

# Despatch

AUTUMN 2005 THE DSA MAGAZINE FOR TRAINERS OF LEARNER DRIVERS/RIDERS



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MOBILITY ROAD SHOW TRIBUTE TO A TRUE GENTLEMAN  
NEW CHIEF EXECUTIVE JOINS DSA HPT – COUNTRYWIDE VIEWS



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# Tribute to a true gentleman

**It is with regret that we report the death, on 22 June at the age of 77, of John Milne MBE, the President of both the Approved Driving Instructors – National Joint Council (ADI – NJC) and the St Albans and District Driving Schools Association (SADDSA).**

In the early 1970's, just after the ADI Register became compulsory, John was a founder member of SADDSA and became one of the first ADI-NJC tutors before becoming their Head of Training. He was a firm believer of Continuing Professional Development (CPD) and included City and Guilds 730, Certificate in Education, Cardington 'A' driving test and NVO assessor levels 3 and 4, amongst his own qualifications.

Due to his commitment, knowledge and experience, John sat on various committees and working parties, including a period as Chairman of the former St Albans and District Road Safety Committee. He was a member and former chairman of the Institute of Master Tutors of Driving. He was awarded the MBE in 1997 for services to the industry.



DSA's Deputy Chief Driving Examiner and Manager of External Trainer Development, Trevor Wedge said: "John was a true gentleman, who will always be remembered for his total dedication, professionalism and enthusiasm for his profession, the ADI-NJC and St Albans and District Driving Schools Association. It was a real pleasure and privilege to have known him and worked with him on so many occasions. He will be sadly missed by all who came into contact with him".

## Signing for multi-purpose test centres

Our departing Chief Executive Gary Austin (centre) signs agreements with John Holmer (left), Managing Director of Bluestone, and Mike Peasland (right) Managing Director of Mansell plc. Bluestone will be building most of the multi-purpose test centres planned for England and Wales in the next few years and Mansell will provide those in Scotland. The signing marked another step forward in the multi-million pound project to provide test centres that can accommodate a new motorcycle test that comes into being in 2008.



# Changes to driving instructor tests

In July ministers approved a package of changes to Approved Driving Instructor (ADI) tests and test fees. We consulted on these previously. Most of the changes took effect from 10 August, but some changes to the ADI Part 3 test will not be introduced until 2006.

The changes mainly affect qualifying tests taken by prospective driving instructors (PDIs). There are also small changes to arrangements for check tests taken by ADIs.

## TESTS TAKEN BY PDIs

### Part 2 Driving Ability Test – ‘show me/tell me’ questions

On 10 August we introduced five ‘show me/tell me’ vehicle safety questions into the Part 2 test. This reflects changes made to GB domestic practical driving tests in September 2003 by European law. Each incorrect answer is recorded as a driving fault up to a maximum of four faults. Should the candidate answer all five questions incorrectly, this is assessed as a serious fault which results in a test failure.

Candidates are asked how to perform a check on the condition and safety of three components of the vehicle and to demonstrate an actual check on the condition of a further two components.

The components are chosen from the following: tyres, steering, brakes, lights, reflectors, direction indicators, audible warning device, and the liquids used in the braking system, steering system, engine or elsewhere in the vehicle as a coolant, lubricant, cleaner or otherwise.

The questions that are used are the same as those already published and used for the learner driver car test. These same questions have been regrouped into sets of five (three tell me and two show me) questions and examples are published on our website.

### Part 3 Instructional Ability Test – role play

We are adding another option into the role play section of the Part 3 test, allowing the examiner to assess an instructor's ability to coach qualified drivers who are taking driver development training.

The examiner will choose two of the following scenarios and ask the candidate to demonstrate their knowledge and ability by giving practical instruction to an examiner as if he or she were:

- a novice or partly trained pupil;
- a pupil who is at driving test standard; or
- a qualified driver taking driver development training.

NB: L-plates not required for this role play.

Whilst it was intended that this additional option would be available to examiners from 1 October, we are postponing the application of this option until Monday 6 March 2006. This will enable us to publicise more fully how this additional option will be implemented, assessed and marked by our examiners and give those providing the training the opportunity to revise and strengthen the design and delivery of this aspect of instructor training. We hope that this phased introduction will demonstrate our commitment to work with the industry to raise standards in the interests of improving road safety.

### Requiring candidates for qualifying tests to present photo ID

Candidates for all ADI qualifying tests are now required to present either:

- (a) both parts of a current-style, two-part driving licence (photocard and paper counterpart); or
- (b) a licence in another form together with a current passport.

Candidates for Part 3 tests also have the option of producing their trainee licence instead of a passport to accompany a non-photocard licence.

Failure to produce photo ID will result in the test not being conducted.

### Vehicles used for qualifying instructor tests to have safety items for use by the examiner

All cars used for practical qualifying tests must now have:

Part 2 (driving ability and fitness) test	Part 3 (instructional ability and fitness) test
For use by the examiner sitting in the front passenger seat: <ul style="list-style-type: none"><li>• seat belt</li><li>• head restraint</li><li>• additional internal rear view mirror</li></ul>	For use by the examiner sitting in the driver's seat: <ul style="list-style-type: none"><li>• seat belt</li><li>• head restraint</li><li>• internal rear view mirror*</li></ul>

\* C & U Regulations 1 June 1978 states that all new cars must be equipped with an interior and a driver's door mirror.

## Fees

In March we consulted on changes to a number of our fees, including fees for PDI tests and the trainee licence. Ministers believe that the increases are a reasonable package for funding our services. They have decided to introduce the following changes:

Fee provision	Fee prior to 9 Aug 2005	From 10 Aug 2005	From 1 April 2006
Practical qualifying tests taken by PDIs	£70.00	£79.00	£82.00
Trainee licence for PDIs	£100.00	£125.00	£125.00

## TESTS TAKEN BY ADIs

To remain on the register after December 2006, all ADIs must have successfully passed an HPT or equivalent test conducted on behalf of the Secretary of State.

### Requiring candidates for check tests to present identification

Since 10 August ADIs attending check tests have been required to produce their certificate of ADI registration.

### Vehicles used for check tests to have safety items for use by the examiner

All cars used for check tests conducted as an observed lesson must now have rear seat belts for use by the examiner sitting in the back of the car.

## STATIONERY

We will update our stationery and information documents to reflect these changes when we need to reprint them. In the interim, there may be application forms and other items in circulation which do not include the new arrangements. Likewise, publications and other information material, such as DVDs, will be updated when we produce new editions.

For further information about this article, please contact Peter Burton, ACDE, on 0115 901 2535.

# Mobility Road Show at Donington Park

**This year's Mobility Road Show took place at the famous Donington Park Race Circuit from 7-9 July. This was slightly later than last year but did not stop the crowds, there was a staggering 17,000 visitors and the atmosphere was excellent, with many exhibitors promoting new technology.**

The Mobility Road Show is the largest outdoor mobility event and is known as the Motor Show for disabled people. The Mobility Road Show aims to give anyone with a mobility problem – drivers, passengers, adults or children – the chance to see what is available to help solve that problem and most importantly to try out and evaluate the options in a 'no pressure' environment.

True to our commitment to demonstrate face to face customer activity under our key priority of customer service, we had a large and airy stand with visitors having the

opportunity to answer multiple choice theory questions as well as having a go at a hazard perception test.

Experienced examiners were on hand to give advice and assistance to those who were in the process of taking their tests – some visitors commented on how useful it was to discuss their difficulties with staff on the stand.

Next year's event will be moving venue and going back to the South to Kemble Airfield near Swindon and will be held from 8-10 June 2006.



Pictured is Examiner Rob Marson and Exhibitions Manager Anita Bevan at the DSA stand

**Following the comments made by those attending the road shows, we would ask ADIs to make sure their disabled pupils inform our booking clerks of their special needs so that they can receive the help they are entitled to during both the theory and practical tests.**

## Changing test dates online...

**Learner drivers wanting to change their driving test dates can now make the arrangements online. The second phase of our online practical test booking service has gone live and already thousands of test candidates are taking advantage of the service.**

Learner drivers have been able to book practical tests online for several years. But if they wanted to cancel their tests or try for an earlier date they had to do it by phone.

The improved service – which was officially launched on August 1 – enables candidates to:

- amend booked details (address, contact telephone number, alternative address details, etc.);
- \*change an existing booking to an earlier or later date;
- make any necessary additional payment (eg. changing from a weekday to a Saturday test); and
- \*\*cancel an existing booking and arrange a fee refund.

Transport Minister Dr Stephen Ladyman said: "DSA's service is one of the top 10 services accessed through direct.gov.uk, the UK Government website. Improvements to it are part of our plans to enable more customers to do business online at their own convenience. This positive news is further evidence that real progress is being made by the Agency in delivering systems which give people a choice about when to access services."

\* 'Change an existing booking' includes:

- change of date;
- change of driving test centre;
- other than home tests, the booking of a test date for applications previously placed on hold;
- change of test category;
- add or change special requirements (e.g. requires test in Welsh language, disability);
- add or remove preferences;
- add or change an ADI number; and check that ADI is not 'double booked'.

\*\* 'Cancel' includes:

- cancel a test date both inside and outside the cancellation period; and
- cancellation, and fee refund, of applications held on the system awaiting an allocation of an appropriate test slot (eg. requiring the appointment of an examiner to conduct a 'home' or 'special' test).

This release also provides an improved search facility and access to all test centre information.

A flyer promoting the new service will be sent out with all booking confirmation letters.

Of course, this is just part of our plans to move more of our services online. We will shortly be starting work on compiling the requirement for the next service update to the internet booking system, which will be aimed at trainer bookers.

**By Rita Williams,  
Project Manager for the  
Internet Booking Service**

# Only one place on the web to go

**Wouldn't it be great if all your needs for government motoring services could be found in just one easy place on the web? Somewhere you can book a driving test, pay your road tax and find out about.... all in one place.**

Well that is exactly what is happening to the DSA services and those of the other agencies in the DVO family (Driver and Vehicle Licensing Agency, Vehicle and Operator Services Agency, Vehicle Certification Agency).

One of our key objectives has always been to provide simpler, more accessible and easy to use services. We have been developing two new websites that take us in that direction – Direct.Gov/motoring for the private motorist, and the soon to be launched Transportoffice for the business and commercial customer.

From later this year (expected to be mid October) all the customer information, services and transactions that previously were available through the individual agency sites will be all available in one of the two customer sites.

The agency sites will then only carry a range of corporate information – business plans, reports, policies, procurement,

recruitment, etc. – with clear links and signposts to all the existing and future customer services.

Direct.Gov/motoring and Transportoffice are arranged in easy to follow, joined up layouts, based on the needs of you the customer and not according to our internal boundaries. They quickly and simply guide you to the information or transaction of your choice without having to think about wading through several different sites. They can also guide you to a whole range of information on other government services online – from booking an appointment with your doctor to applying for a student loan.

Direct.Gov/motoring is up and running and is already established as one of the popular government sites on the web. Transportoffice is due to launch in mid October.

To help customers find the new sites, the existing agency websites will carry plenty of signposting and links. In addition we are updating all our customer literature – forms, brochures, leaflets – to carry the two new web addresses.

This is an ambitious step but our research has shown that it is just what our customers are looking for.

Try it out for yourself. The private motorist site on Direct.Gov is almost complete – have a look on [www.direct.gov.uk/motoring](http://www.direct.gov.uk/motoring). We think you will find everything you need and in a form that is easy, quick and straightforward.

**Andrew Wiles**  
DVO Group Communications Manager  
T 0117 372 8131  
E [andrew.wiles@dft.gsi.gov.uk](mailto:andrew.wiles@dft.gsi.gov.uk)

## Annual Report and Accounts

DSA's Annual Report and Accounts 2004/05 has just been published by The Stationery Office and is available from:

Online: [www.tso.co.uk/bookshop](http://www.tso.co.uk/bookshop)  
Mail: TSO PO Box 29, Norwich NR3 1GN  
Telephone: 0870 600 5522  
Fax: 0870 600 5533  
Email: [book.orders@tso.co.uk](mailto:book.orders@tso.co.uk)

We have sent complimentary copies to ADI organisations and any feedback should be addressed to DSA, Business Planning and Performance, Stanley House, 56 Talbot Street, Nottingham NG1 5GU.

**In the spring issue of Despatch we sent you a copy of our new, free, information DVD entitled *Are You Ready?*, containing important information for pupils and trainees about the theory and practical tests. This DVD also included information for potential driving instructors about the tests they need to take to qualify as an ADI and a section for ADIs about their new hazard perception assessment. We have been sending *Are You Ready?* to all first time theory test bookers since 1 February.**

As we promised in the spring Despatch, we have evaluated the impact of *Are You Ready?* We asked our research consultant, ORC International, to facilitate a series of focus groups to allow candidates, instructors and trainers to watch the DVD and comment on its

design and content. We also received feedback from instructors and trainers who responded to our request for comments.

*Are You Ready?* has generally received a very enthusiastic response and we were pleased to receive such positive and constructive feedback suggesting ways to enhance it. We have listened to all the feedback we received and are acting on it. As you read this we are updating *Are You Ready?* to take account of the comments and suggestions we received and your personal copy of the second edition will be sent to you in the winter issue of Despatch. The new edition will then be sent to candidates from the start of the New Year and we will evaluate the response to it.

Thank you for all your help and support with this.

**Sarah Maddock**  
Business Customer Relationship Manager

PS. Some of the feedback we received in the focus groups suggested that PDIs would like us to design a learning product specifically to help them to prepare for the ADI qualification tests. We are very willing to look at this but it would help us if PDIs would let us know what sort of information/learning materials would be helpful and if newly/recently qualified ADIs would let us know what would have been useful to them during their experience of qualifying. Please email me on [sarah.maddock@dsa.gsi.gov.uk](mailto:sarah.maddock@dsa.gsi.gov.uk) or call me on 0115 901 2575. We will also be exploring this suggestion in customer service workshops facilitated by ORC International later this year.

# Examining Robin's road to the top...

**As I clear my desk and prepare to move on from DSA after 28 years, I was asked to give my views on how things had changed with driver testing and training. This is always difficult as changes in general take place slowly over a period of time.**



My early recollections of joining DTT (Driving Testing and Training), the equivalent of DSA at that time, is still very clear, as though it was yesterday. I joined in 1977 and spent the next six years as a driving examiner based in Barrow-in-Furness. This location introduced me to the Lake District and the surrounding area, for which I will be forever grateful. During my time at Barrow, I also served at most of the driving test centres in what was then The Northern Traffic Area and several locations in the South of England, mainly London test centres.

Thinking of Barrow in those early days, I would say 50% of candidates arrived for test in their own cars without being accompanied by an ADI, which is very different from the 98% of ADIs' cars being used for driving tests now. The cars used by the candidates were pretty old by today's standards and even some of the ADIs had cars of 12 + years old. I also remember that the emergency stop exercise often caused alarm because you were never confident that the car in question would pull up in a straight line. Most examiners working at the time will be able to tell a story of how the car ended up facing the opposite way round at the end of the emergency stop exercise, hard to imagine with the modern vehicles now being used for test. The driving standard presented for test

was reasonable and this reflected in the local pass rate of around 55%. Of course traffic was much lighter, which meant the learners could interact more competently with other drivers. But it is fair to say that cars were not as easy to control as modern ones, which have more flexible engines, gearing and brakes often including ABS.

However, progress has been made, even though there was a period of little change until the EU 2nd Directive. During my nine years as Chief Driving Examiner there have been more changes than at any time in the past 70 years of the driving test. As already mentioned, the European 2nd Directive started the ball rolling in the late 1980s. This was the catalyst for the introduction of the theory test and vehicles being referred to as categories instead of groups. With motorcycles there was the introduction of Direct Access and a category for small motorcycles, and staged licensing for Large Goods Vehicles (LGV), along with a practical element of the uncoupling/recoupling for any vehicle towing a trailer.

In June this year we saw the 70th anniversary of the driving test. In truth very little had changed since 1935 until the Driving Test Review in 1997/98 which brought about a revised test in 1999. The new test included an extension to the overall length of both the car and motorcycle test, this causing the most significant challenge for learner drivers to deal with. After all, more time on the road calls for longer concentration and the possibilities of test routes containing more demanding hazards. Also it became possible to fail the test based on driving faults, which really is a form of overall test assessment.

Before the days of DSA, DTT was restricted to its statutory work of conducting tests for drivers, riders and instructors. However, DSA was given a wider remit to become involved with other

road safety initiatives such as taxi testing, Arrive Alive (formerly the schools programme), BTEC for London buses, Work Related Road Safety (WRRS) and Driver Quality Monitoring (DOM) for bus drivers. Much of this was brought about through the Government's road safety strategy 'Tomorrow's Roads – Safer for Everyone.' This is where DSA was cited as 'providing a centre of excellence for driver training and driving standards.' Something that has been extremely successful, although not without being criticised externally.

Driving instructors have not been left out with changes to the ADI regime. From the register's inception in 1970 little changed until recently. Standards were raised a few years ago to take in to account core competencies for instructional exams for entry to the register and for check tests. Earlier this year HPT was introduced for ADIs who had not taken it as part of their original qualifying examination, to say the least this has caused some controversy.

I said little changed during the first 30 years or so of the ADI Register, now it's about to change. The current research into CPD (Continuing Professional – some may say personal – Development) for ADIs is almost concluded. This work will be evaluated with a view to a CPD scheme being introduced in to the ADI regime. DSA will be working with the training industry to establish how best this can be achieved.

If you tried to list all the changes over the years it would fill several pages. Do I think there will more changes? You can be sure of that. The main changes, as I see it, will surround the registration and qualification for all instructors regardless of the category of vehicle being used.

**Robin Cummins OBE (out-going Chief Driving Examiner)**

# Making it easier to book and take driving tests

Many of you will recall our June 2004 consultation about modernising the arrangements for taking driving tests, and the response to consultation that we published in March this year. The good news is that there was broad support for our proposals and we are introducing some changes as early as this autumn. We have put back some changes until spring next year to help you get ready for them.

## Change the date of a test just three days before

From 1 November 2005, we will

- reduce from ten to three clear working days the notice you need to give us if you want to cancel or change a practical driving test (rearrange a practical test for a Friday by the Monday of the same week);
- count Saturday as a working day for working out the minimum period needed:
  - between unsuccessful theory and practical tests;
  - to rearrange either a theory or practical test without losing the test fee (rearrange a test for a Tuesday by the Thursday before); or
  - to 'name' a motorcycle, lorry or bus test booked under the trainer booking facility.

Trainer bookers will know that we have for some time been trialling allowing one clear working day's notice for naming a motorcycle, lorry or bus test. From 1 November 2005, we will make that arrangement permanent (name a test by 4pm on a Monday for a test on a Wednesday).

We will also redefine a 'short-notice' Agency cancellation. Currently ten clear working days, a short-notice Agency cancellation will from 1 November 2005 mean a cancellation that we make within three clear working days. From that date, we will only pay reimbursement if we cancel a test within this time.

## Both parts of the photocard licence (or paper licence and passport) only

On 1 July 2005, we stopped accepting the certificate of entitlement to drive (D441) as evidence of a candidate's entitlement to take a test. From 1 November 2005, we are making the arrangements even simpler. From that date every test candidate will have to present either:

- both parts of a current-style two-part photocard licence (photocard and paper counterpart); or
- an old-style paper licence with a valid passport (or trainee licence for those taking an ADI test of instructional ability).

We will not accept any other documentation as evidence of entitlement or identity.

## More flexibility in the experience requirement for those accompanying learner lorry and bus drivers

From 1 November 2005 we will make it simpler for those accompanying learner lorry and bus drivers to qualify as accompanying drivers. For full details, please refer to the table at Annex B in the June 2004 consultation paper, *Modernising the arrangements for taking driving tests*, which is still available in the consultation area of our website.

## Approved driving instructor (ADI) tests to be supervised

At the moment, our quality control team may only supervise an examiner conducting an ADI practical test if the candidate agrees. From 1 November 2005, we will be able to supervise any ADI practical test (including a check test). This will help us train more examiners to be able to conduct ADI practical tests and allow those supervising tests to better plan their work. We will always make it clear at the start of the test that the supervisor is watching the examiner, not the candidate.

## Disabled drivers allowed to supervise learner lorry bus and vehicle-with trailer drivers

Disabled car drivers have for some time been allowed to act as supervising drivers if they can prove (with an emergency control certificate) that they could take control of a car in an emergency. From 1 November 2005, this will also apply to those supervising learner lorry, bus and vehicle-with trailer drivers. This will provide equal opportunity to disabled people.

## Vehicle safety changes

We are making changes to the minimum test vehicle (MTV) specification for lorry, bus and vehicle-with trailer tests in the interests of everyone's safety. From 1 April 2006, test vehicles used for lorry (with trailer), bus (with trailer) and car (with trailer) tests will need to have outside nearside and offside mirrors fitted for the examiner to use. This includes practical tests to join the register of large goods vehicle (LGV) driving instructors. From the same date, seatbelts for the examiner and a supervising officer to use will also need to be fitted to lorries used for all tests, including with-trailer and LGV register tests. Seatbelts will need to be fitted to all buses used for tests from 1 July 2007, tying in with other EU directive changes to MTVs.

For more information about any of these changes, please contact your local customer service unit, or look on our website. You will also see posters in your local test centre explaining the changes.

Colin Maddock  
Policy Branch  
0115 901 5913



# New Chief Executive joins DSA

**The search for Gary Austin's replacement as Chief Executive took place throughout the summer and a candidate has been selected.**

Rosemary Thew will take over from Gary at the end of this month (September), although she has visited the Agency already as part of her induction.

Gary Austin told Despatch: "The Agency has achieved a great deal during my five and a half years at the helm, and I have been anxious, understandably, to see the Chief Executive Officer role go to a good candidate."

Rosemary joins the Agency from her previous role as Regional Director for the West Midlands JobCentrePlus, part of the Department for Work and Pensions.

Rosemary has a wide range of experience that will prove invaluable as we address the new round of strategic planning and subsequent changes.

Gary said last month: "Rosemary is 'delighted to have the CEO role' and is 'really looking forward to working with people from September onwards'. I always knew that I would not find it easy to leave the many friends and colleagues in the Agency, but knowing that the Agency is getting an excellent new CEO in the shape of Rosemary makes it easier."

Chief Driving Examiner Robin Cummins has been replaced by Barry Morris, former Deputy Chief Driving Examiner. In turn Barry's post has been filled by Assistant Chief Driving Examiner John Bridge.



## Beaulieu sets the scene 70 years on...



**Journalists were offered the chance to have a go at driving a 1928 Austin Clifton 'Gumdrop' car at the National Motor Museum, Beaulieu, in the heart of the New Forest in June to mark the 70th anniversary of the driving test.**

Beaulieu houses one of the finest motor museums in the world and we felt it was the perfect backdrop for journalists to 'have a go' in a vintage car to remind them just how far the motorists' world has advanced over the decades.

Pictured is Assistant Chief Driving Examiner Lynne Fitzharris, taking a veteran driver through his paces while the BBC films.

### Proactive Workshop

A proactive workshop arranged by the Approved Driving Instructors National Joint Council will take place at the Holiday Inn, Crick, on Sunday 23 October.

The annual event will be attended by representatives of DSA and include open discussion, industry speakers and trade stands.

Tickets cost £19.50 and include coffee and a buffet lunch. Those interested should contact Clive Snook on telephone 01747 855091. Bookings can also be made via email at [liaisonofficer@adinjc.com](mailto:liaisonofficer@adinjc.com) or via the website on [www.adinjc.com](http://www.adinjc.com).

## Illegal instruction

**Following the success of our Integrity Team we have decided to also use their expertise to carry out investigations into reported cases of illegal driving instruction.**

Illegal instruction has been a constant problem and one we are keen to stamp out as far as possible. We hope that with the various resources at the disposal of the team, we will see an increase in the number of successful prosecutions and with it, a reduction in the number of people who attempt to give such instruction.

Bob Jarvis  
Registrar



# 'Arrive Alive' for bikers and disabled

Two new road safety initiatives 'Arrive Alive Bike' and 'You Can Drive Too' were officially launched on 1 September at the Heritage Motor Centre, Gaydon.

The event was attended by road safety experts and representatives of motorcycle and disability groups.

The 'Arrive Alive Bike' presentation focuses on the vulnerability of the new young rider, the dangers of taking drink and drugs when riding, the use of speed and the consequences if it is not used correctly. The presentation uses DVD footage showing the results of road accidents and the consequences of rider error.

We recognise that an increasing number of young people are turning to motorbikes

and scooters as a more cost effective means of transport as well as riding bikes for pleasure. We do not wish to either persuade or dissuade young people from riding bikes.

'You Can Drive Too' is aimed at young drivers with mobility concerns and provides important information on a whole range of driving and mobility issues. Some young people in receipt of the higher rate of the Disability Living Allowance can drive at the age of 16 years. The presentation deals with what help is available for the disabled in both the theory and practical tests and looks at vehicle adaptations.

Newly qualified riders and drivers are very vulnerable for the first two years and are less able to anticipate potential hazards than more experienced motorists. They are involved in a much higher proportion of serious and fatal accidents than other driver/rider groups. The 'Arrive Alive' Road Safety Programme was created to try and cut down the number of road accidents involving young people. The presentations are given free of charge by driving examiners going into schools and colleges, armed forces, youth football teams, probation service and young offenders units. The scheme won the Prince Michael International Road Safety Award in 2002.

## Pass Plus marketing award scheme

The latest Pass Plus Instructor Award scheme has started. You may recall reading about the previous winners who were featured in *Despatch*; the winner of the last award was Brian Campbell, of Dingwall in Scotland.

Under this scheme, Pass Plus approved ADIs who have demonstrated the most innovation in marketing Pass Plus could win prizes which include the promotion of their work to a wider audience, which in turn will help to increase the uptake of the scheme.

The main prize will be a relaxing hotel break for two people.

To enter yourself or a deserving colleague:

Download the information/entry form 461Kb from the website or write to:

PR Team  
Driving Standards Agency  
Stanley House  
56 Talbot Street  
Nottingham  
NG1 5GU

The closing date is 31 October 2005 at 5pm.

Further information can be found on the Pass Plus website ([www.passplus.org.uk](http://www.passplus.org.uk)).

### DISQUALIFIED DRIVERS May - July 2005

#### New Driver's Act Statistics

	May	June	July	Year to Date
Revoked	1536	1471	1321	9632
Test Passed	837	775	829	5653
Appeal	9	13	13	71

#### DTTP/DTETP Summary

	May	June	July	Year to Date
DTTP	156	147	134	1169
DTETP	945	753	664	5693
TOTAL	1101	900	798	6862

DTTP – Disqualified until test passed  
DTETP – Disqualified until extended test passed

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

## ADI HPT Assessment

At the end of June, six months on from its introduction, an encouraging 25% of those on the Register had demonstrated that they could meet the new standard. The current pass rate for existing ADIs is 64% and those who have yet to take the assessment are reminded that it has to be passed by 31 December 2006. See page 11 for comments.

We will publish more details on pass rates in the next issue of *Despatch*.

# First DSA Special Motorcycle Test

By Graham Shaw, Assistant Chief Driving Examiner

**History was made at Cardington in June when the first ever DSA special motorcycle test was conducted.**

The first person to take the test was Kevin Bryan of 'Bryan's Motorcycle Training' from Stoke-on-Trent, who is also the Chairman of the Motorcycle Rider Training Association.

Kevin works tirelessly to promote road safety and high standards of training amongst the motorcycle industry and has been instrumental in helping to forge close working relationships between themselves and DSA.

Once the test was launched he was the first person to send in an application, being anxious to put his riding under close scrutiny whilst evaluating the actual test itself.

He arrived at Cardington in plenty of time to get his breath back from the ride down from Stoke-on-Trent then met me for a cup of tea followed by a chat about the test and the opportunity to ask questions.

Once ready, following the usual driving licence and eye sight check, Kevin was kitted up with a radio and then it was off to the road manoeuvring area where I spent a few minutes asking questions on machine safety and journey preparation. This completed, he was then asked to demonstrate competence in pushing the machine, ride a 'U' turn and carry out an emergency stop at 30mph.

This was then followed by the on-road element which took us on a route of about

44 miles, taking in different types of roads, including dual carriageways. During this ride Kevin had to deal with a large variety of hazards as they presented themselves during the journey.

The test achieved the objective of allowing Kevin to demonstrate a very high standard of riding ability which he maintained throughout. Planning and hazard perception skills were clearly evident as he positioned his machine for optimum safety, whilst unobtrusively making progress throughout the whole route and earning himself a well deserved grade 'A' as result.

Once back at Cardington and after giving Kevin the good news, it was time for the all important debrief and a well earned cup of tea whilst relaxing in the lounge of the training establishment. It was also a good opportunity to get some feedback from Kevin on his thoughts about the test including the route.

"I found the route very demanding and being in an unfamiliar area it required all my powers of concentration to achieve the standard required," he said.

When asked for his views on introducing this type of test for motorcycle instructors, he replied: "This will prove invaluable for those instructors seeking to enhance their own professional development, helping to ensure those coming into motorcycling receive high standards of training."

Finally it just remained for the occasion to be marked with a photocall and presentation by DSA's Chief Driving Examiner, Robin Cummins OBE, who commented: "I am delighted that, with the help of the motorcycle training providers, we have been able to launch this important road safety initiative".

Graham Shaw  
ACDE  
TSB



Pictured left to right are Graham Shaw, Kevin Bryan and Robin Cummins

## Electronic parking brakes

**Previously we have printed the guidance, in box, about electronic parking brakes.**

Further to this note you need to be aware that some cars are now fitted with an electric (as opposed to electronic) parking brake. This function appears to be operated by means of a button but still requires the driver to co-ordinate the parking brake (handbrake) with the clutch and accelerator when moving off. This arrangement tests the skills required and is therefore acceptable for the purposes of the driving test.

If such a vehicle is presented for test you may need to check with the owner whether the vehicle will, with the vehicle in neutral, roll on a gradient if the parking brake is released.

Peter Burton ACDE  
TSB

### Electronic parking brake (handbrake)

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

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

Enquiries regarding this note should be directed to Technical Standards Branch, Stanley House, 56 Talbot Street, Nottingham, NG1 5GU. Email [tsb@dsa.gsi.gov.uk](mailto:tsb@dsa.gsi.gov.uk). Tel: 0115 901 2537/9.

# HPT – some views from around the country

More than six months has passed since HPT was introduced for qualified ADIs as part of their check test requirement.

We recently interviewed several instructor trainers working across the country for BSM to find out instructors' views. The first thing that each coach interviewed made clear was that the profile of reading the road ahead and planning MSM (Mirrors-Signal-Manoeuvre) has been sharpened by the concept of 'hazard perception'.

"Hazard perception skills are an important part of safe driving for every driver. New drivers, with the support of their instructors, learn to develop and sharpen these skills by combining driving practice with the HPT requirements." Roger Ison, General Manager – BSM Instructor Training.

Melvyn Verner, 58, runs the BSM Instructor Training and Development Centre (ITDC) that covers both Yorkshire and Lancashire. He told Despatch:

"HPT is not an arcade computer game, it's an ordinary drive down the road. Candidates need not worry about scoring windows, they should simply concentrate on what they can observe ahead, the same as when driving".

Melvyn had more advice:

"Watch for, and select the hazards that are likely to develop. As in normal driving, this won't be all of them, just select the ones that in your experience are most likely to develop. Click for a likely hazard and again as soon as it starts to develop."



Paul Palinkas, a coach at the ITDC, Enfield, North London sees the main value as being: "first hand experience to pass onto both potential and Approved Driving Instructors". Paul explained to Despatch that: "most know what a hazard is, but a developing hazard is something more; it's a recognition of the

need to reduce speed or change direction... In my experience new student-instructors click too much and risk being clicked out. We coach them to recognise the value of their previous driving experience and click when they think they will need to brake or steer to avoid an incident, or worse still a collision."



The final word goes to Nick Johnston, Regional Coach at ITDC Bath: "Newly qualified drivers have high road traffic accident rates, notwithstanding that they have recently passed their driving test. ADIs must fully exercise their unique one-to-one role by promoting HPT during the learning experience as a way of developing and consolidating visual search skills. By taking HPT, this undoubtedly helps instructors to explain the test to learners, so raising the standard of professional service offered to the public."

## New database for instructors

**One of the objectives set out in our current business plan is to establish an Integrated Register of Driver Trainers (IRDT) to replace the existing six registers (the Register of Approved Driving Instructors, Pass Plus, LGV, CBT, ORDIT and Fleet Trainer) which are currently held on separate databases and do not talk to or link with each other.**

After a transitional period, this system will also share the same database as our test booking system (DTCS). This will enable us to hold the correct contact point for all our dealings with you for registration and test booking purposes on one database. It will also mean that, at last, you need only inform the Agency once of any changes in details and all of our records will be

updated. The result will be that we are able to contact you more effectively.

In a later phase, we will provide secure web-enabled access to all those registered with us to allow you access to online registration services and for checking and updating contact information (eg. change of address). With individuals' permission, we will also be making preferred contact address and telephone numbers available to the public. This will effectively advertise your registered services and should be of benefit both to you and the public.

As a first step, we wrote to all instructor/trainers about the data we currently hold on our existing databases, asking for help with the consolidation of this data by updating and correcting it, and choosing primary contact details so we can

correspond with you at your preferred address. This letter was issued following a meeting with industry representatives at the end of July.

Thank you to all those who have replied so far. We are now updating our records using this information in preparation for the launch of IRDT later this year. This is quite a task and we ask for your patience whilst we process the many thousands of replies. Anyone who has not yet had the chance to reply to the letter is still encouraged to do so. **If you did not receive the letter, please contact the ADI team at Stanley House so that we can ensure your details are correct.**

**ADI Team: 0115 901 2618 or  
adireg@dsa.gsi.gov.uk**

# 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 **2618**
- PDIs **2629**
- CBT **2595**
- Technical Standards Branch **2537/9**
- Commercial Department **5901**
- Cardington (Training) **01234 744000**
- Publications **Cardington 01234 744054**
- Theory Test Unit **5935**
- Policy **5918**
- Pass Plus **2633/2634**
- DQM **5883/Fax 0870 750 7251**
- Press Office **5874/5**
- Despatch **5874/5**
- Booking Line **0870 010 1372**
- Welsh Line **0870 010 0372**
- Minicom **0870 010 7372**

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



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