

Disqualified drivers November 2004 - January 2005

New Drivers Act Statistics

	Feb	Mar	Apr	Year to date
Revoked	1278	1420	1309	5304
Test Passed	795	793	782	3212
Appeal	15	7	4	36

DTTP - Disqualified until test passed

DTETP - Disqualified until extended test passed

How to contact us

If you need to contact the headquarters of the Driving Standards Agency at Stanley House, 56 Talbot Street, Nottingham, NG1 5GU use the following numbers for departments, dialling **0115 901** first:

• Switchboard	2500
• Internal Communications	5873
• Central Operations Branch	2557/4
• ADIs	2618
• PDIs	2629
• CBT	2595
• Technical Standards Branch	2537/9
• Commercial Department	5901
• Cardington (Training)	01234 744000
• Publications	Cardington 01234 744054
• Theory Test Unit	5935
• Policy	5918
• Pass Plus	2633/2634
• DQM	5883/ Fax 0870 750 7251
• Press Office	5874/5
• Despatch	5874/5
• Booking Line	0870 010 1372
• Welsh Line	0870 010 0372
• Minicom	0870 010 7372

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

Customer service enquiries and complaints

London and South East

Phone: 020 7468 4712 Fax: 020 7468 4550
email: londoncsu@dsa.gsi.gov.uk

Midlands and Eastern

Phone: 0121 697 6762 Fax: 0121 697 6750
email: birminghamcsu@dsa.gsi.gov.uk

Wales and Western

Phone: 029 2058 1218 Fax: 029 2058 1050
email: cardiffcsu@dsa.gsi.gov.uk

Scotland

Phone: 0131 529 8645 Fax: 0131 529 8589
email: scotlandcsu@dsa.gsi.gov.uk

Northern

Phone: 0191 201 8161 Fax: 0191 201 8010
email: northerncsu@dsa.gsi.gov.uk

DTTP/DTETP Summary

	Feb	Mar	Apr	Year to date
DTTP	172	188	174	732
DTETP	912	779	799	3331
TOTAL	1084	967	973	4063

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

Useful numbers

Driver & Vehicle Licensing Agency:

- Drivers' enquiries: 0870 240 0009
- email: drivers.dvla@gtnet.gov.uk

- Vehicle enquiries: 0870 240 0010
- email: vehicles.dvla@gtnet.gov.uk
www.dvla.gov.uk

Vehicle Certification Agency:

- 0117 951 5151
www.vca.gov.uk

Vehicle and Operator Services Agency:

- 0870 6060440
www.vosa.gov.uk

Head Office

Headquarters:

Customer Service Enquiries

Phone: 0115 901 2500 Fax: 0115 901 2510
email: customer.services@dsa.gsi.gov.uk

CBT (Compulsory Basic Training) enquiries

Phone: 0115 901 2595 Fax: 0115 901 2600
email: cbt@dsa.gsi.gov.uk

ADI (Approved Driving Instructor) enquiries

Phone: 0115 901 2500 Fax: 0115 901 2820
email: adireg@dsa.gsi.gov.uk

Save time with telephone fast track

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

Call 0870 01 01 372

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

Business booking

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

Trainer booking LGV,PCV,M/C

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



Despatch

Summer 2005

The DSA Magazine for Trainers of
Learner Drivers / Riders

Inside this issue...

Sarah's surprise!
Eco-safe driving – changes to ADI Test
Delivering new motorcycle test in 2008

An executive agency of the
Department for
Transport



Contents

- 2 It's a surprise car and course for Sarah!
- 3 'Staggered' by waiting times!
End of the road for the D441.
- 4 DSA at BikeSafe Show.
Continuing Professional Development
– Update
- 5 'Fault' data no longer automatic.
Nadia takes to the wheel again!
ADI Renewal and re-registraton forms on
DSA website
- 6-7 Eco-safe driving – changes
to ADI Test.
- 8 Delivering new motorcycle test in 2008.
- 9 Top of disorganised drivers!
Internet Booking Service (IBS).
Service standards booklet.
- 10 DSA Performance Highlights.
Listening to customers together.
- 11 Instructor Standards – Update.
ADI HPT Assessment
- 12 Disqualified drivers November 2004 –
January 2005.
How to contact us.

Public Holidays 2005/6

- 29 August 05 August Bank Holiday
(all offices closed)
- 26/27 Dec 05 Christmas Holiday
(all offices closed)
- 2 January 06 New Years Day (all offices closed)
- 3 January 06 Public holiday in Scotland
(all offices in Scotland closed)

Jim Sweeney
Central Operations Branch
0115 901 2552

It's a surprise car and course for Sarah!

The Pass Plus scheme is proving to be more popular than ever with newly-qualified drivers. For the first time more than 100,000 new drivers have taken the course in a single year, and to celebrate this fantastic achievement DSA presented the 100,000th participant with a brand new car, and a free advanced driving course courtesy of the Institute of Advanced Motorists' (IAM) Skill for Life package.

The lucky person was Sarah Quaife from Essex and the presentation was made by David Jamieson, the then Minister for Transport, at a very windy Cardington on 21 March. Sarah, whose mum paid for the course to help make Sarah a better and more confident driver, was naturally delighted with her prizes. She was so surprised that she did not even believe it when she was first told of the news!

The scheme, which has been running since 1996, has seen a steady growth each year. In its first full year 12,000 drivers completed the course – equating to 3% of those passing their driving test that year. Now more than a staggering 100,000 people have taken the course in a single year, and monthly take up of the scheme has exceeded 20% for the first time.

Pass Plus offers valuable additional on-the-road training for novice drivers, including motorway driving and there is no end of course exam. Novice drivers can also obtain huge savings on the cost of covering their car. More than 63% of the private car insurance market offer discounted cover as part of the scheme.

Sarah is pictured on the front cover and here with Transport Minister David Jamieson and Chief Executive Gary Austin (left).



Despatch is published quarterly by the Driving Standards Agency.

Our Agency conducts Britain's driving tests for cars, motorcycles, lorries and buses, including the theory tests and also maintains the Register of Approved Driving Instructors, the voluntary register of lorry driving instructors and oversees motorcycle Compulsory Basic Training.

DSA is an executive agency of the Department for Transport.

The views expressed in the magazine are attributable only to their authors. Inclusion in Despatch does not necessarily indicate DSA endorsement. Information is freely available for use in journalism and research.

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



'Staggered' by waiting times!

Recently, we have all been aware of the need to reduce car waiting times in order to meet our declared operational targets. Early last year, lack of examiner resource against demand was identified and so a concerted effort was made to recruit more driving examiners nationally. In some areas, notably London and the South East, this recruitment drive brought with it new problems. In many of the "high wait" practical test centres in London, accommodation capacity has already been reached and so we have been put in the unenviable position of having willing new entrants, but nowhere to put them! New accommodation in London has historically been very difficult to find and, when available, very expensive.

To overcome this problem, a new approach to accommodation issues is being developed. In order to allow more examiners to work from a test centre which is already at capacity, the concept of "staggering" test times is being piloted. Wanstead test centre in North East London has been chosen as the site for this pilot. At current capacity, Wanstead runs with seven examiners but still suffers high waiting times. By creating two staggered programmes of work, the Wanstead project will allow ten examiners to work in two teams from one site, increasing potential throughput of tests by around 30%. Roughly speaking, on a given day, Team A will work thirty minutes ahead of Team B and only one team will be in the test centre at any one time, except during lunch breaks.

In order to accommodate these extra examiners, the test centre is being refurbished. Rather than working from traditional desks, the pilot will also employ the use of a modern work station built around the edge of the room, freeing up space to enable the examiners to retreat to a "break-out" area, where they can relax and prepare

themselves for the next test. The "break-out" area is furnished with easy chairs and coffee tables. The idea is to create a modern and more comfortable working environment for our staff.

As a small test centre in a very busy part of London, Wanstead will also benefit from reduced congestion in the waiting room, in car parking and on test routes. Security at the site will also be improved, since during working hours, there will always be an examiner presence at the site.

The project is well under way and once refurbishment of the current site is completed, staggered programmes will begin straight away.

**Russell Chaney, Area Manager,
London & South East**

Footnote:

Hermon Hill is the location of the existing Wanstead centre which we are to re-vamp and introduce the modern style of interior, together with staggered test times. This should increase our capacity from the present 7 to 10 examiners.

Nightingale Lane is a temporary 'contingency' Wanstead centre. This was set up to help wait demand generally and in particular to allow us to continue testing when we close Wanstead (Hermon Hill) in July to complete the renovation works. We believe by running this centre together with Hermon Hill we should be able to considerably decrease the waiting times. The 'new' Nightingale Lane centre began testing on 18 April and operates 4 examining programmes. We are operating staggered testing times with 2 tests commencing at 8.20 and 2 more following at 8.40 – the 20 minute 'stagger' continuing throughout the day.

End of the road for the D441

In the spring issue of Despatch we explained how we had decided that, from 1 July, we would no longer accept D441s (certificates of entitlement to drive) instead of driving licences at driving tests. We thought it would be helpful to remind you about the new arrangements.

From 1 July, all driving test candidates **must** produce their driving licence when taking any category of driving test. For most candidates, this means presenting both parts of their two-part licence - the photocard **and** the paper counterpart. Candidates with an old-style paper licence must present separate acceptable photographic evidence of their identity - information about acceptable forms of identity is available from local customer service units. **From 1 July, we will not accept a D441 instead of a**

licence or test any candidate without a licence. This applies to theory as well as practical tests.

The arrangements for some categories of practical test candidates who hold a photocard licence but do not have the paper counterpart stay the same. For the time being, they will continue to be allowed to sign a declaration to say that they are not subject to any short-period disqualification. On the theory test side, only car test candidates may sign this declaration. Candidates taking other categories of theory test must present both parts of their licence.

We recognise that there might be some genuine circumstances that leave candidates without a licence. If this happens, candidates should telephone their local customer service unit for advice.

**Colin Maddock
Deputy Customer Service Manager
(0115) 901 2542**

DSA at BikeSafe Show

When Gloucestershire Constabulary hosted, for the first time, the National BikeSafe Show at Cheltenham Racecourse on 2 and 3 April, DSA was there to support the initiative, which is run by Police Forces around the United Kingdom.

BikeSafe aims to increase safety awareness, rider skills and, in co-operation with the biking world, help lower the number of motorcycle casualties.

A stand was equipped with an examiner's motorcycle and all the motorcycle testing gear, along with material concerning the bike test, CBT training, DAS, theory and practical tests material.

Motorbike examiners were there to respond to enquiries and promote awareness of forthcoming changes to testing, development training for all motorcyclists, particularly those returning after a long break and highlight the importance of motorcycle training for instructors. Additionally they were able to discuss issues regarding the importance of CBT training, car to bike testing, motorcycle tests, licence requirements, post and pre-test training, forthcoming register of post-test instructors and other related subjects.

An estimated 8,000 - 10,000 people came to the racecourse to see the stunning line up of top of the range bikes on display, and around 1,000 riders brushed up their skills, thanks to free tuition from 60 of the UK's top constabulary instructors.

This year the event was sponsored by Suzuki dealership Cheltenham Motorcycles and included assessed rides on the latest motorbikes from several major manufacturers, including Honda, Yamaha, Suzuki, Ducati, BMW, Kawasaki and Harley Davidson.

Top Honda superbike riders Michael Rutter, Karl Harris and current championship leader Ryuichi Kiyonari were all on hand to speak to fans and offer tips on riding safely.

The event also saw Honda running a 'my first licence scheme' which let children under 16 try mini bikes, but Durham police drew the most attention with the PoliceBlade, a fully dressed up police Fireblade bike. The Gloucestershire Fire and Ambulance services were also there and offered a great deal of assistance including static displays such as the Air Ambulance.

With free entry there was something for young and old alike, including displays from scooter and mini moto suppliers, and interviews with Michael, Karl and Ryuichi and Maria Costello - the fastest woman ever to lap the Isle of Man TT circuit.



DSA motorcycle examiner Paul Collis with a motorcyclist at the BikeSafe Show.

'Grandfather rights'

Technical Standards Branch has received a number of enquiries regarding the requirements for accompanying drivers/assessors/instructors for small lorries (3.5-7.5 tonnes) and minibuses (between 9 and 16 seats).

Anyone who passed the car driving test prior to 1st January 1997 was awarded 'Grandfather Rights' to driving these vehicles. These 'Grandfather rights' licences are not full vocational licences as they both have restrictions (C1 for weight and D1 'Not for hire or reward').

People who passed the car test on or after January 1st 1997 were only granted a category B (car) licence and if they wish to drive a larger vehicle, such as a small lorry or minibus, they

need to meet the higher medical standards, obtain the provisional entitlement and then pass the appropriate theory and practical tests.

People wishing to act as accompanying drivers/assessors/instructors must hold a full licence in the category (as a result of passing the appropriate test), be over 21 years of age and have held that licence for at least 3 years. Drivers who hold a 'Grandfather Rights' licence cannot act as an accompanying driver/assessor/instructor to learner drivers of small lorries or minibuses.

Enquiries regarding this should be directed to technicalstandards@dsa.gov.uk or TSB Stanley House, 56 Talbot Street, Nottingham, NG1 5GU.

Peter Burton
Assistant Chief Driving Examiner

'Fault' data no longer automatic

We did not issue fault analysis statistics to all ADIs for 2003/4, due to doubts over the accuracy of the data for that year, but did so on an individual request basis.

As less than 40 ADIs requested this information it seemed that the service was not greatly missed. Having consulted with industry representatives, the view was that most ADIs, quite correctly, regularly monitor their own test result data and that there is no real need for the Agency to issue this on an annual basis.

We have been operating our new Road Safety Information System (RSIS) for just over 12 months now, which replaces the old Fault Analysis System. The new system enables us to check the data that is being recorded more rigorously

and we are confident that it is much more accurate than the old system. However, we can still only identify the ADI that brought the candidate to test if they leave their certificate in the car and of course, that does not necessarily indicate who trained the pupil. So, whilst we can produce reports for ADIs as a bi-product of RSIS we recognise that they may have limited value.

We will therefore no longer be issuing this data automatically to all ADIs, but if anyone wishes to receive a copy of the results we hold, please contact our Management Information team at Stanley House. You may do this by e mail to central.operations@dsa.gsi.gov.uk or in writing, quoting your PRN number and we will prepare a report for you.

Nadia takes to the wheel again!

We have been working with BBC production company, Ricochet, for a television show which is scheduled to be going out on your screens on BBC2 this month.

Filming has been going on for some months now and despite all the headaches and hiccups along the way the finished show is now ready! The series follows learner drivers as they prepare for and take their practical driving tests. DSA has worked closely with Ricochet on filming the practical tests and a number of ADIs have also been involved with filming driving lessons.

The presenter for the series is Nadia Sawalha, who you might remember from the celebrity Comic Relief driving test show a couple of years ago, and you will be able to watch her as she too prepares for and takes her driving test at South Norwood driving test centre.



Nadia is pictured with examiner Sharon Cashin.

ADI Renewal and re-registraton forms on DSA website

In response to feedback from ADIs we have now made it easier for you to access the forms that you will need to renew your ADI Registration or to re-register. The forms to apply for an Extension of Registration (form ADI 37A) and for Re-registration (ADI 37B) are now available on the DSA website to print and submit to

DSA. The forms are located under the "Instructors" section of the website.

Both forms should be returned to DSA with the required fee (currently £200) and two passport type photographs. Payment can be made by cheque, postal order or bankers draft, or you can instruct us to take payment from your credit or debit card. We accept payments by Visa, Mastercard, Switch or Delta.

If you are renewing your current licence you should apply at least two weeks before your current registration runs out. If you do not receive your new certificate within 14 days please contact the ADI Branch on 0115 9012618.

Eco-safe driving – changes to ADI Test



We all recognise that transport is an essential part of our lives and most of us also recognise that the environmental consequences of driving are immense. The emissions produced by vehicles cause damage to the environment. Vehicle manufacturers are devoting time, effort and money developing technology that will ensure that vehicles become more environmentally friendly.

But those of us who drive can also help by amending our driving style to one that uses less fuel, and as a result produces less polluting chemicals. And of course the less fuel we use the more money we can save ourselves!

Over the last year or so we have invested a great deal of time and effort in developing the principles of 'eco-safe driving'. During the process we looked at the following areas, and these have now been included in the revised style of driving:

- enhanced hazard perception and awareness skills
- selective use of gears
- progressive use of accelerator
- compliance with speed limits
- utilisation of engine braking/torque
- use of cruise control

To enable this work to progress, we installed a sophisticated fuel monitoring device in several vehicles, which allowed us to monitor and compare fuel used when a variety of driving styles were used by different drivers.

We also considered other issues such as:

- parking
- carrying unnecessary weight
- route planning

The recently published version of 'Driving – the essential skills' has an entire chapter on 'eco-safe driving' - you will find much more information there. There is also a chapter on avoiding congestion.

You may already use some of the techniques when you are driving, but we found that even the most experienced driver can benefit from further development.

If you adapt your driving to include these changes you will become a more environmentally friendly, economically aware driver and may enjoy your journeys more as they become less stressful and more comfortable.

However, although it is good to be aware of environmental issues and save fuel, it is even more important that you do not compromise your safety and that of other road users while doing so. At all times you should be prepared to

adapt to changing conditions and it may be that you have to sacrifice fuel saving for safety.

We have conducted a number of trials of this revised style using drivers of different levels of experience, ranging from novices to experts. Across that range we have demonstrated that savings can be achieved between 5% and 17%, (averaging 8.5%) in fuel used, and as a consequence a reduction in the volume of atmosphere polluting chemicals produced. As a general rule of thumb it is fair to say that the less experienced drivers are able to demonstrate greater savings.

In an attempt to allow a wider audience to experience 'eco-safe driving' we invited a number of representatives from the ADI Consultative Groups to Cardington.

Following that, Mike Barrett, Business Development Manager, Automobile Association, said: "A number of instructors have already adapted to this style, in their own driving, and report substantial savings in reduced fuel costs". Eddie Barnaville, Driving Instructors Association, reported in an article in 'Driving Instructor': "Over the 16km drive on the 2nd run, not only did I average 2 or 3 mph faster, saving one and half minutes, but more importantly I saved 10% on my fuel bill".

It is probably fair to say that some representatives arrived to take part in the demonstration with a cynical view of 'eco-safe driving'. But by the end of the day they had been converted and in all cases were able to show a saving in fuel used.

The EU 3rd Directive on Driving Licences, (Draft), contains a proposal that all licence acquisition driving tests, (excluding category B) will contain an element that considers the environmental driving of the candidate. Although category B is currently excluded, there is no guarantee that this will remain so and we should all be prepared for what may happen in the future.

Ultimately we would like to see all driving instructors taking on board the principles of 'eco-safe driving' and introducing them into new-driver training. This should lead to a group of drivers who from day one drive in an environmentally friendly way.

Approved Driving Instructors Register – Test of Driving Ability – Part 2

As from 1 October 2005, a slight change will be made to the Approved Driving Instructor 'Test of Driving Ability' (part 2) qualifying examination, to reflect the increased awareness and need for economically/ environmentally friendly driving. An assessment will be made of the candidates' ability to drive in a way that demonstrates recognition of the principles of 'eco-safe driving'.

The following table sets out the areas of the candidate's driving which will be considered against 'eco-safe driving' and what will be considered satisfactory or unsatisfactory.

Topic	Satisfactory	Unsatisfactory
Hazard Awareness/ Planning	Identifies hazards in a timely manner allowing adequate time to respond. As a result braking and acceleration are smooth and progressive.	Consistently fails to identify hazards in a timely manner and as a result braking and acceleration is rushed and harsh.
Compliance with Speed limits	Complies with all posted and national speed limits. Ensures that speed is always appropriate to road, traffic and weather conditions.	Consistently fails to comply with posted and national speed limits. Drives too quickly for prevailing road, traffic and weather conditions.
Starting and moving away	Starts engine without excessive use of accelerator. Moves away from stops smoothly.	Consistently uses excessive accelerator when starting engine. Moves away from stops harshly – too quickly for conditions.
Use of accelerator	Uses the accelerator during normal driving in a smooth manner, co-ordinated with other controls. Demonstrates good acceleration sense.	Consistently uses the accelerator during normal driving harshly. As a result progress is made in such a way as to produce an uncomfortable ride. The stability of the vehicle is affected.
Gear selection	Uses gears sensibly and efficiently. The vehicle is always travelling in an appropriate gear for road and traffic conditions. Uses gears selectively (up and down) and selects highest suitable gear as soon as possible, without causing engine to labour.	Consistently fails to use gears effectively and efficiently. Selects inappropriate gears and does not use selective gear selection. Causes engine to over rev or labour due to inappropriate selection.
Engine braking	Takes advantage of the effects of engine braking when appropriate.	Consistently fails to use engine braking – showing an over-reliance on brakes to slow the vehicle.
Engine power/torque	Takes advantage of the power/torque characteristics of a modern engine. Utilizes higher gears at lower engine speeds, when negotiating hazards, without causing engine to labour.	Consistently fails to take advantage of power/torque characteristics of a modern engine. Uses lower gears unnecessarily, not recognizing, when negotiating hazards, that a higher gear may be appropriate.
Use of cruise control (when fitted)	Uses cruise control in situations where it would be appropriate – without compromising road safety.	Consistently fails to use cruise control appropriately.

A driver who demonstrates a 'satisfactory' assessment in each topic area will use less fuel, and release less polluting chemicals into the atmosphere, than a driver who drives to an 'unsatisfactory' standard.

At the moment it is proposed that no matter how 'unsatisfactory' the 'eco-safe driving' of the candidate is, no more than one driving fault will be recorded against that heading. This will be reviewed as time goes by. However, although a fault will not necessarily be recorded against 'eco-safe driving' it may be that a fault, assessed as 'driving', 'serious' or 'dangerous', could be recorded against a different subject heading on the ADI Part 2 Driving Test Report, i.e. item 12 control – gears, item 26 awareness/planning.

Initially, any fault recorded against 'eco-safe driving' will be marked in one of the spare boxes on form DL 25, with the examiner entering a manuscript descriptor.

I hope that you can understand why we will introduce this element to this test and what the benefits will be to you, your pupils and ultimately to all of us as we play our part in reducing damage to the environment.

Jeff Pickering
Assistant Chief Driving Examiner
Technical Standards Branch

Delivering new motorcycle test in 2008



Work is now well underway to deliver the new motorcycle test involving specified off road manoeuvres as well as the on road elements throughout Britain by October 2008. The necessary work is being managed by two projects:

- the Multipurpose Test Centre Project; and
- the Conduct and Operation of the 2008 Motorcycle Test Project.

Multipurpose Test Centre Project

Project Manager – Bill Finn

As previously reported in Despatch the purpose of this project is to identify 50 – 75 new permanent locations where off road motorcycle manoeuvres can be conducted, and to build new multipurpose test centres with off road manoeuvring areas. Where demand is sufficient and space allows, LGV testing facilities will be included, along with areas to carry out car manoeuvres. In addition there will be a number of part-time sites just for conducting the off road motorcycle manoeuvres.

The search areas for the sites for the new centres have now been refined. It is now considered that most motorcycle test candidates and associated training bodies can be served by about 53 multi-purpose test centres and approximately 15 casual sites. This figure may however change due to circumstances such as the lack of availability of sites in the preferred locations.

The intention is that most candidates should be able to reach a test centre within 30-45 minutes, travelling no more than 20 miles.

Several sites have now been identified as meeting the operational and financial criteria and have progressed through to the acquisition and planning application stage, the intention being to have the first new centre completed by the end of 2005.

The new test centres will have all the facilities that customers and examiners would expect from a modern 21st century driving test centre. The design includes:

- comfortable waiting room with toilet facilities
- easy access and toilet facilities for disabled candidates
- good off road parking facilities for motorcycles and cars
- separate “radio kit up” room for motorcycle candidates
- an off road motorcycle manoeuvring area for the new test, finished with a high specification surface providing

good grip in wet and dry weather and designed to be without hazards such as drainage gullies.

The tender process for the contract to build the new test centres has been completed and contractors are about to be appointed.

Conduct and Operation of the 2008 Motorcycle Test Project

Project Manager – Jim Sweeney

Work also began in March to look at all the other issues involved in ensuring that the new centres will open and operate smoothly following the hand over of each one from the multi-purpose test centre project.

DSA teams have been formed to look at issues such as the timing of the new test, equipment required, communications, publicity and training. The teams will also be ensuring that the detailed planning is done well in advance to be confident that the transitions from the existing DTCs to the new multi-purpose test centres go well for both staff and customers.

We intend to have a regular article in Despatch to keep you informed throughout this project.

Revision to the consultation arrangements

Ministers have agreed that from 1 July 2005 we can introduce a revised Code of Practice on written consultations in connection with changes to our test centre estate. This involves changing our consultation threshold from a blanket three miles for any practical test centre closure/relocation to a threshold which is based on our travel distance service standard criteria of 7, 20 or 30 miles, depending on the population density of the area.

We currently conduct a written consultation when a permanent closure/relocation of a practical driving test centre or the withdrawal/reduction of a testing facility is proposed. We do not formally consult where the service or services are relocated to an existing centre or alternative premises that are less than three miles away.

Many of the 50-75 new permanent test centres will also be used to conduct other driving tests in order to make best use of our estate and to keep the cost and the impact on fees down. Consultation has already taken place about relocating motorcycle tests to these new multi-purpose test centres. Where other tests are relocated to these new test centres, consultation will take place in line with this revised Code of Practice.

We have changed the process to make it less burdensome for all concerned by reducing the overall number of full written consultations. A letter is enclosed from Gary Austin explaining these changes in more detail.

The list of proposed search areas for the new centres can be seen on the DSA website at www.dsa.gov.uk/MPTC.

Top of disorganised drivers!

Drivers aged 21-30 are the worst in the country at keeping their driving documents up to date, according to a survey conducted by the Driver and Vehicle Licensing Agency (DVLA). Up to 30% of people in this age range forget to keep their documents, such as their driving licence and Vehicle Registration Certificate, up to date when their details change.

The survey is part of DVLA's campaign to remind drivers to notify DVLA when they move house or change their name, and raise awareness of the need to keep their driving licences up to date.

Drivers under 20 years old have the most accurate details, with 91% of drivers having accurate details on their driving licence. Drivers between the ages of 51-70 follow closely behind with 85%. In addition, drivers living in the West Midlands or East Anglia are most likely to have accurate driving documents. They are twice as likely to keep their details up to date as drivers in Scotland.

Linda Weaver, Accuracy Coordination Group Manager: "The results aren't all that surprising as people tend to move house more often in their twenties than in their fifties. When they do move, they remember to inform their bank and even their milkman, but unfortunately, many people forget to notify DVLA and update their driving documents."

Results also show that a gender divide exists, with female drivers 11% more likely than men to obtain a new driving licence when they move house. However, when it comes to getting married, women often forget to update their details if their name changes. 90% of surname errors surveyed belong to female drivers, and is likely to be caused predominantly by changes in marital status.

This information is used by police and other organisations to help trace vehicles involved in car crime and in schemes such as the vehicle safety recalls. It is a legal requirement to notify DVLA of a change in name and/or address and motorists could face a £1000 if they fail to update their details.

Internet Booking Service (IBS)

Work is progressing on adding functionality to the existing Internet Booking Service for practical tests that will enable customers to:

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

This new version of the internet booking system for practical tests will also include changes to existing

functionality to provide an improved search facility and access to all test centre information.

I can report that positive progress is being made on this project and the expectation remains to deliver the new services in early summer.

When a date for this enhanced service to 'go-live' is known, posters will be displayed in test centres, and further articles will be published in Despatch.

Using the internet booking service allows you to see which test appointments are available on our system, even when we are not available in the call centre to talk to you.

**David Wiles
Major Projects**

Service standards booklet

With this issue of Despatch you should have received your personal copy of the up-to-date version of our booklet - Service Standards - Putting things right.

Copies of the booklet will be available from all theory and practical test centres and will also be available in Welsh from all test centres in Wales. Both versions will be posted on our website.

Please help yourself to extra copies of the booklet from your local test centre if you would like to give them to your pupils.

**Diane Wragg
Customer Service Team Leader**



We are pleased to report the following highlights of DSA performance for the business year 2004/05. While much of the data awaits approval by internal audit, the following is intended as an accurate guide to the effectiveness of what we have accomplished this year.

Car Waiting Times

The target of reducing the practical test waiting time for cars to 6 weeks by January 2005, was achieved after a great deal of hard work and commitment by DSA staff.

During the operational year, actual demand exceeded planned demand by 111,259, (7%). Throughput for the year was over 1.75 million tests, 64,000 (4%) higher than planned.

Call Centre

Over 4.5 million calls were answered by our practical test call centres during 2004/05.

During 2004/05, almost 1.75 million calls were received by Automated Speech Response and over 90,000 customers were able to amend their booking to an earlier date without the intervention of an operator.

ADIs and Hazard Perception assessment

We have delivered a total of 2,701 assessments since January, with a pass rate of around 65%.

Theory Test Unit

Almost 2 million calls were answered by the Theory Test Centres. 97% of customers who completed the on-screen satisfaction survey offered to all candidates declared themselves satisfied with the level of service provided.

Staff Recruitment

We recruited a total of 341 driving examiners during the year. This exceeded our original target of 230 - and our revised target of 330.

Listening to customers together

As a result of the positive feedback from customers attending last year's Driver and Vehicle Operator workshops and focus groups, a further series of events has been arranged to provide an opportunity for lorry and bus operators to ask questions, share information with the agencies at first hand and debate issues that involve us all.

Colleagues from DSA will attend to discuss issues such as changes to the LGV (large goods vehicle) and PCV (passenger carrying vehicle) tests, including minimum test vehicles, EU proposals for driver training, Driver Quality Monitoring, Occupational Driver Appraisal and Business Technology Education Council.

Staffing Figures

Headcount at the end of March was 2,708 against 2,393 at the beginning of the year.

Arrive Alive

The cumulative total of Arrive Alive presentations for the year was 5,075.

Internet Test Bookings

Internet bookings for practical tests for the year were at the averaged rate of 27.4%. Internet bookings for theory tests for the year were at the averaged rate of 39.6%.

Business Customer Satisfaction

This year 2,187 ADIs, ATBs, LGV Instructors and ORDIT trainers were surveyed by postal questionnaire. Overall instructor/trainer (business customer) satisfaction was 48%, an increase of 8 percentage points on last year's performance, with some 32% being neither satisfied nor dissatisfied.

Candidate Satisfaction

This year 1,761 car, motorcycle, lorry and bus candidates were surveyed by telephone interview in two waves conducted in September 2004 and January 2005.

Candidate satisfaction with the overall level of service received was 90%, with 44% of respondents being very satisfied. These excellent results are consistent with the high standards achieved in previous years and compare very favourably with those of other public sector agencies, where the average overall satisfaction score was 89%*

If you would like further information about the surveys, summaries of the results are posted on our website (www.dsa.gov.uk) and are available to view in your local test centre.

* (source: ORC International Public Sector Customer Satisfaction and Best Practice Benchmarking Group).

Representatives from the Driver and Vehicle Licensing Agency and the Vehicle Operator and Services Agency will be present to discuss issues such as graduated vehicle excise duty, trailer registrations, vehicle identification checks and digital tachographs. Representatives from the Highways Agency will also attend.

The proposed dates and venues for the rest of the year are: 29 September (Ipswich), 27 October (Nottingham), 24 November (Croydon) and 23 February 2006 (Swansea).

If you would like to receive an invitation to attend any of the workshops, please e-mail Chris Cooper at VOSA (Chris.Cooper@vosa.gov.uk) or write to him at VOSA, Welcombe House, 91/92 The Strand, Swansea, SA1 2DH. Alternatively, e-mail Sarah Maddock, DSA customer service manager (sarah.maddock@dsa.gsi.gov.uk) or call her on 0115 901 2541.

We are working on a study to look at options for a framework of Continuing Professional Development (CPD) for driving instructors. Our Instructor Standards Project ties the three main strands of research together, and looks at the changing needs of the driving instruction profession, and other considerations included in the Government's Road Safety Strategy.

You may recall Ministers committed us to review the regulatory arrangements for driving instructors to ensure that the public would have confidence that the driver training services they buy are of the highest quality.

In planning to develop and implement a range of improvements to raise the expertise and quality of all driving instructors, three strands of research were grouped together as the Instructor Standards Project. We commissioned independent researchers to help with this initiative. We also have a commitment to involve all major stakeholders at every stage of the process. We are committed to working with the industry as a whole and individual ADIs as well.

Work by Dr. Elaine Freedman of Researchers for Education was to explore the feasibility of alternative methods of delivering CPD. She also carried out research into the role we would play in such a scheme. Dr Freedman has completed her part of this project and forwarded the contents of her research to us for review.

As an overview the outputs indicate that there:

- was good support for DSA to develop a CPD framework
- were mixed views about distance learning
- was widespread support for Records of Achievement
- was positive support for CPD monitoring by mediation
- were mixed views about the role of electronic delivery.

5S Consulting Ltd were asked to research and develop proposals and make recommendations on how a CPD scheme could be introduced into the driving instruction industry. A breakdown of their activities was reported in autumn Despatch. Response to each part of their project has been very good and the information gleaned from all participants has been extremely helpful. 5S Consulting have now completed their work and are preparing a final report outlining their research that will include options and recommendations for the industry.

Their findings indicate that there was overwhelming support from the industry for CPD.

Suggestions (in no particular order) included that CPD should:

- be linked to a revalidation cycle
- contain an element of personal choice
- have a mandatory element of 30% which may be accredited & certifiable
- have the balance of any other CPD to be elective by the individual
- be linked to a record of personal achievement / personal development plan that would be audited
- incorporate comprehensive guidance notes linked to how it is to be implemented.

5S also identified some "hurdles or challenges" which included:

- no one overarching professional body for the industry
- many ADIs being self-employed so there would be few employer organisations to take the lead in support
- poor industry network at local level which would also suggest poor access to funding and training
- working hours can be long and irregular which would affect the opportunity to allocate periods of time for training
- the age profile of the industry suggests that many ADIs are on their 2nd or 3rd career, are reaching the end of their working lives or are likely to move on. As a result some may not be motivated to upgrade and extend learning.

The project by Red Scientific Limited (RED) is still ongoing. Part of their remit is to make recommendations for a set of competencies for the driving instruction industry. You may recall RED sent out a questionnaire that was included with the December 2004 issue of Despatch. The results from that questionnaire have now been analysed and following an industry expert group meeting their final report was produced in April.

When each strand of the Instructor Standards Project has been completed the final reports will be studied in depth and placed on our website: www.dsa.gov.uk, so that they can be viewed and the proposals commented on by as wide an audience as possible. The information acquired will be used to structure a plan for the future that will be linked to the Road Safety Bill. We plan to reproduce the individual reports on the website for all interested parties to view.

By Hugh Grainger-Allen
(Technical Standards Branch)

ADI HPT Assessment

As reported in the Winter 2004 Despatch, ADIs were able to take the Assessment from 5 January this year and 143 did so on the first day. The Assessment has to be passed by 31 December 2006 and with only a few months gone, over 20% of those on the Register have now demonstrated that they can meet the new standard.