

# Despatch

SUMMER 2006 THE DSA MAGAZINE FOR TRAINERS OF LEARNER DRIVERS/RIDERS



TAX A VEHICLE ON LINE... LEARNING TO DRIVE AND BEYOND...  
MULTI-PURPOSE TEST CENTRE UPDATE BUSINESS CUSTOMER CONFERENCE  
DELIVERING A QUALITY SERVICE IT'S TWO FOR ONE AT BOREHAMWOOD



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# Tax a vehicle on line - the quick and easy way

**The Driver and Vehicle Licensing Agency (DVLA) is making it much easier for customers to buy their road tax by rolling out a new Electronic Vehicle Relicensing (EVL) and Statutory Off Road Notification (SORN) service. This allows customers to tax their vehicles or make a SORN declaration on the internet or by phone.**

The new system saves time. Customers simply quote the reference number from their Vehicle Licence Application/SORN declaration form or the document reference number from their V5C vehicle registration certificate and their vehicle registration number to start the process.

The insurance is then checked electronically. So is the MOT or Goods Vehicle Test (GVT) certificate if one is needed. Customers who require an MOT/GVT test certificate must hold a new style computerised certificate to be able to use the service.

The tax disc is sent to the registered keeper by first class post to be received within five working days of the transaction.

The service was introduced to a small number of invited customers as a pilot running from February to August 2004. From September 2004, progressively more eligible customers were invited to take advantage of the new ways to pay, and in July 2005 the service was extended to all heavy goods and passenger vehicles.

The roll-out of MOT computerisation finished in March. This means that by the spring of next year all motorists will be eligible to use EVL.

DVLA launched the national publicity campaign for EVL back in January. This was followed by several regional launches around the country.

Customers can visit the website at [www.direct.gov.uk/taxdisc](http://www.direct.gov.uk/taxdisc) or call the dedicated phone number: 0870 850 4444.

## Integrity team take action

**As reported in the Autumn 2005 issue of Despatch, DSA's in-house Integrity team now carry out investigations into reported cases of illegal driving instruction.**

We are pleased to report that since taking over this work, the team have made real progress in tackling cases of illegal instruction. There are currently four cases with the Police pending prosecution and further cases being pursued in the following areas:-

**Gloucestershire  
Wolverhampton  
South London  
Watford  
Nottingham**

In some of the more serious cases the Crown Prosecution Service is also

looking at proving deception charges that could result in custodial sentences.

A number of cases have also been referred to the prosecution service within the Inland Revenue. A number of these are progressing to Crown Court, where higher penalties can be imposed.

There are also a number of cases involving impersonation of candidates where the perpetrators are or have been Approved Driving Instructors. All these cases are taken to prosecution. The latest results show that two ADIs were sentenced to one year and 18 months imprisonment respectively. One of the ADIs was also banned from driving for 5 years with a recommendation by the Judge that he should never be allowed to reapply for entry to the Register.

## Driving Test Fees Increase

**Driving test fees rose on 1 April by 50p for the theory test, taking it from £21 to £21.50, and three pounds for the car practical test, taking it from £45.50 to £48.50. The motorcycle practical test rose by three pounds to £58.00 and lorry and bus practical tests rose by four pounds to £89.**

Details are as follows:

	Old fee	New fee
Theory test fee	21.00	21.50
Car practical test fee	45.50	48.50
Motorcycle practical test fee	55.00	58.00
Lorry and Bus practical test fee	85.00	89.00
Practical tests for driving instructors	79.00	82.00
Theory test pass certificates for non-DSA examiners	12.00	14.00

The increase will allow the Agency to continue improving both the quality and efficiency of the services it provides to drivers.

# Learning to drive and beyond...

**The help of ADIs in encouraging their pupils to respond to the initial invitation to take part in this study has been a major factor in obtaining a large database of information on learner and novice drivers.**

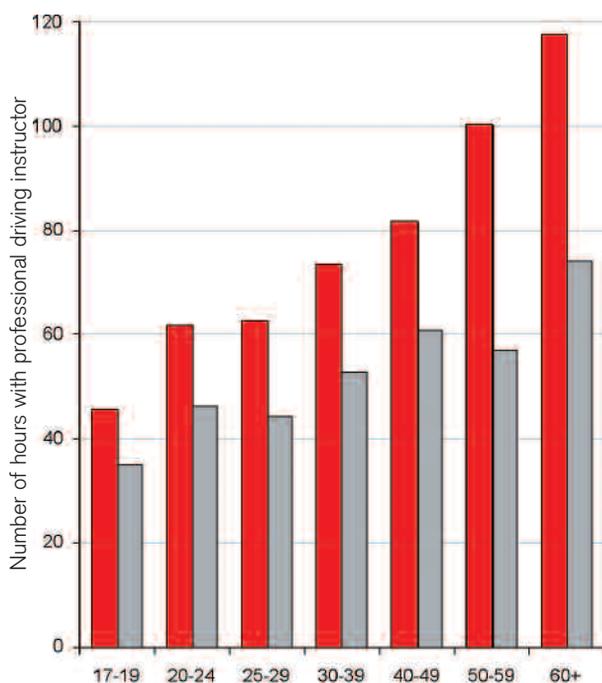
## Update from the Cohort II project

In 2001 the Department for Transport (DfT) commissioned a major study into the way learner car drivers prepare for the test; perform during the test and how this relates to their subsequent accident and offence records and their attitudes to road safety issues.

By August 2005 128,000 test candidates had been invited to take part in the study by completing questionnaires, in 16 waves at 3 monthly intervals. Of the 42,990 who returned questionnaires, almost half (48%) had passed the test. These were contacted again and invited to complete and return further questionnaires at 6 months, 12 months, 24 months and 36 months after their test. By August 2006 when we cease data collection we will have many thousands of responses on the experiences of new drivers during their first years of driving.

## Learning to drive

Earlier results were reported in Despatch Autumn 2004. Since then we have looked in more detail at how people learn to drive. Ninety nine per cent of test candidates have taken some professional instruction and the graph below shows that, on average, women take more than men, and older people take more than younger people (however it should be noted that the numbers of people over 40 taking their tests are very small). Older candidates also have a lower pass rate than the younger ones (40-50% for those aged 17-24, but down to around 30% for those aged 50+).



Sixty five per cent of candidates who passed their practical test said that they had some practice with friends or relations, with females slightly more likely to report having no practice. For those who did have practice, over half had practice for 15 hours or less.

Eleven per cent of males who passed their test had previously ridden a motorcycle.

One interesting – and somewhat disturbing – finding is that one in eight of those who passed the test said they had never driven in the dark before they took their test (see table). For those taking their first test (whether or not they passed it) this figure rose to one in six.

Proportion of test Passers who have NEVER driven:	With an ADI	With Friends and Relations	With neither
	% of those who had lessons	% of those who had practice	%
In a busy town centre	1.8	10.3	1.4
On country roads	6.6	12.0	4.5
On fast dual carriageways	4.5	18.8	3.0
In the dark	21.9	15.2	12.3
In the rain	2.0	11.6	1.2
On snow or ice	62.8	73.7	56.0

## Accidents

We have taken an early look at the type of accidents novice drivers have (there will be much more to come on this). Most accidents were relatively minor, involving no injury, and most were described as being bumps or scrapes.

On average almost one in five of the respondents had at least one accident in the first six months after passing their test and 70% had experienced a 'near miss' (i.e. a situation where they had the impression of only just avoiding an accident) at least once. Of those who had an accident in their first six months of driving almost three quarters admitted that this had been partly or wholly their own fault.

In their second year of driving almost one in six had an accident (this actually represents a more than 50% reduction from the first period which was only six months) and 75% experienced a 'near miss'. Of those who had an accident in their second year of driving half claimed that their accidents were not their fault at all.

## Hazard perception test

Early indications on the impact of the introduction of hazard perception testing into the theory test suggest that learners now spend more time in preparation for the theory test (up from 13 hours to 21 hours on average). Most learners studied for the theory test on their own, with only around 10% studying with their instructor.

## Final analysis

Once the data collection is completed, later this year, the team will be able to complete their analysis and consider their findings. Without the support of DSA examiners, driving instructors and their pupils, this major study would not have been possible.

**By Trevor Wedge  
Chief Driving Examiner**

# 75<sup>th</sup> anniversary of The Highway Code

**One of the UK's biggest selling non-fiction books celebrated its 75th anniversary in April. The Highway Code has been used by millions of motorists over decades as a definitive guide to the law and good practice on Britain's roads.**

On average about one million copies are sold each year. When it was first published in 1931 for the price of one old penny there were only 2.3 million vehicles in Great Britain but over 7,000 people were killed on our roads. Now there are more than 30 million vehicles in Britain but the number of people killed each year has halved to around 3,500.

In the first edition there was no mention of mirrors and drivers were advised to sound their horn when over-taking. Over one third of the 24-page booklet described various hand signals

used by motorists and the police. These days hand signals take up only one page in a 93-page edition, which costs £1.99.

Transport Minister Stephen Ladyman said: "The Highway Code is an extremely important document and in a sense has been responsible for saving lives over more than seven decades. As a book its value has never diminished and it is essential reading for everyone who uses the roads."

Originally issued by the Ministry of Transport, The Highway Code is now published by the Department for Transport and is currently being updated by the Driving Standards Agency. The public consultation period ended on 12 May. It is expected that the new, updated version will be out next spring.

## Multi-Purpose Test Centre update

**The new multi-purpose test centre at Green Farm Business Park in Quedgeley, Gloucester is progressing well, with construction in May having reached beyond window height.**

This is a private developer scheme (PDS) with the building varying from the standard template appearance because it will need to blend-in with the existing buildings of the surrounding business park. However, internally, the building will follow the template design.

Practical completion of the build was scheduled for the middle of June this year. At the time of going to press, there was every expectation that the schedule would be met, subject only to weather conditions.



## Space Saver Tyres

**It has now become a common feature of modern cars to be fitted with a spare wheel/tyre or spacesaver wheel/tyre which, in order to save room and weight is often a different size to those fitted to the vehicle.**

There is conflicting advice regarding the suitability of these types of tyre with regard to their use. In the interest of health and safety, any vehicle presented for test must be fitted with the same size wheel/tyre on the same axle. Any wheel/tyre fitted that is of a different size will not be suitable and will not be taken on test.

## Young Drivers Experience Course

**The Association of Wycombe and District Driving Instructors have organised a Young Drivers' Experience Course for 16 year-old students.**

The group plans to hold the two-day course three times a year in various schools around High Wycombe and it is aimed at teaching the right attitude to young drivers, together with core skills to enable them to become safe and courteous drivers.

**The group's chairman, Roger Johnson said:**

"Taking this course at the age of 16 gives the students a good idea of what to expect when they start their driving lessons. We hope it will produce better driving skills and a better pass rate."

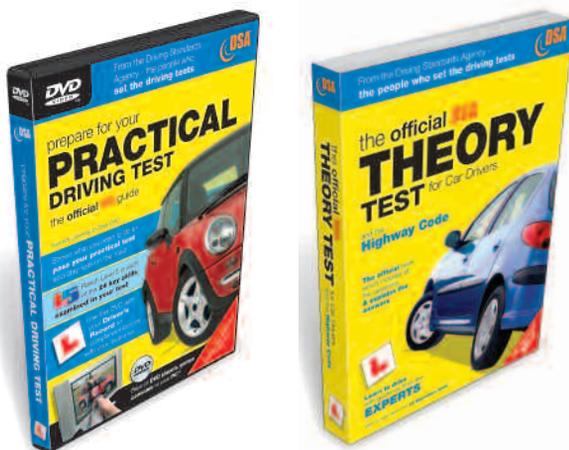
Anyone interested in carrying out a similar course should contact Roger on 01494 520026 or email [rogerjohnston1@hotmail.com](mailto:rogerjohnston1@hotmail.com)

# Update on Learning Materials

The theory test for car drivers and motorcyclists is being updated on 4th September, when additional questions are being added to the existing bank. These will all be included in the new books and CD-Roms, the Official DSA Theory Test for Car Drivers and the Official Theory Test for Motorcyclists, which will be published six weeks before the due date, so that learners have time to prepare for their tests using the updated version of the learning materials.

The Official DSA Guide to Learning to Drive DVD has also been revised and renamed 'Prepare for your Practical Driving Test - the official DSA Guide'. This has been updated to take into account feedback received from users and focus groups and is now easier to navigate and use than the previous version and includes extra footage about 'show me, tell me'.

These learning materials, and those from other publishers, are available from most bookshops and selected computer software retailers.



## Continuing Professional Development (CPD)

**A second successful and constructive workshop was held in Nottingham on 11 April 2006 to discuss proposals for a CPD scheme for ADIs.**

Representatives from the driving instructor industry and senior DSA officials, including the Chief Driving Examiner, Trevor Wedge and former ADI Registrar, Bob Jarvis were present.

DSA presented a more detailed outline proposal for a possible CPD scheme based on the joint discussions that took place in January and was reported in the spring issue of Despatch.

The emerging proposals from the workshop were around the following points:

- CPD to be linked to ADI registration and renewal

- CPD would be mandatory
- CPD achieved should be 4 days (28 hours) within 4 years
- CPD learning would be split with a minimum being prescribed (linked to driving, teaching and assessment)
- the remainder would be elective learning (law and regulation, business practice, communications skills, etc)
- all learning would be linked to ADI competencies
- distance and e-learning could be possible for some subjects
- CPD providers would be from both within the industry and external organisations (both accredited by DSA).

The next step is now to work the scheme up in detail so that a pilot may be trialled later this year, before a formal consultation document is prepared. This document would be made available to all ADIs via our websites and comments invited before a final decision on a CPD scheme is made.

We will keep you informed of developments.

## Blackburn man passes test and wins car

**Khalid Bleem from Blackburn has become the proud owner of a new Peugeot 206 after winning a competition from TSO, publisher of The Official DSA Theory Test for Car Drivers and The Highway Code book.**

Mr Bleem's name was pulled out from hundreds of entrants who correctly answered three questions:

- what is the name of the light-controlled crossing where pedestrians and cyclists can cross?  
**Answer: Toucan crossings**
- who has priority at an unmarked crossroads?  
**Answer: No-one has priority.**
- what is the national speed limit for cars on a dual carriageway?  
**Answer: 70 mph.**

Lisa Hobart, marketing executive at TSO, presented the prize of a brand new Peugeot 206 Urban to Mr Bleem at Perry's in Blackburn.

Mr Bleem was happy for the help he received from The Official DSA Theory Test book: "Without the theory test book I would not have passed my test. It has been very helpful to me. In my test I got 34 marks out of 35 and it is all thanks to your book."

The Driving Standards Agency's official range of publications to help learner drivers and riders prepare for their driving tests is available from leading bookshops, as well as from TSO's own stores, online at [www.tsoshop.co.uk/dsa](http://www.tsoshop.co.uk/dsa) or via 0870 243 0123.



# Business Customer Conference

**After speaking to you, our business customers, about some of our key initiatives in our action plan to improve services, we decided to host a pilot Business Customer Conference to discuss national issues which will impact on your working lives!**

The pilot conference was a valuable opportunity to work with our business customers, exchanging views and information openly and freely so that we can better understand your needs, and support you in raising standards and improving road safety.

The conference was held on the 2 March, at Heythrop Park, Chipping Norton,

Oxfordshire and close to 300 of you attended a very successful and informative event where there was an opportunity to meet our new Chief Executive, Rosemary Thew.



Your questions answered by a panel made up of Colin Maddock, Rosemary Thew, Trevor Wedge, Graham Shaw, Richard Truscott (DVLA) and Peter Costello (VOSA).

Also present were: our new Chief Driving Examiner, Trevor Wedge and our then Approved Driving Instructors' Registrar, Bob Jarvis. Important issues concerning Approved Driving Instructors, Approved Training Bodies, Large Goods Vehicle and Passenger Carrying Vehicle Instructors were discussed at the conference. Trevor Wedge talked about the Continuing Professional Development project, Graham Shaw (Assistant Chief Driving Examiner) explained the new Motorcycle Strategy, and Colin Maddock from Policy discussed the Driver's Certificate of Professional Competence Directive.

Also present at the conference were instructors organisations such as the Motor

Schools Association, Driving Instructors Association, Approved Driving Instructors Federation, Automobile Association, British School of Motoring, GoSkills and the Freight Transport Association, where they had the opportunity to set up stands along with ourselves, the Driver Vehicle Licensing Agency and the Vehicle and Operator Services Agency. The DSA stands included the Internet Booking System demo, the "My DSA" demo, the electronics communications website for ADIs, the Arrive Alive Road Safety Programme, the Pass Plus Training Course and the Driver Quality Monitoring/Occupational Driver Appraisals programmes.



VOSA staff ready to give a helping hand.

As a result of the positive feedback obtained at the conference we plan to hold more regional conferences in the future to continue to work in partnership with you, the instructors and trainers, and improve the two-way communication.

**By Georgia Georgiou  
External Communications Manager**



Anna Percevicus (left) gives good advice.

## Comments wanted

**You may already be aware that a number of our leaflets are available in theory test and driving test centres. Instructors are reminded that they are welcome to help themselves to copies and pass them on to their trainees or colleagues.**

Your feedback on the content of the leaflets would be very helpful, particularly when we are considering new or updated versions.

If you do have any comments please send them to us using the following:

E-mail: [customer.services@dsa.gsi.gov.uk](mailto:customer.services@dsa.gsi.gov.uk)

Fax: 0115-901-2510

Post: Customer Service Unit, Stanley House, 56 Talbot Street, Nottingham. NG1 5GU

## International Motorshow

Join us at the British International Motorshow at Excel London, from the 20 – 30 July 2006. The Driving Standards Agency will be there under the Department for Transport exhibition stand along with the other Department agencies.

You can find us at Hall N.

## Business Plan

**The Agency's Business Plan for 2006/07 is now available on our website and published copies have been sent to ADI organisations.**

# DSA backs Bikesafe event

**Staff from DSA supported a BikeSafe event on Saturday and Sunday, April 1 and 2, at Cheltenham Racecourse. The event was hosted by Gloucestershire Constabulary and aimed in increasing safety among motorcyclists and improve rider skills and confidence. It was a huge success with more than 10,000 visitors on Saturday and the number increasing by at least 10% on Sunday.**

The focus on both days was mainly on motorcycle safety and the benefits of training both pre and post test. From the organiser's perspective it was a huge success with large numbers taking advantage of assessment rides conducted by police motorcyclists from all over the country. There were a large number of stands ranging from motorcycle manufacturers and their new models to clothing sales plus entertainment from various bands including the Gloucestershire Police Brass Band.

The DSA stand contained the mock theory test and DVD demo of the latest development of the new motorcycle test. All the staff were kept very busy throughout both days dealing with all different types of motorcycle related questions with the

main interest focussing on the new test and its implications for the future of motorcycling.

The mock theory test drew a lot of attention, particularly from young people about to obtain provisional licences as well as those already with full licences wishing to check their current knowledge.



Pictured are Supervising Examiner, Paul Colliss, Compulsory Basic Training Manager Steve Murray and Assistant Chief Driving Examiner, Graham Shaw.

## Terry gets top award

**Instructor Terry Plummer, from Diss in Norfolk has been given the ADI Industry Achievement Award 2006.**

Having worked in the industry for 20 years, Terry is very active in various levels of road safety and is chairman of his local branch of the Royal Society for the Prevention of Accidents. He joined the group when it was first formed in 1993 and has been chairman for the last six years. He is also involved in fleet work and spreads the road safety initiative beyond learner drivers.

He has maintained his own driving skills while helping others develop theirs and has been doing his own CPD to ensure his teaching skills are up to date.

Former DSA Chief Executive Bernard Herdan was given an award for his outstanding contribution to the industry between 1996 and 1999. Keith Lowcock, also a former member of DSA staff who retired but continued in the industry by developing new and existing ADIs, was given the award for a lifetime achievement working in the ADI industry. The awards were presented by our Chief Executive Rosemary Thew.

## IRDT now live

**The Integrated Register of Driver Trainers (IRDT) went live on 31 March for the ADI, LGV and Pass Plus registers. This gave the DSA a new database for our registers that currently run on "legacy" IT systems.**

A great deal of effort and hard work has gone into the launch of the new system but as with any new system, a backlog of applications has built up due to the inevitable teething problems associated with a major IT project. Also, because the testing took longer than we had hoped, it was not possible to process much essential work for 5 working days. In particular we have experienced delays processing first applications for ADIs and in issuing Pass Plus certificates.

We are doing all we can to clear the backlog and staff have worked overtime (including the Easter and May Day holidays) to overcome the problems.

However, there will continue to be a considerable strain on the ADI branch to reduce the backlog whilst we continue to work

with our supplier to resolve the issues. Whilst matters are now improving, we would ask that you please bear with us for a little while longer and if possible, keep phone calls to the team to a minimum during this difficult time. We are sorry that the ADI team is currently having some difficulties in providing an acceptable level of service to ADIs because of this. We apologise for any inconvenience caused to our customers.

It is envisaged that once the issues are resolved, we will be able to move our Fleet and ORDIT registers and subsequently our CBT register to the new database.

Following that, we will be launching our external version of the database so that instructors and trainers can amend their personal details and order certain application forms online. The service will also eventually list instructors and trainers contact details (if they have given permission) and the services they offer together with the ability to complete more complex processes ((e.g. initial application and re-registration) online.

# Delivering a quality service

**At the time DSA was created as an agency a corporate plan was produced which clearly set the objectives to be pursued. Not surprisingly and in recognition of the Agency's main focus we were charged with:**

The overriding requirement in administering the "L" test (as with other driving tests) is to maintain a satisfactory and uniform standard consistent with Ministers' and the Agency's road safety objectives.

The plan also tasked the Agency with delivering a service that met customer expectations and set targets for waiting times for the car practical test. It would be fair to say that our delivery of the 6 weeks national average waiting time for the year has been mixed.

The position in 1988/89 saw waiting times at slightly over 11 weeks and the Agency's aim was to get to 6 weeks by 1991/92. This was achieved and held through to 1994/95. We then approached the introduction of the Theory Test and the resulting bow wave in applications prior to its introduction. This in the first half of 1996/97 saw waiting times rise again to 11 weeks. The flip side was of course the fall in demand to record low levels and the return through the second half of 1996/97 to 1998/99 to 6 weeks with an all time low in 1997/98 of 3.6 weeks.

Changes in the driving test resulting in a 7 test day saw waiting times rise steadily through 1999/2000 and continue to do so until 2003/04.

In 2004/05 we started a downward trend resulting in achieving a national average of 6 weeks for 2005/06. The progress made can be seen in the chart below.



This has been achieved against a background of increasing demand for practical driving tests:

- meeting a 10% increase in demand for car tests – the highest level for 15 years
- delivering over 1.9 million car tests – over 150,000 more tests than 2004-05, the highest volume for 15 years,
- vocational – delivering 13% more tests than 2004-05.
- motorcycle –delivering 4% more tests than 2004-05
- delivering more than the planned volume of ADI qualifying tests, reducing the average waiting time but still some way short of our target
- delivering over 12,000 ADI Check Tests.

In recognition that the national average waiting time is just what it says and could result in some test centres being considerably over 6 weeks, but still produce a national

average of 6 weeks, the Agency looked at ensuring a measure was in place that addressed that issue. The aim was to limit the number of test centres with appointment availability over 9 weeks. The chart below demonstrates the considerable progress made in this area over the last two years.



While clearly the progress over the past two years has been significant, we cannot rest there and must seek to reduce waiting times for ADI practical tests while maintaining the levels for car tests which we have achieved. These challenges will feature highly in our work for 2006/07.

Our performance in answering the telephone has also not always achieved the level of service we aim for. We have, however, again seen delivery of 90% of calls answered in 20 seconds, actually achieving 92%. Our internet booking service for practical tests continues to increase in popularity, with March seeing 45% of car practical tests being completed on line. This is a service we hope to enhance in the year ahead.

**Brian Gilhooley, Chief Operating Officer**

## ADI Assessment gathering pace

**The past few months have seen a significant increase in the numbers of ADIs taking the HPT assessment. In March nearly 4,000 tests were conducted and over half of all registered ADIs have now passed.**

There are now over 22,000 ADIs who have passed, which equates to 57% of those on the Register as we near the final 6 months of the 2 year period that was allowed. The pass rate remains at 64%, which compares favourably with the pass rate of 61% achieved by those taking HPT at the ADI qualifying examination. Interestingly, of those who have passed, only 10% required more than two attempts, whilst of those who failed 73% scored between 50 and 56, so just missing the pass mark of 57. The message remains clear however – don't leave it too late, as you may not pass first time.

If you have not yet passed, or attempted the assessment, then remember that your first attempt is free of charge. Further appointments are charged a £20.50 fee. There is no limit on the number of attempts allowed. Apply on-line by going to [www.dsa.gov.uk](http://www.dsa.gov.uk) and following the on-screen instructions. To book by telephone, call 0870 01 01 372.

# Agency Performance 2005/06

**We achieved six out of the eight Secretary of State targets for the year 2005/06, the most notable being the car waiting time at six weeks; the first time this has been achieved since 1998/99.**

Demand for car tests was nine per cent higher than planned for the year. Throughput for the year was six per cent higher

than planned. At the end of March backlog was reduced to 194,442 which is 20% lower than at the end of 2004/05.

The number of people using the internet to book their test rose steadily throughout the year - 772,456 theory tests and 845,877 practical tests were booked via the internet during the year. The practical test call centres answered 3.3 million calls in 2005/06.

## 1. SECRETARY OF STATE TARGETS:

TARGET	ACHIEVEMENT	OUTTURN
<b>Customers - Timeliness</b>		
To maintain a national annual average car practical test waiting time of six weeks from 31.01.05.	✓	6 weeks
Appointments will be available within nine weeks at 99% of permanent car driving test centres by 31.03.06.	✓	99%
<b>Customers - Satisfaction</b>		
To maintain candidate satisfaction with the overall service received at 90%.	✓	92%
<b>Compliance - Road safety</b>		
Deliver 6,000 Arrive Alive and 200 Arrive Alive Classic presentations by 31.03.06:	✗	Arrive Alive - 4,724
Pass Plus take up to continue at 18% of those passing the driving test.		Arrive Alive Classic - 207
		Pass Plus -13% achieved
Assure the quality of trainers so that 98% of ADIs have been check tested once every 4 years and all ADIs will be HP assessed by 31.12.06	✓	
Assure the quality of the practical driving test by 1% of all driving tests being subject to quality assurance checks in which examiners are accompanied by a senior operational officer - roughly one check every month for all examiners.	✓	1%
<b>Compliance - EU requirements</b>		
Rollout plans for acquiring and making operational off road motorcycle test facilities by 2008:	✗	5 acquired
To acquire 20 and build 12 multi purpose centres by 31.03.06.		
<b>Value for money</b>		
Deliver the Value for Money Plan achieving at least 2.5% of costs savings and 2.5% efficiency and productivity improvements	✓	achieved

## 2. SERVICE STANDARDS TARGETS:

TARGET	ACHIEVEMENT	OUTTURN
<b>Business Customers</b>		
Improve business customer satisfaction with the overall service by 5 percentage points	✓	62%
We will keep 99.5% of PDI PT's that are in place 2 days before the appointment	✗	98.1%
We will keep 98.75% of all PDI practical test appointments	✗	95.03%
National average waiting time will be no longer than 5 weeks for ADI practical qualifying tests	✗	6.5
<b>Theory Test</b>		
We will give 95% of candidates an appointment at their preferred test centre within 2 weeks of their preferred date	✓	98%
We will keep 99.5% of all theory test appointments	✓	99.9%
<b>Practical Test</b>		
National average waiting time will be no longer than 4 weeks for motorcycle	✓	3.9 weeks
National average waiting time will be no longer than 3 weeks for vocational	✗	4.5 weeks
We will keep 99.5% of appointments that are in place 2 days prior to the test	✗	99%
We will keep 98.75% of all appointments	✗	98.01%
<b>Telephone Answering</b>		
After a call has gone through our automated call-handling system, we will answer 90% of all incoming calls to booking offices in no more than 20 seconds:	✓	92%
Theory Test Call Centre	✓	91%
Practical Test Call Centre	✓	92%
95% of calls to booking offices will make contact with our automated call-handling system without receiving an engaged tone	✓	100%
We will answer 90% of calls to our enquiry points in no more than 30 seconds	✓	94%
<b>Finance</b>		
ROCE - Achieve an average return on capital employed of at least 3.5% taking one year with another	✓	4.6%
95% of all refunds will be paid within 15 days of receipt of a valid claim	✓	99%
Undisputed & settled invoices will be paid within 30 days	✓	99%
<b>Correspondence</b>		
We will answer 97% of all letters and e-mails within 10 working days	✓	98%

**Vasim Choudhary**  
Business Planning and Performance

# CPC - get qualified, stay qualified

**Plans to introduce a new qualification for professional bus, coach and lorry drivers - the Driver Certificate of Professional Competence (CPC) - have been given the Government go-ahead. In the future, just holding a vocational driving licence will not be sufficient.**

The new qualification being introduced by the Driving Standards Agency (DSA) will also affect bus, coach and lorry drivers from other countries in the European Union as equivalent arrangements are being introduced across Europe. The new qualification will be introduced in 2008 for bus and coach drivers and in 2009 for lorry drivers.

Transport Minister Dr Stephen Ladyman said: "This development will lead to road safety benefits and better motoring for everyone. It will reduce fuel consumption and emissions by ensuring that drivers of buses, coaches and lorries are competent drivers and knowledgeable about all aspects of being a professional driver today. The qualification will provide recognition of their increased skills and raise their professional status, which will encourage young people to join those professions."

## Interested parties

The Agency recently consulted bus and coach operators, freight companies and other interested parties before deciding how to implement the new qualification. To minimise cost and inconvenience, DSA will offer new entrants to professional driving the opportunity to acquire the Driver CPC at the same time as they obtain their vocational driving licence.

Professional drivers will have to keep their certificate valid by completing a total of 35 hours periodic training every five years. There will be no additional test to take.

Existing drivers will not have to pass the initial qualification, but will be subject to the five yearly periodic training requirement.

## Framework

The new arrangements will provide a framework of good practice within the haulage and passenger carrying industries. At the forefront of the benefits is that of road safety and better qualified drivers will help to address the problem of road casualties. In 2003 large goods vehicles were involved in 12,205 collisions and buses and coaches were involved in 10,765. There were 480 fatalities and 1,755 serious injuries where large goods vehicles were involved, and 117 fatalities and 1,298 serious injuries involving buses and coaches, although these statistics do not attribute blame for the cause of the accidents.

The industries also expect that the introduction of the Driver Certificate of Professional Competence will bring an improved professional and positive image

to the profession which will attract more people into wanting to drive buses, coaches or lorries for a living.

The initial qualification for new drivers of these vehicles - which includes minibuses and large vans - will be obtained by the driver passing detailed tests, comprising a total of four hours theory testing and two hours of practical testing. These tests will be set at the equivalent of an NVQ Level 2.

## Modular

These new tests are currently being developed and DSA has invited the industries to nominate subject experts to work with them to ensure that the new assessments meet the needs of their industries.

Driver CPC tests are being developed in a modular format that will enable them to be integrated with the current licence acquisition tests. But it will be possible to take the current licence acquisition driving test for buses, coaches, minibuses, lorries and vans separately from the CPC tests so that those who do not require a CPC and want to drive these vehicles in a non-professional capacity can do so. If they decide at a later date they want to drive the vehicles on a professional basis, they will have to take the additional test modules to get a Driver Certificate of Professional Competence.

The CPC will enable young people to enter these sectors in a safe and professional manner from aged 18 for lorry drivers, 18 for bus drivers and 20 for coach drivers, subject to any licence restrictions for Category D drivers.

## Maximum

It will also be possible to work towards obtaining CPC at the same time as taking National Vocational Training, providing the NVT lasts at least six months. The CPC tests will still need to be taken, but this option allows drivers to work professionally in the United Kingdom while working for their CPC, up to maximum of three years.

The Driver CPC, as its name suggests, relates to professional drivers. Non-professional drivers will be exempted. Exemptions are:

- for vehicles with an authorised speed not exceeding 45 km/h
- vehicles used by, or under control of the armed forces, civil defence, the fire service and forces responsible for maintaining public order
- vehicles undergoing road tests for technical development, repair or maintenance purposes, or of new or rebuilt vehicles which have not yet been put into service
- vehicles used in states of emergency or assigned to rescue missions
- vehicles used for non-commercial carriage of passengers and goods, for personal use.

- vehicles carrying material or equipment to be used by the driver in the course of his or her work, providing that driving the vehicle is not the driver's principal activity. An example, could be driving a builder's lorry, where the main occupation of the driver is building as opposed to driving.

The modular arrangements for taking tests will ensure that all drivers of large vehicles have the necessary knowledge and skills.

## Penalties

In response to concerns raised in the consultation, ahead of the Driver CPC implementation dates, the theory test part of the licence acquisition test will be extended to include more questions, so that all drivers of vehicles requiring a C or D licence will have a more rigorous assessment.

Evidence that a driver has achieved a CPC will be shown by a code on the vocational driving licence, or a separate driver qualification card. The penalties for non-compliance will be the same as driving without a licence and they will be enforced from day one.

DSA is working in partnership with the industries' trade associations, Sector Skills Councils and other stakeholders on the development and implementation arrangements which are needed to meet the requirements of the CPC initiative. Many of the detailed arrangements are still being worked through but drivers, operators and trainers should watch our website [www.dsa.gov.uk](http://www.dsa.gov.uk) and the trade press for more information on developments as they evolve. DSA's Consultation Paper and Response to Consultation are also posted on our website.



# It's two for one at Borehamwood!

The first integrated DVLA & DSA facilities were inaugurated in Borehamwood on the 15 March by the Minister of State for the Department for Transport, Dr Stephen Ladyman MP.



Pictured are Dr Ladyman, cutting the ribbon, flanked by Rosemary Thew, our Chief Executive, Trevor Wedge, our Chief Driving Examiner, Geraldine Terry, a non-executive director of DSA, and our External Communications Manager Georgina Georgiou.

Chief Executives from both agencies, Clive Bennett and Rosemary Thew, were present and delighted for this new venture that brings a 'one stop service' to customers.

The new driving test centre has large comfortable waiting and staff areas, disabled access & facilities and ample parking. The modern layout of the premises has been designed to suit the needs of the team and has the potential for possible future staggered testing. The centre will eventually be delivering 15,000 practical driving tests per year.

Present on the day were instructors from local ADI associations, Central Areas Road Policing Unit officers, Hertsmere Borough Council officers, the DSA and DVLA Estate Project managers and officials from both agencies.

## New Registrar

Former Midlands and Eastern Area Manager Charles Morton has now become our new ADI (Approved Driving Instructor) Registrar. Charles replaced the former ADI Registrar, Bob Jarvis, on 1 June.

Charles has recently spent several months as Area Manager in the London Area Office. He joined the Agency around four and a half years ago after a career in regional management for Kwiksave, Somerfield and B&Q.

Bob Jarvis, who has been the Registrar since June 2002 has now moved to a new role as Head of Business Customer Relationship where he continues with the work to improve relationships with our business customers.

Charles Morton's position in the Midlands and Eastern Area Office has been filled by former Deputy Area Manager Ray Colesby

## Supervision of ADI practical tests

**Some ADIs have expressed concern about the role of the supervising examiner in the car during ADI practical tests, so we thought it would be helpful to explain again what is happening and why.**

Our June 2004 consultation paper Modernising the arrangements for taking driving tests explained that we proposed to introduce an express provision covering a member of our quality control team supervising an examiner conducting an ADI practical qualifying test or check test. The proposal was broadly supported and the regulations we introduced on 1 April give us the power to do that on which we consulted.

We informed ADIs of this change in the previous three issues of Despatch. We also said that we would always make it clear at the start of the test that the supervisor would be watching the examiner and not the candidate.

We should like to reassure ADIs that, where we would like someone other than the supervising examiner to go out on an ADI practical test, we will always seek the agreement of the ADI involved before the test begins. We will give instructors time to inform their pupils, and even stop early on during the test to increase tyre pressures, if necessary.

## Despatch news... Despatch news...

**Having listened to our customers over the past few months, one of the main areas that we need to improve upon is communication. It is with this in mind that we have decided to publish Despatch more often.**

However, faced with huge increases in postage charges being introduced in August on the larger size envelopes, the whole format of the magazine was put under the spotlight and we decided now was a good time to change. As a result, we will be moving to publish the magazine in A5 size which will be handy to carry but will also allow the Agency to publish five times a year without an excessive increase in costs. We hope that you take to the new size and we will endeavour to keep you more up-to-date with Agency news.

**Chris Lee  
(Editor)**

### DISQUALIFIED DRIVERS February - April 2006

#### New Driver's Act Statistics

	February	March	April
Revoked	1426	1591	1315
Test Passed	959	1043	758
Appeal	15	15	8

#### DTTP/DTETP Summary

	February	March	April
DTTP	138	166	130
DTETP	747	861	596
TOTAL	885	1027	726

**DTTP – Disqualified until test passed**

**DTETP – Disqualified until extended test passed**

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**
  - Central Operations Branch **2557/4**
  - ADIs/PDIs **2618**
  - CBT **2595**
  - Technical Standards Branch **2537/9**
  - Commercial Department **5901**
  - E-Assessment **5935**
  - Policy **5918**
  - Pass Plus **2633/2634**
  - DQM **5883/Fax 0870 750 7251**
  - Press Office **2851/2**
  - Despatch **2851/2**
- 
- Cardington (Training) **01234 744000**
  - Publications **Cardington 01234 744054**
- 
- 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](http://www.dsa.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](mailto:londoncsu@dsa.gsi.gov.uk)

## Midlands and Eastern

Phone: 0121 697 6762 Fax: 0121 697 6750  
Email: [birminghamcsu@dsa.gsi.gov.uk](mailto:birminghamcsu@dsa.gsi.gov.uk)

## Wales and Western

Phone: 029 2058 1218 Fax: 029 2058 1050  
Email: [cardiffcsu@dsa.gsi.gov.uk](mailto:cardiffcsu@dsa.gsi.gov.uk)

## Scotland

Phone: 0131 529 8645 Fax: 0131 529 8589  
Email: [scotlandcsu@dsa.gsi.gov.uk](mailto:scotlandcsu@dsa.gsi.gov.uk)

## Northern

Phone: 0191 201 8161 Fax: 0191 201 8010  
Email: [northerncsu@dsa.gsi.gov.uk](mailto:northerncsu@dsa.gsi.gov.uk)

# Useful numbers

## Driver & Vehicle Licensing Agency:

- Drivers' enquiries: 0870 240 0009
- Email: [drivers.dvla@gtnet.gov.uk](mailto:drivers.dvla@gtnet.gov.uk)

- Vehicle enquiries: 0870 240 0010
- Email: [vehicles.dvla@gtnet.gov.uk](mailto:vehicles.dvla@gtnet.gov.uk)  
[www.dvla.gov.uk](http://www.dvla.gov.uk)

## Vehicle Certification Agency:

0117 951 5151  
[www.vca.gov.uk](http://www.vca.gov.uk)

## Vehicle and Operator Services Agency:

0870 6060440  
[www.vosa.gov.uk](http://www.vosa.gov.uk)



# Head Office

## Headquarters:

### Customer Service Enquiries

Phone: 0115 901 2500 Fax: 0115 901 2510  
Email: [customer.services@dsa.gsi.gov.uk](mailto: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](mailto:cbt@dsa.gsi.gov.uk)

### ADI (Approved Driving Instructor) enquiries

Phone: 0115 901 2500 Fax: 0115 901 2820  
Email: [adireg@dsa.gsi.gov.uk](mailto:adireg@dsa.gsi.gov.uk)

# Save time with telephone fast track

If you are an ADI or a Trainer Booker, fast track your way through our booking system.

## Call 0870 01 01 372

Wait for the 'DSA Welcome' message, and then dial one of the following options:

### Business booking

Car theory: \*\*11 and listen to the options  
Car practical: \*\*222

### Trainer booking LGV, PCV, M/C

Theory: \*\*11 and listen to the options  
Practical: \*\*231



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.

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