



Driver & Vehicle
Licensing
Agency

Corporate Services

Your DVLA

Issue
05



Interactive document
May 2019

A DVLA that works for you **by working with you**





Issue 05

What's inside...

01 >

News and updates



Already it's been a year since we issued our first 'Your DVLA'. As we celebrate our first anniversary, DVLA celebrates its 50th anniversary and we have included an article looking back over the years.

In this edition of the newsletter we also have articles on the following:

- View and Share your Driving Licence
- Glucose monitoring
- Vocational licences
- International Driving Permits
- Tachograph cards update
- Register your vehicle to take it abroad
- Register a Vehicle
- Enquiring about a vehicle record
- Wheel-clamping
- DVLA's 50 years
- Revised V5C

Hopefully these articles will be of interest to a wide range of our corporate customers and stakeholders. If there are other themes that you would like to see featured in our newsletter then please let us know.

I hope you continue to enjoy the newsletter and tell us what you think of it at:

bit.ly/YourDVLANewsletter 

Hugh Evans
Corporate Services Manager

Newsletter navigation guide

This newsletter is a fully interactive document that lets you navigate by clicking on text and icon links throughout the newsletter. Please see the guide below to help you navigate the newsletter successfully:



Go to last page or next page



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Hover-over to reveal information



Go to newsletter section

01

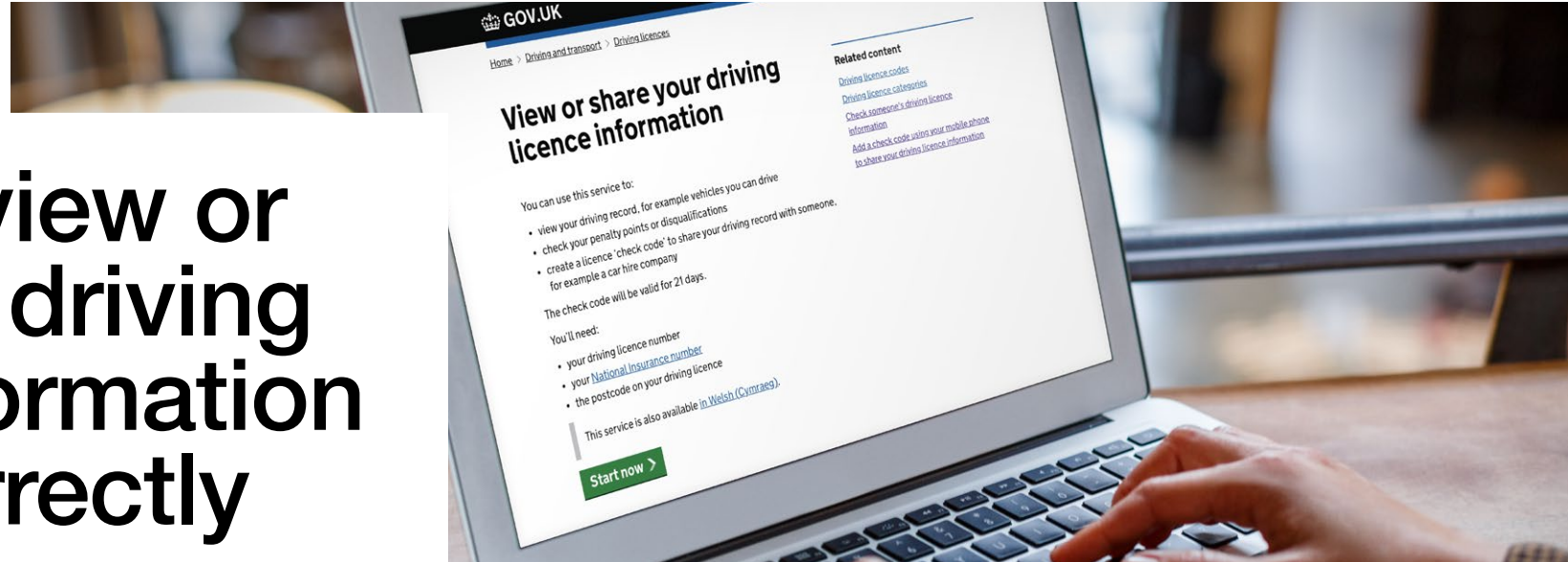
Copying content

If you require any of the content in this newsletter for your own news items, you can click and drag over the relevant areas then 'copy' (Ctrl + C on a PC), then paste (Ctrl + V on a PC).



01. News and updates

Using the view or share your driving licence information service correctly



An increasing number of customers are contacting us about third parties (such as car hire companies and employers) asking for their National Insurance Number to input into [view or share your driving licence information](#) to check their licence details.

DVLA does not endorse this practice. Any Fair Processing Declaration form, for example D906 previously D796 cannot be used for the view and share driving licence service.

The view or share your driving licence information service on GOV.UK is designed to be used and viewed directly by the GB driving licence holder only.

Organisations that need to check driving licence details should use the view, share and check driving licence services correctly. This is to avoid breaching the privacy policy and potentially committing a criminal offence under the General Data Protection Regulations.

To access view or share your driving licence information drivers must accept our privacy policy and agree to share their personal details (name, post code and National Insurance Number) with other government agencies as part of our security validation. This ensures the individual has given their genuine and informed consent to share their information. Alternatively, drivers may use the [GOV.UK Verify](#) service to authenticate themselves.

The view or share your driving licence information service allows individuals to create a check code to share their licence details with whomever they decide.

The code enables a third party to access the [check someone's driving licence information](#) service. This allows them to view a summary of the individual's driver record and see only what the law allows them to see. The information available from this service is sufficient to validate the details provided on the photocard licence.

Drivers should also present their driving licence to a third party when using the services.



01. News and updates

Diabetes and driving – new glucose monitoring rules

Drivers who have diabetes that is treated with an insulin preparation must tell DVLA.

Following a law change in 2017, we implemented changes to the medical standards of fitness to drive for people with diabetes.

Group 1 drivers

The changes allow the use of new glucose monitoring technologies for car and motorcycle drivers – Real Time Continuous Glucose Monitoring (RT-CGM) and Flash Glucose Monitoring (Flash GM).

- All glucose monitoring systems used for the purposes of Group 1 driving must carry the CE mark.

- If you are using a glucose monitoring system you must not actively use this whilst driving, you must pull over to a safe location before checking your device.
- Flash GM and RT-CGM users who need to check their finger prick glucose must have finger prick glucose monitors and test strips available when driving.

We have produced a new leaflet, [A guide to insulin treated diabetes and driving \(INF294\)](#), which details the appropriate methods of glucose or sugar monitoring that can be used for the purposes of driving cars or motorcycles.

Group 2 drivers

The legal requirement for Group 2 (bus or lorry) drivers has not changed. They must continue to use finger prick testing for the purposes of driving.

Information for vocational drivers treated with insulin (or those wishing to apply for a Group 2 licence) can be found in our leaflet '[A guide for drivers with Insulin Treated Diabetes who wish to apply for Group 2 Entitlement \(bus and lorry\)](#)'.

If you have further queries regarding your glucose monitoring and driving please discuss them with your diabetes usual care clinician.





01. News and updates

Bus and lorry driving licences valid for 5 years



Since January 2013, driving licences for medium or large lorries, minibuses, buses and coaches have a 5-year validity (categories C, C+E, D and D+E).

The expiry date is in section 4b of your driving licence.

To renew your licence to continue driving you must:

Drivers under 45

- complete and return the D47PU 'Renewal of lorry and bus entitlement' form sent to you by DVLA
- complete the D2 'Application for a driving licence for a lorry, minibus or bus' if you did not receive a D47PU renewal form.

'A medical examination report for a lorry or bus driving licence' (D4) is not needed, but you must complete the health questions on the form.

Drivers 45 or over

- complete and return the D47P 'Renewal of lorry and bus entitlement' sent to you by DVLA or a D2 'Application for a driving licence for a lorry, minibus or bus' if you did not receive a renewal form
- complete and return 'A medical examination report for a lorry or bus driving licence' (D4).

Please note:

If you hold bus and lorry entitlements and the expiry dates differ, you need to renew your licence, even if one entitlement remains valid, by completing a D47 or D2 form. You will also need to send a new D4 (unless the previous D4 sent was within the last year).

If you renew both entitlements, you will get a new 5-year licence and the bus and lorry entitlements will expire on the same date.

If you do not renew your lorry and bus entitlement you will be giving up your right to drive these vehicles. You will also need to renew the licence to get a new 10-year licence to drive a car or motorcycle.

More information at: gov.uk/renew-lorry-bus-coach-licence



01. News and updates

International Driving Permits



On 1 February 2019, DVLA became responsible for issuing IDPs for UK licence holders. We are delivering this service through 2,500 Post Office branches across the UK.

There are 3 versions of IDPs available depending on the country you will be driving in, 1926, 1949 and 1968 at a cost of £5.50 each. The 1926 and 1949 versions are valid for 12 months, the 1968 is valid for 3 years or until licence expiry whichever is earlier.

Over 257,000 IDPs have been issued so far, showing that people are preparing for travel in the EU with IDPs should they be required.

Previously the AA and the RAC were responsible for issuing IDPs and we'd like to take this opportunity to thank them for their support with the transfer.

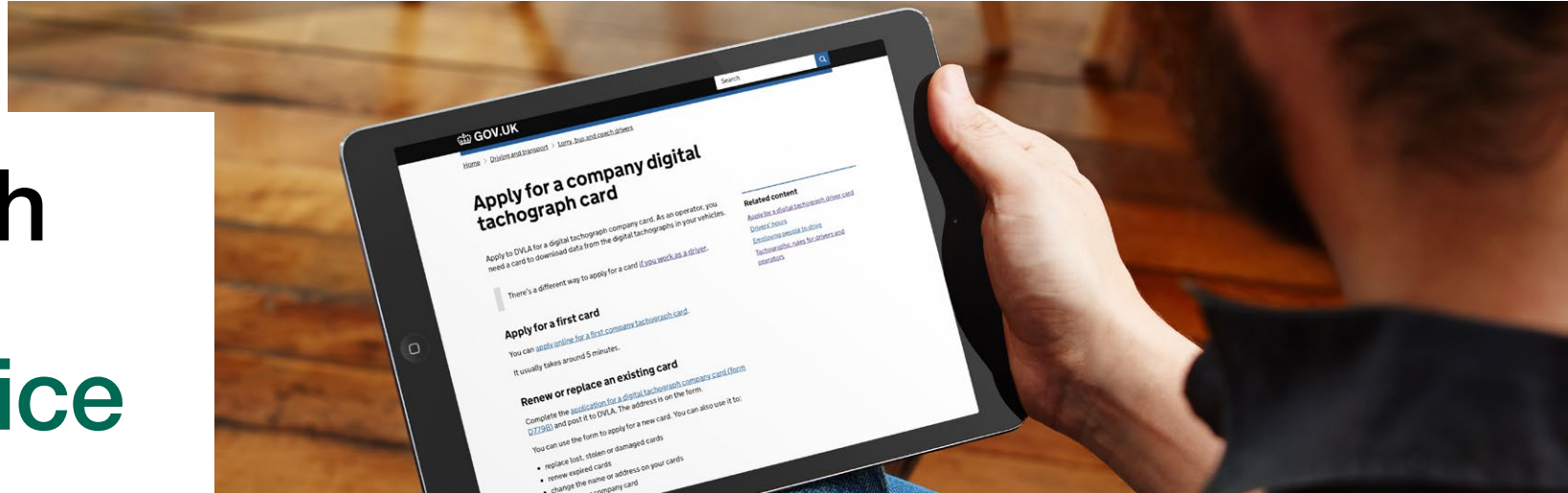
You can find out if you need IDPs for your journey – and if so which types – [by checking the latest information](#) or from the [Post Office](#).





01. News and updates

Tachograph update – online service



On 12 March we launched our online service for companies to apply for their first company digital tachograph cards. More than 300 customers have already used our quick and easy service to apply for their first company digital tachograph card.

With applications taking around four minutes to complete from start to finish it is much quicker than the previous paper based application route.

The next steps online

Over the next few months we will continue to develop and build additional transactions for this service. Firstly, we will enable companies to renew their cards online; at this point companies will also see a new style renewal reminder. This will be followed by the service enabling companies to add additional cards and to request replacements. At each stage we will ask for customer feedback and use this to ensure the service is the best that it can be.

Work is also being prepared for driver digital tachograph card online services which will be introduced before the end of March 2020.

New technology

The introduction of tachograph online services is part of our service transformation using new open landscape, cloud technology. It is one of our first services to be built this way and makes it easier for us to adapt the service to meet changing customer expectations.

<https://www.gov.uk/apply-company-tachograph-card>



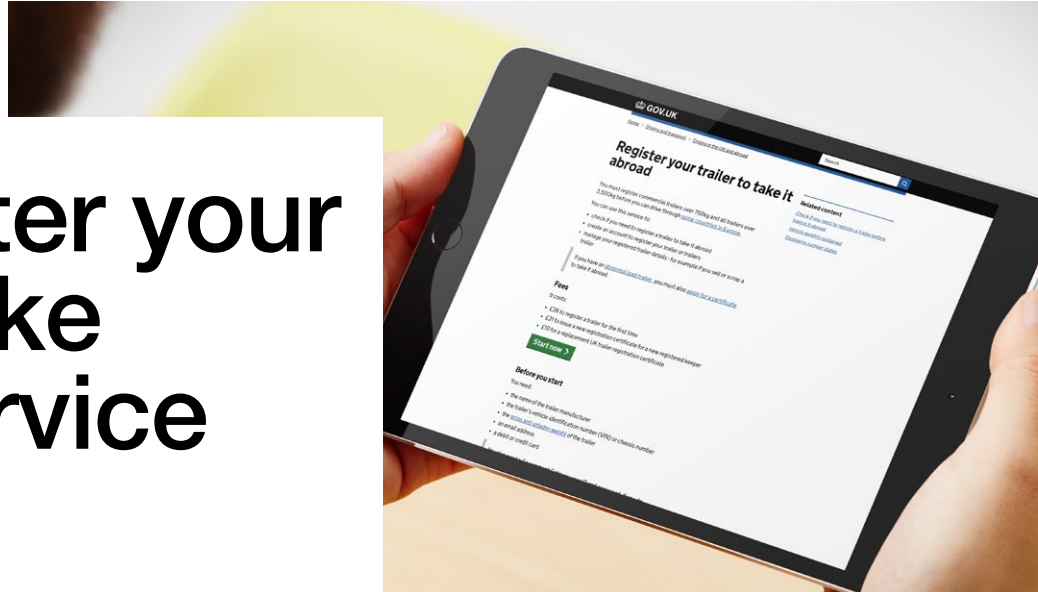
In other news...

At the start of April there were problems affecting the newly issued workshop digital tachograph cards. We are pleased that replacement cards have now been issued and are working as expected.



01. News and updates

New 'register your trailer to take abroad' service goes live



On 25 February we successfully launched our new 'register your trailer to take it abroad' service.

This service allows you to register and manage trailers. To create the best service possible we gathered lots of customer insight from hauliers.

<https://www.gov.uk/register-trailer-to-take-abroad>

After 28 March 2019 registration is mandatory for all commercial use trailers travelling internationally with a gross weight of over 750kg and for non-commercial use trailers that travel internationally and have a gross weight over 3500kg.

Why we needed the service

We needed to make sure that we meet the requirements of the **UN 1968 Vienna Convention on Road Traffic**, which the UK has ratified and is in force from 28 March 2019.

Trailers in the mandatory categories must be registered when travelling in countries that have ratified the Convention.

Once a trailer is registered through our new service, we will issue a secure trailer registration certificate by post and send an email authorisation (valid for 5 days). This includes authorisation to get a number

plate made for the trailer. The number plate must be displayed on the trailer and the registration certificate must be available to present to an authority abroad on request.

Our stakeholders have been really supportive, communicating key messages to their colleagues and providing useful insight. We've worked hand in hand with the **Department for Transport**, providing input into the legislation linked to the service. A big thank you to all!



01. News and updates

The new Register a Vehicle (RaV) service is live



The new RaV service, which has replaced the old Automated First Registration and Licensing (AFRL) service, is now live. The service is for motor manufacturers and retailers.

What began as the implementation of new legislation to capture the 'list price' of some vehicles to calculate vehicle tax has ended with:

- all new vehicles being registered on a new IT platform
- the introduction of Application Programme Interface (API) technology for DVLA and motor manufacturers to register vehicles
- a simple and intuitive web service designed to help smaller manufacturers and retailers to register vehicles digitally.

It has also provided greater flexibility, making it easier to make changes to meet the needs of industry, and set us on the road of transforming our vehicle services for the future.

By May 2019, all vehicle manufacturers will have moved to the RaV service. Already over 1 million vehicles have been registered.

Over our 2½ year journey, every vehicle manufacturer (big and small) told us what their requirements were, helped us to build and test the RaV service and gave feedback at every stage.

The help and support we've had from motoring trade associations has been invaluable. These include the Agricultural Engineers Association (AEA), Motorcycle

Industry Association (MCIA), National Caravan Council (NCC), Retail Motor Industry Federation (RMIF) and the Society of Motor Manufacturers & Traders (SMMT). Their frank discussions and feedback helped us to fully understand the needs of industry and develop the service as we progressed.

There were a lot of unknowns, but the collaborative effort by everyone has shown how working together can deliver a new and improved service for all.

We at DVLA would like to say a big thank you to our motoring industry colleagues for your help and support.

01. News and updates

Work for a company and need vehicle information?



We are making changes to the V888/2 form ‘Request by a company for information about a vehicle’.

From 1 June 2019, we’ll replace the current V888/2 with two new forms – the V888/2A and V888/2B. The V888/2A is for companies to request ‘keeper at date of event’ (KADOE) information. The V888/2B is for companies who need to request any other data. The new forms will be available on the GOV.UK page [‘Request information about a vehicle or its registered keeper from DVLA’](#).

The requirements to meet reasonable cause and the process for submitting applications will not change.

In early May we are putting a message on the V888/2 form page on GOV.UK. Our Driver and Vehicle Record Enquiries processing team will also be letting customers know about the change in advance.

How the forms and guidance notes will change

We’ve redesigned the forms and guidance notes with these new features:

- there’s a new checklist on each form for you to select the type of request you need to submit
- we’ve added evidence requirements under each checklist option and fields to input the required information
- we’ve streamlined guidance notes to maximise space and provide clearer instructions.

What you need to do if you use the current V888/2 form

If you use the V888/2 to request vehicle information, from 1 June 2019 make sure you:

- familiarise yourself with the new V888/2A or V888/2B forms and use them from that date (initially we will not reject any requests on the old V888/2 form but it’ll be obsolete from then)
- read through the updated guidance [‘How we give people information from our vehicle record \(MIS546\)’](#), as it’ll tell you which form you need to use.



01. News and updates

Clamping down on vehicle tax evasion

To raise awareness of our enforcement activities and encourage compliance, we launched an advertising campaign targeting 11 areas of the UK where vehicle tax evasion is above the national average. In 2018, around 464,000 enforcement actions, ranging from fines to clamping, were undertaken in the 11 target locations.

The **campaign** began at the start of 2019 and featured increased on-the-road enforcement activity with media engagement, alongside paid for regionalised advertising on radio, in print, poster sites, social media and various websites.



The campaign team also took a **giant clamp** to some of the locations, placing it in city and town centres to generate publicity, public interest and reaction.

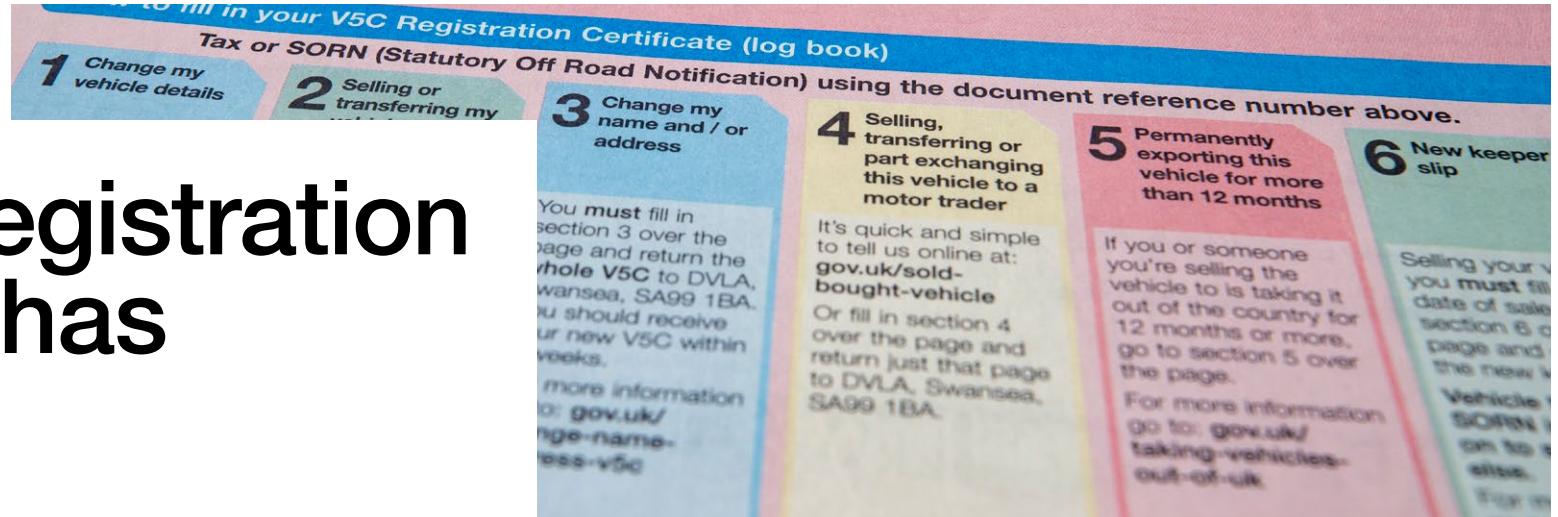
Bethan Beasley, DVLA's Senior Leader of Enforcement Partnerships, said: "There really isn't an excuse not to tax your vehicle in this day and age. It's never been easier for motorists – they can go **online, 24 hours a day to tax** and if they're not sure, they can **check whether their vehicle tax is up to date**. They can also check by asking **Amazon's Alexa** or **Google Home** – all they need is their vehicle registration number.

"Around 10,000 vehicles were clamped during this campaign in these regions, but we're not stopping there. We'll be popping up across the country on the look-out for untaxed vehicles, and our message is the same wherever we go: don't let your vehicle be next – **tax it** or lose it."



01. News and updates

The V5C Registration Certificate has changed



The V5C Registration Certificate has changed from 15 April 2019, we will be issuing a new version of the V5C registration certificate (log book).



New version V5Cs will be issued from 15 April 2019. The previous version will still be in circulation and will still be valid.

We have changed our forms and guidance leaflets to reflect the new version of the V5C.

Changes at a glance

- The document reference number has moved to the top and the words 'Don't share, keep it safe' have been added above it promoting security and helping prevent online keeper fraud
- A multi-coloured guidance section at the bottom of the front page helping direct customers to the correct section of the form.

- Our enforcements message has been added to the front page to promote vehicle licensing compliance
- The vehicle details have been rearranged to allow room for extra data fields.
- We have simplified instructions
- Change of keeper and change of name or address sections have been separated to be more customer friendly
- Customers are given the opportunity to supply contact details
- Section 6 (new keeper's slip, green slip) – name and address fields removed to prevent the customer incorrectly returning it to the DVLA.
- Signature boxes have been removed and replaced with declarations in red
- Document reference number has been added to each section as it improves customer service and assists with the transformation to online services
- Perforations have been changed. The new larger tear off portion is highlighted in red and should be used as instructed in each section.

Let us know what you think via the Corporate Services Team.

DVLA through the years

1974

DVLC and the Local Vehicle Licensing Office network becomes operational



1970

1976

First long period driving licences valid until the holder's seventieth birthday



1980

1969

Swansea is chosen as the location for the Driver and Vehicle Licensing Centre (DVLC) and on 18 June 1969 the foundation stone was laid



1983

End of the line for suffix registration marks, and prefix format and Q marks for vehicles of undetermined age are introduced

Q123 ABC

1990

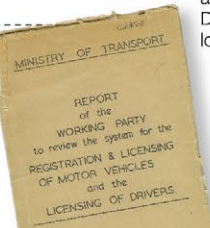
DVLC becomes an Executive Agency of the Department for Transport and is now known as DVLA – the green triangle logo is introduced



Driver and Vehicle Licensing Agency

1965

Plans are made to centralise licensing as demand grew



1960



2004

Purpose-built Richard Ley Development Centre and the Contact Centre open



2000

1998

Introduction of photocard driving licences



1997

Statutory Off Road Notification (SORN) and wheelclamping scheme introduced to help reduce tax evasion



2006

DVLA expand their digital journey to give customers the option to transact online when applying for certain driving licence applications

2010

2005

Start issuing digital tachograph cards



2004

Electronic Vehicle Licensing (EVL) is phased in and the new-style harmonised vehicle registration certificate is introduced



2014

After 93 years, DVLA abolishes the tax disc and Direct Debit is introduced to make paying vehicle tax easier

2015

The paper counterpart to the photocard driving licence is abolished



2014

Wales Air Ambulance is named as DVLA's first Charity of Choice - staff vote annually for the charity they want to support each year



2013

The Local Offices close and work is centralised in Swansea

2019

Mobile technology: A first for DVLA and in government



2019

30 Years of DVLA Personalised Registrations



50
Anniversary
1969-2019

50 years
of DVLA



2015

DVLA brings its IT services in-house: a first for government, paving the way for coming off old legacy systems





02. Meet the team

DVLA Corporate Services Team

The DVLA Executive Team has set up a dedicated Corporate Services Team. Its role is to understand our corporate customers' needs, identify opportunities for service improvements and evidence the benefits that changes could bring.



03. DVLA by numbers

We are a multi-award winning executive agency of the Department for Transport (DfT)

46.5 million customers tax their **vehicle online** 



 Vehicle tax **evasion** is at **1.8%**

We collect around **£6 billion** in **VED**   for the government

£110 million Personalised Registrations 

We employ **5,196**  full-time equivalent **staff**

We currently hold **48 million** driver records    and **40 million** vehicle records   

Last year our **contact centre** took **14 million** **calls**  

1 billion **Transactions** 



04. Our partners and stakeholders

Who are the partners and stakeholders DVLA works with?



Charities

- > Age UK
- > Alzheimers UK
- > Brain Tumour Charity
- > British Heart Foundation
- > Diabetes UK
- > Disabled Motoring UK
- > Epilepsy Action
- > Epilepsy Society
- > Headway
- > International Glaucoma Association
- > Macular Society
- > Multiple Sclerosis Society
- > Narcolepsy UK

- > National Autistic Society
- > Nystagmus Network
- > Parkinson's UK
- > Royal National Institute for the Blind
- > Scope
- > Sleep Apnoea Trust
- > Stroke Association

Individual organisations

- > The Automobile Association
- > IAM Roadsmart
- > Motability Operations
- > RAC
- > Royal Automobile Club Foundation

Trade organisations

- > **ACFO:** Association of Car Fleet Operators
- > **ADLV:** Association for Driving Licence Verification
- > **AEA:** Agricultural Engineers Association
- > **BIMTA:** British Independent Motor Traders Association
- > **BVRLA:** British Vehicle Rental and Leasing Association
- > **CPT:** Confederation of Passenger Transport

- > **FLA:** Finance and Leasing Association
- > **FTA:** Freight Transport Association
- > **MCIA:** Motorcycle Industry Association
- > **MIB:** Motor Insurers' Bureau
- > **NCC:** National Caravan Council
- > **RHA:** Road Haulage Association
- > **RMIF:** Retail Motor Industry Federation
- > **SMMT:** Society of Motor Manufacturers and Traders
- > **SMTA:** Scottish Motor Trade Association



05. Our user groups

What user groups are DVLA involved in?





06. Digital services

Our digital services now available



DVLA has a large number of successful customer digital services currently online, these include:

> **Access to Driver Data (ADD)**

Real-time retrieval of driver entitlement, Tachograph and Certificate of Professional Competence (CPC) data where applicable.

> **Add a driving licence check code using your mobile phone**

Share your driving record (such as vehicles you can drive) with a car hire company or employer using your mobile phone.

> **Bulk Electronic Re-licensing Transactions (BERT)**

For Fleet Operators to re-licence large numbers of vehicles.

> **Certificate of Destruction (COD)**

For Authorised Treatment Facilities to inform DVLA of the destruction of a vehicle.

> **Check Driver Licence (CDL)**

You can use this service to check someone's driving licence information.

> **Electronic Vehicle Licensing (EVL)**

Tax your vehicle (Direct Debit option available) or tell us it is off the road (Statutory Off Road Notification – SORN).

> **Online Enforcement Penalty (OEP)**

Pay a DVLA fine online.

> **Personalised Registration (PR)**

Retain a personalised registration number or assign it to a new vehicle online.

> **DVLA Personalised Registrations**

Search for and purchase personalised registration numbers online.

> **Register a Vehicle (RaV)**

For motor manufacturers and retailers to register and licence new vehicles.

> **Trailer Registration**

Register your trailer to take it abroad.

> **View Driver Licence (VDL)**

View your own driving licence details: entitlements, vehicles you can drive, penalties, disqualifications, tachograph and CPC data where applicable.

> **Vehicle Enquiry Screen (VES)**

Provides vehicle details including tax and MoT expiry, date of first registration colour, engine size and more.

> **Vehicle Management (VM)**

Tell DVLA that you have sold or bought your vehicle.

> **View Vehicle Record (VVR)**

For fleet companies to view their whole fleet and drill down to individual vehicles to check tax and MoT status etc.



06. Digital services

DVLA's digital services at a glance

Acquire a vehicle from a trader 
 Over **1.5 million**
 = **81%** increase

Service	2017/18 results	Compared to 2016/17
Digital Licence Online	Over 5m licences issued	4.8% increase
Access to Driver Data	Over 3.5m enquiries made	12.9% increase
View Driver Licence	18.4m enquiries made	16% increase
EVL	33.3m transactions	1.1% increase
Dispose of a vehicle online	Over 3m notifications	41% increase
Transfer a vehicle to another keeper online	Over 1.3m transactions	77% increase
Acquire a vehicle from a trader online	Over 1.5m transactions	81% increase
Assign a registration mark online	Nearly 800,000 transactions	27% increase
Vehicle Enquiry Service	477m enquiries	25% decrease*
Online enforcement penalty payment	£9.8m collected **	-
Direct Debit auto renewals (road tax)	7.2m renewals	11.8% increase
Bulk electronic relicensing transactions (for Fleets)	1.7m transactions	9% increase

* New VES API accounted for 321 million enquires that would otherwise be done via VES
 ** New service for 2017/18

Assign a registration mark online 
 Nearly **800,000**
transactions
 = **27%** increase

Dispose of a vehicle online 
 Over **3 million**
notifications
 = **41%** increase



Feedback

Dear customer...

DVLA newsletter survey



We are committed to continually improving the services we provide, so understanding our customers' requirements and views is vital to us.

We would therefore be grateful if you spend a few minutes completing our survey from the link below.

Thank you very much for your help.

Customer Insight Unit

Please note that all replies are anonymous and unfortunately we are unable to investigate any queries raised in response to the survey.

Is this a real survey?

To check that this survey is legitimate, please go to our list of live surveys at www.gov.uk/dvla/research

If you would no longer like to receive survey invitations by email from DVLA, please reply to this email, typing 'unsubscribe' in the subject.





A DVLA that works for you by working with you

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