

# despatch

June 2007  
DSA magazine for road safety professionals



# Going Smoke Free from 1 July

**From 1 July 2007, smoking in enclosed public spaces and in vehicles used as work places will be banned in England. Similar bans already operate in Scotland, Wales and Northern Ireland.**

DSA's offices and test centres have been smoke free since 31 December 2006. The ban will mean that similar restrictions are required for instructors' offices and for vehicles used for driver training and testing.

To comply with the new laws, premises and vehicles will not only have to be smoke free, but will also be required to display no smoking signage.

Many businesses will have already received information direct from the Smoke Free England

campaign team outlining the requirements and providing examples of the signage. Further details, including copies of the signs that can be downloaded, are available from [www.smokefreeengland.co.uk](http://www.smokefreeengland.co.uk)

Many people may choose the introduction of the ban as an opportunity to quit smoking. For further advice about help that is available visit [www.gosmokefree.co.uk](http://www.gosmokefree.co.uk) or contact the NHS smoking helpline on 0800 169 0169.

Examples of the signage required.



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## Apologies

In the last issue of Despatch (April 2007), a story about Gareth Almond and his driving school, Bulldog Spirit should have said was that Mr Almond is Britain's only qualified amputee instructor to give instruction in both manual and automatic vehicles. We apologise for any misunderstanding.

In April's Despatch, there was a misprint of the Newcastle Customer Enquiry Unit telephone number. This has now been corrected to 0191 201 8161. We apologise for the inconvenience caused to our customers trying to reach us.

## Bank Holiday test centre and office closures

Please note that DSA offices and test centres will be closed for the Bank Holiday on Monday 27 August.

# Criminal record checks update

In February's Despatch we notified you that over the next two years we will be sending all ADIs a criminal record disclosure pack. On 12 March 2007 our contractor, TMG CRB, started to distribute these to ADIs. "Those ADIs who were have the longest period before their registration expires will be checked first. Also from 12 March, PDI applicants have been required to obtain a criminal record check as part of the first application procedure. These checks are administered on our behalf by Capita Recruitment Vetting Service (CRVS).

TMG and CRVS will take care of ID documents whilst they are with them, and aim to return them within 2 working days. However, they cannot be responsible for documents in transit to or from them, so recommend that documents are sent recorded or special delivery. Documents will be returned by recorded delivery, unless the instructor encloses a pre-paid special delivery envelope for their return.

Most disclosures should be provided within 6-8 weeks, but errors on the application form can delay this. Common errors include using blue ink not black, submitting incorrect or insufficient ID, and not completing Section C of the form properly. You should also make sure that you use the correct postage on the envelope, as a standard first class stamp may not be sufficient, especially if sending an A4 size envelope and/or heavy documents.

Checks of ADIs at renewal stage will be introduced from early 2008. For up to date news on this and other related issues, please listen to our recorded information line on 0115 901 2801.

Enquiry points: DSA Criminal Records Team: 0121 697 6740  
TMG CRB: 0115 969 4616  
CRVS: 0870 850 2455



**CAPITA**  
RECRUITMENT VETTING SERVICE

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## Multi Purpose Test Centre Update

The MPTC Project continues to make good progress, with 22 sites acquired since December 2005. Most recently, King's Lynn, Erith in Greater London South, Burton-on-Trent and Herne Bay have been added to the ever-growing list.

In addition, construction has now been completed at 12 sites (of which 10 are accepting test bookings). These include: Glasgow, Ipswich, Newport, Gloucester, Shrewsbury, Leicester, Rotherham, Gateshead, Exeter, Darlington, Hull and Enfield.

Soon we hope to add Peterborough, St Helen's and Chester to our list of sites acquired.

For further details, visit [www.dsa.gov.uk/mptc](http://www.dsa.gov.uk/mptc)



Glasgow Shieldhall Multi Purpose Test Centre

# Extended Theory Test

## for car and motorcycle candidates

As you may be aware, from 3 September the number of theory test questions for car and motorcycle candidates will be extended from 35 to 50, with the fee increasing from £21.50 to £28.50. Details of this change are already generating much interest. The volume of enquiries and bookings made to the call centre has already increased substantially, resulting in calls having to queue at extremely busy periods, noticeably during the late afternoon.

We should be grateful if you could advise your customers to book, cancel or reschedule a test online at [www.direct.gov.uk/drivingtest](http://www.direct.gov.uk/drivingtest). By going online, they can also check all theory test availability 24 hours a day, 7 days a week, quickly and easily. Please advise your customers that larger city-based centres may book up more quickly than other centres during the run up to September.



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## Check Test Issues

Check tests are booked on behalf of the Registrar by dedicated booking teams based in Cardiff and Newcastle. These teams are headed by Ian Taylor, the National Driver Training Assessment Manager, who is based at DSA HQ in Nottingham. Queries regarding the date and times of check tests can be directed through to the relevant Booking team. Issues regarding the conduct of the tests should, in the first instance, be sent to our Customer Enquiry Unit. We would remind you that failure to attend a Registrar's Requirement, without good cause, may result in your removal from the register:

The contact numbers are:

Cardiff: 0292 0581215

Newcastle: 0191 2018042

# Emergency Control Certificates for Disabled Instructors

The Mobility Advice and Vehicle Information Service (MAVIS) at Crowthorne in Berkshire was authorised to carry out Emergency Control Certificate (ECC) assessments. MAVIS ceased to offer this service on 7 March 2007.

Following discussions with MAVIS by Trevor Wedge, Chief Driving Examiner, and Jan Nascimento, Supervising Examiner, DSA's Training and Development Centre at Cardington took over responsibility for the assessment leading to the issue of the ECCs in April.

The assessment consists of seven exercises, each of which is designed to test the potential instructor's ability to take control of the vehicle as and when relevant in the interest of safety. The test will be carried out in an adapted car which has been transferred from MAVIS to the Cardington fleet.

To apply for an Emergency Control assessment application form, the candidate will need to contact: **Instructor Services & Registration Team (ADI), Stanley House, 56 Talbot Street, Nottingham, NG1 5GU.**

The completed application form should then be sent to: **Emergency Control Certificate Assessor, The Training & Development Centre, Paul Waller Avenue, Harrowden Lane, Cardington, Bedfordshire, MK 44 3ST** (Tel 01234 744000).

On receipt of application a member of the Cardington team will contact the candidate to arrange the earliest convenient date and time. This will be confirmed in writing.

Cardington will carry out the assessment, issue the result and debrief. A successful candidate will be issued with an Emergency Control Certificate (ECC) which is a pre-condition to qualify in the restricted category of ADIs.

A copy of the ECC should then be submitted to Instructor Services & Registration Team (ADI) in Nottingham with the application for registration.



Inside view of adapted vehicle



Jan Nascimento, Supervising Examiner at DSA Training Centre, Cardington

# DSA Motorcycle News

DSA is currently working closely with motorcycle industry representatives to deliver a range of actions that were identified in the Government's Motorcycle Strategy, published in February 2005. These initiatives will help reduce the number of motorcyclists involved in fatal and serious injury crashes on our roads each year.

## Register of Post Test Motorcycle Trainers (RPMT)

Since the launch of the voluntary register for motorcycle trainers delivering post-test (RPMT) training in February of this year there has been a positive response from the industry. Already over 300 'starter packs' have been sent out to those interested in joining the scheme.

The first motorcycle trainer to successfully gain entry onto the Register is Paul Woods of Long Eaton near Nottingham. Paul runs a DSA Approved Training Body trading under the name of Beacon Rider Training Ltd which offers a full range of motorcycle training courses including post test rider development.

On 26 April, the occasion was marked by an official presentation at Paul's premises where he met DSA's Chief Driving Examiner Trevor Wedge and Assistant Chief Driving Examiner Graham Shaw.

Paul said, "I'm very excited to be the first person to join the new Register and hope that plenty will follow in my footsteps".

People like Paul, who qualify to join the Register, and provide a high standard of training, will make a valuable contribution to road safety. DSA have set minimum standards, agreed with the motorcycle industry, for entry to the Register and will then quality assure the delivery of training to ensure those standards are maintained.

Information relating to the Register of Post-Test Motorcycle Trainers and how to obtain a starter pack can be found on [www.transportoffice.gov.uk](http://www.transportoffice.gov.uk)

## Training Incentives for Bikers

DSA are shortly to meet with representatives of the motorcycle and insurance industries to explore the possibility of providing incentives to qualified riders to take further training throughout their riding career. It is hoped that insurance discounts, for those who complete DSA approved training with an instructor or trainer who is on the DSA motorcycle register, will encourage more riders to have their ability to ride responsibly and safely assessed and developed.

## Motorcycle Instructor Training

One of the ways of qualifying as a Registered Post-test Motorcycle Trainer is by passing the DSA Theory & Hazard Perception Test and successfully completing a [DSA Accredited Instructor Training Course](#).

DSA would now like to invite applications from those involved in Motorcycle Instructor Training, who would like to offer such courses as part of the qualifying process. Those who deliver a DSA accredited Instructor Training Course will need to be on the Post Test Motorcycle Trainer Register.

If you are interested in playing a part in this aspect of the registration process you can now apply to DSA for a free starter pack that includes Guidance Notes and an initial application form.

You can order a pack from: **Register of Post-test Motorcycle Trainers, Driving Standards Agency, PO Box 280, Newcastle-upon-Tyne NE99 1FP.** Tel: 0191 201 8089 (Between 10:00 – 16:00). Email: [rpmt@dsa.gsi.gov.uk](mailto:rpmt@dsa.gsi.gov.uk). For general enquiries, please call 0115 901 2595.

## Review of Direct Access, Pre-Test Training and CBT

The Government's Motorcycle Strategy tasked DSA with carrying out a review of Direct Access and Pre-Test Training. This work is now well underway and the Agency is very grateful to those DSA Approved Training Bodies (ATB) who volunteered to take part. The research involves a team of DSA assessors visiting some 120 training sites nationwide to view both the content and quality of training delivered.

The Strategy also requires us to extend the review with a view to evaluating the structure, content and delivery of Compulsory Basic Training. . The initial scoping work has now commenced. The final report will detail our findings and make recommendations as to how the scheme might be developed and improved in the future

## Promotion/Publicity of the Motorcycle Register

Throughout this year and into 2008, DSA are running nationwide Business Customer Conferences that include workshops providing up to date information on the development of the RPMT scheme. Additionally we will be attending and supporting various external motorcycling events designed to promote safe-riding and the benefits of further training.

## Business Customer Conference for ATB and RPMT Instructors

As part of the Business Customer Conference 07/08 season, we will be holding a Business Customer Conference event specifically for ATB and RPMT Instructors at the National Motorcycle Museum, Birmingham on Wednesday 23 January 2008. This event will focus on issues relevant to motorcyclists and instructors, such as the new Motorcycle Test and the MPTC Project. Further details will appear on our website, [www.dsa.gov.uk](http://www.dsa.gov.uk) later this year.



L-R: Trevor Wedge, Paul Woods (Beacon Rider Training), Graham Shaw

# Driver CPC Update

The Driver Certificate of Professional Competence for vocational drivers begins on 10 September 2008 for bus and coach drivers and 10 September 2009 for lorry drivers. For new drivers, acquisition of this certificate will involve taking two tests in addition to the vocational driving test. There will be four tests in total, two theory and two practical.

We are considering how to deliver this extra practical test. We would like to deliver both Driver CPC practical tests and vocational driving tests at customer sites, in addition to using our driving test estate. We are in the process of setting up a trial for practical driving testing from a handful of customer sites that have suitable facilities. This trial will hopefully commence during early summer and may be extended indefinitely.

We have consulted with many vocational trainers and had a positive response to the idea of using their sites. On that basis we are still open to vocational trainers or operators expressing interest in this option. The email address: **CPC.Practical.Test.Enquiries@dsa.gsi.gov.uk** can be used to request a minimum testing site specification. If you feel your premises meet this requirement we will consider formally assessing your site to see if it is operationally appropriate.

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## ROSCO Event – Updating the Industry on Driver CPC

At the end of March, we hosted a one-day event at the Cardington Training Centre to raise awareness of the forthcoming Driver CPC for members of ROSCO (Road Operators Safety Council) who operate within the bus and coach driving industry.

Around 70 delegates attended from across the country, representing various roles from examiners and managers to trainers and training co-ordinators, as well as members of the trade press. Overall feedback received has been positive with many of the delegates finding the day both useful and informative.

The ROSCO representatives are keen to host another similar event later in the year which will allow operators who were not able to attend to receive further updates on the Driver CPC project progress. Watch out for further details in future issues of Despatch!



Delegates in DSA Training Centre's cinema room

# Safe and Fuel Efficient Driving (SAFED): driving forward savings for freight companies

Greater pressure is being applied to the UK road haulage industry to improve competitiveness and reduce operating costs. As fuel costs account for around 30% of an organisation's operating costs, fuel savings will contribute directly to the overall profitability.

The SAFED (Safe and Fuel Efficient Driving) programme is currently helping freight companies save an average of £2,200 per driver, per year. Participating drivers are improving MPG by 10.2% and reducing gear changes by over 33%, on average.

SAFED involves a one-day 'off-the-job' training course, which includes practical and theoretical assessments on the implementation of fuel-efficient driving and the prevention of accidents.

Robert Wiseman Dairies received funding from the Scottish Road Haulage Modernisation Fund (SRHMF) to train 56 staff across their Scottish sites. The SAFED trained drivers achieved an MPG improvement of 9.6% and as the average annual mileage per driver is 42,500 miles, Wiseman's could potentially save £81,807 per year as a result of SAFED.

George Nicoll, Driver Training Manager for Wiseman's, said, *'It is important that we develop our drivers in fuel efficiency and safety; there is no point in a company having the very best technology, the best equipment and vehicles, without having drivers who know how to use them. SAFED has helped us develop a systematic programme to develop our drivers to be the very best'*.

To find out where your nearest SAFED instructor is and for further information visit [www.safed.org.uk](http://www.safed.org.uk)

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## Display of ADI certificates and Trainee licences

It has been brought to our attention that the Regulations regarding ADI certificate and trainee licence display were not in accordance with what is custom and practice, nor indeed in line with the instructions DSA give when issuing these badges.

After much deliberation and having listened to comments from ADIs and examiners, we have now decided to change the Regulations at the earliest opportunity. Badges may therefore be displayed with the octagon or triangle facing outwards.

# Don't forget the basics...

Please remember that under the law, candidates should be able to read a numberplate at 20.5 meters / 67 feet; or at 20 meters / 65 feet (where narrower characters are displayed), before being allowed to drive on the public highway.

Please inform your candidates that when they present for a driving test, they should wear any corrective lenses required to meet the numberplate test. The inability to read the numberplate at the required distance will result in the failure of the test and the revocation of the candidate's entitlement.

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## Candidates Booking Tests: links from ADI websites

A large number of ADIs have websites that link to DSA's online booking system for both theory and practical tests to enable their candidates to book online. In most cases, this is **www.dsa.gov.uk** If you haven't already done so, please could you ensure that any web links for test booking are changed to **www.direct.gov.uk/drivingtest** All candidates should be advised to use this web address, so that they find the correct web pages more quickly. In addition to booking their test, they can also manage their existing booking by changing or cancelling their appointment online.



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## Update on the new Motorcycle Test

After an extensive tender exercise and rigorous trialling and testing DSA has selected L.E.T. Automotive for the supply of Speed Measuring Equipment to measure the speed of riders on two of the new proposed motorcycle test manoeuvres to be introduced from October 2008. DSA is currently in discussions with them to clarify and finalise aspects of their tender.

On 20 March, Hampshire County Council's Pass Plus scheme was launched at the Winchester DTC, where Examiners and Road Safety Officers joined forces to promote this massive road safety scheme designed to save the lives of new drivers.

Hampshire County Council Pass Plus scheme offers £75 towards the cost of the Pass Plus course. This is made available on a first-come, first-served basis to young drivers who meet the following criteria:

- Drivers must be between 17 – 24 years old and live in the Hampshire County Council area (excluding Southampton and Portsmouth who are served by separate councils)
- Drivers must have passed within the last 12 months and successfully complete all 6 Pass Plus modules.

Lynne Fitzharris ACDE was DSA's spokesperson on the launch day. She said: "This scheme is a fantastic idea and will hopefully improve road safety for newly-qualified drivers in this area, as new drivers are more likely to have an accident in the first two years of passing their test than at any other time. Pass Plus is designed to build upon existing skills and knowledge, giving new drivers the additional experience to drive more safely in varied driving conditions".

ADIs who wish to take part in the scheme, must follow DSA's Pass Plus syllabus and be willing to be monitored by Hampshire County Council's Road Safety Officers. For further details, call the Road Safety Team at Hampshire County Council on 01962 846 888 or Winchester Test Centre on 01962 853 438



L-R: Ernie Sage (Hampshire County Council Road Safety Manager), Lynne Fitzharris (ACDE), Rory Nash (driver), ADI Paul Clark

For more details about the Pass Plus scheme, visit the website [www.passplus.org.uk](http://www.passplus.org.uk)

# Pass Plus scheme launches in Hampshire!

# Events Review: March & April

## **Bikesafe Launch, Cheltenham Racecourse: 31 March—1 April**

This year's Bikesafe Launch took place at the Cheltenham Racecourse from 31 March to 1 April, and attracted thousands of visitors.

The many changes which are happening with the Government's Motorcycle Strategy and the new motorcycle test, were the main features and attraction on the DSA stand. The new test was demonstrated on a plasma screen where the public had the opportunity to watch and ask questions.

The new test will be delivered from a network of new multi purpose test centres (MPTCs) which will accommodate the off-road manoeuvres in the new test. multi purpose test centres (MPTCs) provide facilities for both motorcycle and car testing. Some will also provide testing facilities for Large Goods Vehicle (LGV) and Passenger Carrying Vehicle (PCV) tests.

Also featured was the new Register of post-test motorcycle trainers which was launched in February to attract experienced DSA accredited post-test motorcycle trainers. This scheme will be launched to the public this summer and will enable bikers to make informed choices about post-test training designed to improve riding skills, raise awareness of risk, foster safer attitudes and behaviour, and ultimately contribute to a reduction in the number of accidents involving motorcycles.



At the DSA Stand, Bikesafe Launch 2007



DSA at the Commercial Vehicle Show 2007

## Commercial Vehicle Show, NEC: 24-16 April

The Commercial Vehicle Show, Britain's largest and most successful road transport event took place at the NEC from the 24 – 26 April and we were there once again along with VOSA, DVLA & VCA.

Our main feature at the event was to publicise the new Driver CPC qualification, whilst VOSA answered questions about new drivers' hours and digital tachographs. Also featured was the extended theory test for lorry and bus drivers which came into effect from 2 April (where the number of multiple

choice questions rose from 35 to 60). The Driver CPC will be introduced in September 2008 for bus and coach drivers and in September 2009 for lorry drivers.

The Commercial Vehicle Show attracts a vast number of people from all areas of the industry who see this as a "must attend" event where they come along specifically to meet with suppliers, find out what's new within the industry and to discuss business deals.

## Disqualified Drivers: Feb 2007 – Apr 2007

### New Drivers Act Statistics

	February 07	March 07	April 07
Revoked	1442	1942	1586
Test Passed	908	1122	905
Appeal	8	7	1

### DTTP/DTETP Summary

	February 07	March 07	April 07
DTTP	116	174	163
DTETP	542	900	518
Total	658	1074	681

DTTP Disqualified until test passed

DTETP Disqualified until extended test passed

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

# Plymouth ADI Committee Retires

On the 6 March, Peter Burton ACDE attended a meeting of the Association of Professional Driving Instructors (SW) in Plymouth.

This meeting marked the end of an era (or as Peter put it an error) as long standing committee members, Doug Harris, Peter Blackburn, Bob Burrows and Len Brockington were retiring from the committee, after over 126 years of faithful service between them!

The committee were appreciative of the kind remarks made by Peter Burton, and as he was the SE ADI in their area for several years, many of the old memories and stories were recalled during the evening.

We would like to take this opportunity to wish the incoming committee every success and to continue with the good relationship we have with DSA.

Due to illness Len Brockington was not able to attend and regrettably passed away shortly after this meeting. Our deepest condolences go out to Len's wife Dorothy.



L-R Doug Harris, Peter Burton and Peter Blackburn

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## Events Dates for the Diary

The events programme for 2007/08 continues – below are details of the following key dates:

- 1 July – **MRTA Open Day** (Stoke City Football Stadium)
- 19-21 July – **Mobility Roadshow** (Kemble Airfield, Swindon)
- 3-5 August – **Riverside Festival** (Nottingham)
- 28-30 August – **Westdrive** (Livingston)
- 27 September – **Ydrive** (Scotland)
- 10-11 November – **Coach & Bus Live Show** (NEC, Birmingham)
- 23 November – 2 December – **Motorcycle Show** (NEC, Birmingham)

The Business Customer Conferences also continue with the following dates:

### 2007

- 4 July – Scotland, Dunblane Hydro
- 18 July – East Anglia, Lynford Hall in Mundford near Thetford
- 12 September – LGV / PCV Conference, Midlands, venue TBC
- 21 November – East Midlands, venue TBC

### 2008

- 23 January – ATB Conference, Midlands, National Motorcycle Museum
- 20 February – North West, venue TBC
- 19 March – South East, venue TBC

Please visit [www.dsa.gov.uk](http://www.dsa.gov.uk) for further details

# Agency Performance

April 06 – March 07

**We achieved all but three of our Secretary of State targets.**

This is how we finished at the end of the financial year:

- Appointments will be available within nine weeks at 90% of permanent car driving test centres: **we averaged 99% throughout the year far exceeding the target set.**
- In order to provide off road motorcycle test facilities to comply with EU requirements, have 20 multi purpose test centres operational by 31 March 2007: **13 were operational by this date.**
- To achieve candidate satisfaction with the overall service received at 90% or better: **Overall satisfaction with our service was 95%, well in excess of target.**
- Improve standards of professional lorry and bus drivers - to have accredited 10 training courses as being suitable for bus & coach drivers CPC periodic training by March 2007: **We exceeded this target by 6**
- Improve driving standards of new drivers - Deliver Arrive Alive presentations to 165,000 people by March 2007: **This target was also met (166,969).**
- Improve driving standards of new drivers - Issue 120,000 Pass Plus certificates by March 2007: **This target was unfortunately missed by 13,662.** Involvement in Pass Plus is, of course voluntary.
- Improve driving standards of existing drivers - Deliver Arrive Alive Classic presentations to 15,000 people by March 2007: **This was a success with the target exceeded by 328.**
- In order to raise the standards of tuition and to prevent unqualified ADIs giving instruction to learner drivers, from January 2007 remove ADIs from the Register who failed to pass the HPT by 31 December 2006: **We have begun removal procedures against all those who did not meet the Hazard Perception target and the target has therefore been met (1,715).**
- Have no more than 10% of non-productive examiner time during 2006/07. **This target was narrowly missed by 0.6%.**
- Develop electronic services to achieve 60% of theory test bookings and 50% of car practical test bookings being made on-line by 31 March 2007. **68% of theory tests and 66% of car practical tests were booked on-line by the end of March 2007 and the target was met.**
- Deliver the Value for Money Plan improvements by March 2007. The meeting of this target cannot be verified until the Annual Accounts have been signed off.

**Key:**      • Target met                      • Target missed

## How to contact us

For the latest DSA news and information, see the website [www.dsa.gov.uk](http://www.dsa.gov.uk)

Learning to drive information for your candidates is available to view on [www.direct.gov.uk/motoring](http://www.direct.gov.uk/motoring) and driver and rider trainers can view key information on the business customer site, [www.transportoffice.gov.uk](http://www.transportoffice.gov.uk)

## Booking a test

Book or manage your test appointments online at:

[www.direct.gov.uk/drivingtest](http://www.direct.gov.uk/drivingtest)

[www.transportoffice.gov.uk](http://www.transportoffice.gov.uk)

### Telephone:

Booking Line: **0870 010 1372**  
Welsh Line: **0870 010 0372**  
Minicom: **0870 010 7372**

### Telephone fast track

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 bi-monthly 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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## DSA Headquarters

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	<b>2500</b>
Testing and Assessment (COB)	<b>2557/4</b>
Standards & Regulations (TSB)	<b>2537/9</b>
E-Assessment	<b>2566</b>
Policy	<b>5918</b>
Pass Plus	<b>2633/4</b>
Experienced Driver Assessment Services	<b>2814</b>
	<b>Fax 0870 750 7251</b>
Press Office	<b>2851/2</b>
Despatch	<b>5878</b>
Cardington (Training)	<b>01234 744000</b>
Cardington (Publications)	<b>01234 744054</b>

## Customer service enquiries

Customer Enquiry Units

Phone: (North) **0191 201 8161** Fax: **0191 201 8056 (North)**  
(South) **029 2058 1218** **029 2058 1050 (South)**

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)

Instructor Services and Registration Team (ADI)

Phone: **0115 901 2618** Fax: **0115 901 2820**  
Email: [adireg@dsa.gsi.gov.uk](mailto:adireg@dsa.gsi.gov.uk)

Fraud & Integrity Team

Phone: **02920 581 290**  
Email: [integrity.team@dsa.gsi.gov.uk](mailto:integrity.team@dsa.gsi.gov.uk)

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