduced a requirement for candidates to produce a recognised form of photographic identity to make sure that they were who they said they were. The Driver and Vehicle Licensing Agency (DVLA) began to issue photocard driving licences in 1998, which meant that from then, the licence could perform the dual role of proving evidence of the candidate's entitlement to test and his/her identity. We recognised at the time that some people might not have their licence available when they took their test and so we allowed them to use a DVLA form D441 (certificate of entitlement to drive) instead to prove their entitlement to test. Candidates who presented a D441 instead of a driving licence had also to produce separate photographic evidence of their identity.

We have always advised test candidates finding themselves without a licence to get another one as soon as possible. But sometimes there is not enough time to do this before a test, and so DVLA either sends a D441 to the candidate in the post, or if the test is fewer than three days away, faxes the D441 to the test centre instead.

Our recently-established integrity team has found that allowing a test candidate to use a D441 instead of a driving licence is an opportunity for the dishonest to commit fraud when taking a driving test. Obviously we cannot allow this to continue, and so we have decided with effect from **1 July** that we will no longer accept a

D441 instead of a driving licence at either theory or practical driving tests. **If a candidate comes to a theory or practical test with a D441 after 30 June, he or she will be turned away and will lose the test fee.**

We are giving three months' notice of our intention to make this change to give test candidates and their trainers plenty of time to get used to the change, and to get a replacement licence before taking a test. In all circumstances, we would urge trainers to make sure that their pupils have their driving licences well before the date of their test. We recognise that there may be some genuine circumstances that leave candidates without a licence shortly before the test. If this happens, please telephone your local customer service unit for advice. We will be placing posters in test centre waiting rooms and writing to trainer representative bodies to explain the change, and another article will appear in the next issue of Despatch just before we actually stop accepting D441s. As well as helping to prevent fraud, we also believe that no longer accepting D441s will make procedures clearer for our customers, as it means simply, no licence, no test. For the time being, practical test candidates who have mislaid the paper counterpart of their licence will continue to be allowed to test by signing the declaration that they are not subject to any short-period disqualification (this applies only to car theory test candidates), although we plan to phase out this concession in the future. We shall, of course, give plenty of notice before making any further changes.

Colin Maddock
Deputy Customer Service Manager
0115 901 2542

Chief Examiner to move on

Our Chief Driving Examiner, Robin Cummins, will be leaving DSA at the end of August this year. Robin will leave during his 28th year with us, nine of those in his current role of Chief Driving Examiner.

Robin will be greatly missed by the Agency when he begins his new role at BSM, however he won't be far away. He said: "I know I will miss DSA and the people who make up the Agency. However, my new area of work will keep me involved with road safety in general and in particular with DSA."

Deputy Chief Driving Examiner Barry Morris will step in to temporarily replace Robin.



Disqualified drivers November 2004 - January 2005

New Drivers Act Statistics

	Nov	Dec	Jan
Revoked	1366	1054	1297
Test Passed	796	823	842
Appeal	6	9	10

DTTP - Disqualified until test passed

DTETP - Disqualified until extended test passed

DTTP/DTETP Summary

	Nov	Dec	Jan
DTTP	180	156	198
DTETP	735	657	841
TOTAL	915	813	1039

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 **2537/9**
- 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**
- Booking Line **0870 010 1372**
- Welsh Line **0870 010 0372**
- Minicom **0870 010 7372**

For latest news and information, see the website
www.dsa.gov.uk

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