

# despatch

June 2008

DSA magazine for road safety professionals

## Learning to drive: A consultation

See page 3



# Changes to the theory test pass certificate

Candidates who have recently passed their theory test will have noticed a change to the format of the pass certificate. Since 1 April for car and bike tests and 21 April for LGV and PCV tests, the separate pass certificate has been incorporated into the theory test pass letter to provide a single document.

Candidates should still bring the new style pass letter with them to the practical driving test centre, as the DSA examiner may request to see it before starting the practical test.



## Contents

**Page 2** Changes to the theory test pass certificate

**Page 3** **Cover story: Learning to drive: A consultation**

**Page 4** Eco-safe driving / riding

**Page 5** Driving for work: the latest THINK! campaign

**Page 6 & 7** DSA Fraud & Integrity team: Investigating illegal instructors

**Page 8** Driver CPC: changes to the practical test

**Page 9** Driving Test Quality Assurance Managers (DTAMS) conducting third ADI check-tests

**Page 10** Changes to the (show me, tell me) safety questions for all categories of tests / My DSA

**Page 11** Government's Motorcycling Strategy: "Better Biking" DVD

**Page 12** Steering CPD forward

**Page 13** 88% of Potential Driving Instructors are satisfied with DSA!

**Page 14 & 15** Multi-purpose test centre (MPTC) update

**Page 16** James Whitham takes the new motorcycle test

**Page 17** Events review: National BIKESAFE London 2008

**Page 18** Events preview and diary dates

**Page 19** Agency Performance – to end March 08 / Disqualified Drivers: February - April 08

**Page 20** How to contact us



# Eco-safe driving/riding

**Eco-safe driving/riding is a recognised and proven style of driving and riding that contributes to road safety whilst reducing fuel consumption and emissions.**

From 10 September, an assessment will be made of a candidate's ability to drive/ride in a way that demonstrates recognition of the principles of 'eco-safe driving/riding'.

Candidates who complete a driving/riding test in any of the licence categories will receive feedback on their eco-safe driving/riding skills as part of the debrief at the end of the test. They will also receive a foldout leaflet containing more detailed information to help them to drive/ride in an economic and ecologically friendly manner.

A revised edition of the DL25 (Driving/Riding Test Report) will be introduced to include two eco-safe competency headings:

**Control:** always try and use the vehicle controls as smoothly as possible, with particular attention to:

- Starting and moving away
- Accelerating
- Using gears
- Driving/riding at an appropriate speed

This reduces wear and tear on your vehicle/motorcycle and will help in reducing CO<sub>2</sub>.

**Planning:** Reduce harmful emissions by anticipating road and traffic conditions, acting in good time, rather than reacting to them at the last moment, especially:

- Showing hazard awareness and planning
- Making use of engine braking
- Stopping the engine when appropriate

The leaflet will give a more detailed explanation on the above points.

Candidates will not fail their test because they do not demonstrate 'eco-safe driving/riding' techniques because we see 'eco-safe driving/riding' as a matter of public education.

An assessment of 'eco-safe driving' was introduced into the Approved Driving Instructor 'Test of driving ability' (part 2) qualifying examination on 1 October 2005. From 10 September this test will follow the format outlined above.



# Driving for work: the latest THINK! campaign

Up to a third of all road casualties involve somebody at work – accounting for some 200 deaths and serious injuries each week - and road crashes are by far the single biggest cause of work-related accidental death.

However many people, employers and employees alike, are still failing to take the dangers of driving for work seriously. Research conducted on behalf of THINK! back in November 2007 showed that people who drive for work are likely to demonstrate risky road behaviours, most notably driving whilst talking on a mobile phone, speeding and driving whilst tired.

A new THINK! campaign, launched in March, aims to highlight one of these risky behaviours – driving whilst tired. The campaign advises drivers to avoid setting out on a journey if already tired, since the only real cure for tiredness is sleep. It also gives advice for drivers once on the road, such as taking a 15 minute break every two hours.

The THINK! campaign is part of an initiative to help not only those who drive for work, but those who employ them. Employers are being helped in two ways - by a new website on driving for work, and through a Driving for Better Business programme, aimed at creating a network of companies working to improve safety on the road among their employees. In law, health and safety at work policies need to cover employees outside the workplace as well as inside and that includes when they are driving. In addition to making sure that they meet the legal requirements, safe driving will save employers money. A Driving for Work policy can help cut insurance premiums significantly as well as

helping to reduce the disruption to normal commercial activity should an employee suffer a crash at work. It will also reduce the resulting expense, over and above that covered by insurance policies, and dent to the company's reputation and staff morale. So there is much to gain from encouraging safer driving.

Information on how to set up a driving for work policy can be found at [www.dft.gov.uk/drivingforwork](http://www.dft.gov.uk/drivingforwork) and you may also wish to visit [www.roadsafe.com](http://www.roadsafe.com) to learn more about their Driving for Better Business programme. For general information on all THINK! campaigns, including the latest driver tiredness campaign visit [www.dft.gov.uk/think](http://www.dft.gov.uk/think)



# DSA Fraud & Integrity Team

## Investigating illegal instructors

**It is clear from feedback recently received through our DSA Business Customer Conferences that we need to do more to let the industry know about the good work the DSA Fraud & Integrity Team are doing to combat illegal instruction.**

Last June, the Fraud & Integrity Team expanded and we now have a dedicated team of investigators who deal specifically with these offences. We investigate 100% of cases reported to us and at the present time we have over 400 cases of suspected illegal instruction at various stages of investigation.

We are often asked if illegal instruction is a growing problem. This is a difficult question to answer because, as we have seen with the cases of suspected impersonation of candidates at Theory and Practical Test Centres, the more we investigate and the more our investigative methods improve, the more offenders we uncover.

Investigating illegal instructors can be very complex. Our dedicated investigators assess each individual case on its merits to decide upon the most appropriate approach to be adopted. However, it should be recognised that the team operates within a strict legislative framework.

In 2006, the Home Office granted DSA powers to undertake covert surveillance under the Regulation of Investigatory Powers Act 2000 (RIPA) for the purpose of “ensuring public safety”. Whilst this power enables DSA investigators to conduct covert surveillance to gain video and photographic evidence, it does not allow us to use a “covert human intelligence source” to conduct test purchases (a method of surveillance often adopted by the Police and some other Government Agencies).

### **So what are we doing?**

The DSA is not a prosecuting authority in its own right and therefore does not have powers to stop vehicles or to arrest people. Consequently, we are totally dependent on the police and criminal justice agencies to bring offenders to justice. The Fraud & Integrity Team works closely with police forces across Great Britain at national, regional and local levels. We undertake intelligence-led joint enforcement operations with the police, and provide training to police officers to educate them and raise the profile of the significant risks to public safety presented by those who teach illegally.

We work with the police to gather evidence in order to prosecute cases through the courts. However it is important to be realistic, in order to prove the offence of providing illegal instruction under Section 123 of the Road Traffic Act 1988, we need to have evidence that money (or money's worth) has been exchanged. This can often be very difficult and the Crown Prosecution Service (CPS) will invariably decide that there is insufficient evidence to take forward a prosecution if this element of the case is missing.

However we have many success stories, and provisions under the Fraud Act 2006 now mean that the police have increased powers to charge illegal instructors where it can be proved that they have misrepresented themselves by implying they are qualified.

We have had many examples where a suspected illegal instructor has appeared to cease operating after having been sent a warning letter by a DSA investigator or when they have become aware that they are being investigated. In the interests of road safety, disrupting the activity of illegal instructors is in itself a success story.

We are regularly asked why details of our investigations are not publicised more widely. This is mainly due to the restrictions on reporting of cases during the period of the investigation. For legal reasons we are unable to report cases, or provide information to the person who reported to us, until that investigation has concluded and/or there is a court conviction. It is fair to say that this can be an extremely lengthy process taking many months, sometimes years.

We all know the problems that illegal instructors present and the Agency is committed to doing all it can to eradicate them. We accept that we need to do more to promote our commitment to this aim and we are currently looking at ways to improve communication to ensure that there is a much greater awareness of our work both within the driver trainer industry and the public at large.

As part of this strategy, we will also be looking at ways to make it easier for you to report suspected cases to us. We have recently established a centralised Operational Intelligence Unit at our Southern Area Office in Cardiff and are looking at how processes within that unit can be developed to improve two-way communication. We are also happy to attend industry meetings and events to deliver presentations and answer any questions you may have about the work of the Fraud & Integrity Team. Please contact Michelle Moston, Deputy Head of Fraud & Integrity, 0115 936 6051 / [michelle.moston@dsa.gsi.gov.uk](mailto:michelle.moston@dsa.gsi.gov.uk)

We are extremely grateful to those of you who take the time to let us know about suspected illegal activity and can assure you that all your reports are investigated. If you would like to pass on any information about suspected illegal activity please contact 02920 581155 / [integrity.team@dsa.gsi.gov.uk](mailto:integrity.team@dsa.gsi.gov.uk)

All information is handled in the strictest confidence.



Michelle Moston, Deputy Head of Fraud & Integrity working with the police

# Driver CPC: changes to the practical test



## Current vocational licence acquisition test

The current vocational licence acquisition practical test, which will become known as Module 3, has recently been modified with the following changes:-

- A minimum of 60 minutes 'on road' time for rigid vehicles
- An assessment of eco-safe driving. (This assessment does not form part of the pass/fail criteria for the entire vocational test)

These changes have been brought about so that drivers of rigid vehicles are able to spend longer on the road, allowing them to experience a wide and varied range of road conditions over a wider geographical area, as well as allowing the assessment of a driver's understanding of eco safe driving.

The modified Module 3 test will be implemented for all categories on 10 September.

## New Module 4 test

The development of the Module 4 test has now been completed, resulting in a 30 minute test with five questions covering aspects of the Driver CPC syllabus.

The test will require a driver to demonstrate his/her knowledge in areas such as passenger/load safety, prevention of criminality, vehicle security, assessment of emergencies and prevention of risks.

Each question will equate to a possible 20% of the overall mark, with the candidate needing the following marks to pass:-

- 80% mark overall
- A minimum of 15% for each question

The new Module 4 test will be implemented for drivers of category 'D' vehicles on 10 September.

## Post implementation of Driver CPC

Candidates who do not require Driver CPC, but wish to hold a vocational licence, will be required to take the following tests -

- Module 1 – Modified existing theory test
- Module 3 – Modified existing Licence Acquisition test

Candidates who do require Driver CPC (on or after the relevant implementation dates) will be required to take the following additional tests in order to obtain their Driver CPC qualification.

- Module 2 – New additional theory test (Case Studies)
- Module 4 – New additional practical test

## Learning materials

DSA has recently developed new learning materials for Driver CPC to compliment our existing range of products due for publication by the end of June. The "Driver CPC – the official DSA GUIDE for professional Bus and Coach Drivers" explains how new and existing drivers obtain and maintain their Driver CPC and how the new system of testing works. It also describes the new ways in which some of the testing is carried out and the information you will require to prepare fully for all parts of the test.

Also we have commissioned ORC International, an independent research company, to evaluate a pilot exercise involving a specially produced information DVD: "Are You Ready? professional" which is informative and provides drivers with a step by step guide of what to expect during their initial qualification tests. The DVD will be issued to all LGV and PCV candidates from 14 July with their theory test booking confirmation letter.

Copies of the DVD will shortly be made available to trainers. Look out for more information in the Driver CPC special issue of Despatch due out in July.

# Driving Test Quality Assurance Managers (DTAMS) conducting third ADI check-tests

As part of the Driving Safety Forward programme, DSA has considered the roles and responsibilities of managers. As a result, several changes have been introduced; one of these changes is that Driving Test Quality Assurance Managers (DTAMS) will, when appropriate, conduct the third ADI check-test.

Prior to the introduction of the DTAM role, ADIs have become familiar with the role of Supervising Examiners (ADI). Historically, Supervising Examiners (ADI) conducted all the ADI qualifying examinations, they invigilated at ADI theory tests, booked and conducted ADI check-tests, attended ADI meetings and most conducted ORDIT inspections. They also held a “surgery” on Fridays.

Because 70% of current DTAMs were Supervising Examiners (ADI), they are already well known individually to many ADIs. But the two roles are very different; the DTAM role places much greater emphasis on road safety, quality control and the development of the staff who conduct the ADI practical examinations.

The DTAM role requires a wide range of skills; they are responsible for the quality control of ADI practical tests and ADI check-tests delivered by other examiners in their area. DTAMs also conduct inspections for the Official Register of Driving

Instructor Training (ORDIT) and when required to do so, conduct normal ADI check-tests. Part of the DTAM role focuses on developing links with external partners. This is an important part of their role and includes building working relationships and communication channels with ADIs and other training providers.

As experienced senior managers, DTAMs are well qualified to conduct the third ADI check-test. However, because DSA is keen to ensure neutrality when ADIs take their check-test, where a DTAM has conducted any of an ADIs previous check-tests, the DTAM will not conduct the third check-test. In this situation, an Assistant Chief Driving Examiner (ACDE) will conduct the third ADI check-test. The appeals procedure following a third unsatisfactory check-test will not change.

By far the majority of ADIs give a satisfactory performance during their check-test. Very few ADIs fail to reach a satisfactory standard during their third check-test.

# Changes to the (show me, tell me) safety questions for all categories of tests

DSA introduced the (show me, tell me) safety questions for all categories of tests in September 2003. The subjects that can be included in the safety questions are laid down in the EC 2nd Directive. We made a commitment to review the questions and this review has now taken place.

The review raised the need for some additional questions to be included to more accurately reflect the need for candidates to have the skills and knowledge. This will ensure they and their vehicles are safe to be on the road. Additional questions to cover use of wipers, demisters, brake lights, fog lights, head restraints, ABS warning lights and the correct operation of relevant controls and switches will be introduced.

The number of questions to be asked remains unaltered. Set combinations of questions will be retained for Category B car tests, these combinations have been updated. For all other categories examiners will choose a selection of two or five questions (dependant on the type of test) from the question bank. Questions will suit the vehicle presented for test and the location the test is being delivered from. Answers to the questions can all be found in the relevant DSA Essential Skills publication.

There is no change to the level of assessment. Revised questions and combinations will be used on all tests from Tuesday 1 July onwards and a full list of questions and combinations can be downloaded from [www.dsa.gov.uk](http://www.dsa.gov.uk)

## My DSA

*My DSA* is a collection of online services aimed at DSA business customers and stakeholders.

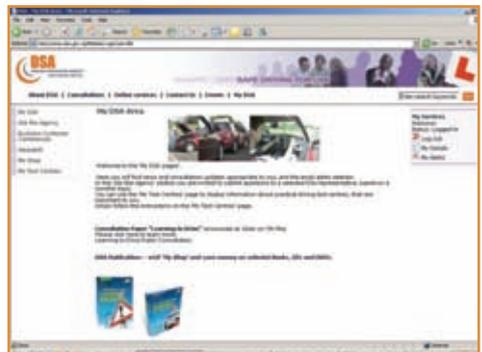
These services include:

- Email alerts, keeping you up to date with the latest news from DSA;
- My Books - discounts on learning materials;
- 'Ask the Agency'
- 'My Test Centres' letting you display information about individual test centres, such as comparing waiting times; and
- Polls

If you have not yet registered, all you will need to provide is some basic details, including your email address and a password which you will need to use to log on.

These services can be accessed by following the *My DSA* link on the DSA website home page.

We will not pass your details onto any third party without your permission, and your details will not be used for any purpose other than the *My DSA* group of services.



For those who have registered, we have recently made improvements to the registration process. This is so that we can target news more effectively, such as to specific trainer types, to those in particular regions, or to invite trainers to local events such as Business Customer Conferences. We don't need to know anything about you other than what type of trainer you are, or even if you aren't in the training industry at all, and the first three characters of your postcode. After you log on, click 'My Details' on the right-hand side and fill in the necessary details to update your profile.

# Government's Motorcycling Strategy: Better Biking DVD

One of the targets of the Government's Motorcycling Strategy was for DSA to work in partnership with motorcycling interests to develop a range of interactive training aids such as CD-Roms and DVDs aimed at all levels of riders whether newly-qualified, returning or more experienced riders to help improve their skills. One of the first things we've done is to produce the *Better Biking* DVD.

This official training DVD provides expert advice on improving and enhancing the skills of all motorcyclists. They can learn how to further their biking expertise and knowledge as they watch expert trainers deliver training for the Enhanced Rider Scheme (ERS). Taking the ERS can help to reduce insurance costs and keep all bikers (novice or experienced) safe on the road.

For motorcycle trainers, this DVD is the perfect companion to enhance your post-test training programme. Those trainers on the Register of Post-test Motorcycle Trainers (RPMT) will already have received details of this product.

This DVD features advice from industry experts and experienced motorcycle trainers. It includes:

- Authoritative advice on bikes, clothing, machine checks and security with Louise Brady, presenter of *Bikes Aloud* and *Isle of Man TT*;
- Short films showing ERS being delivered in all the key skills, with analysis to reinforce and explain the on-road advice; and
- Sgt Rick Weaver, Chief Trainer in advanced riding for Cheshire Constabulary, personally demonstrating an ideal solo ride in each skill category.

It covers key skills such as:

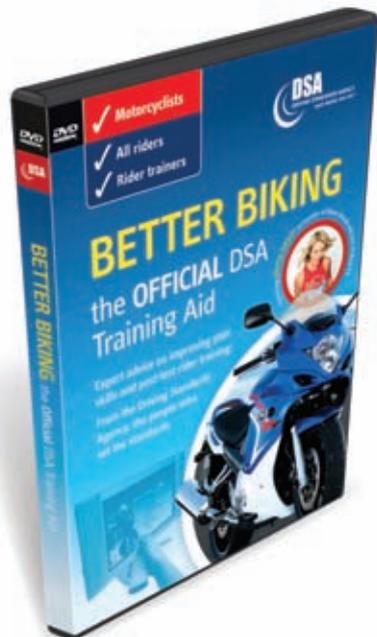
- Bends, junctions and roundabouts;
- Town riding;
- Motorways and dual carriageways;
- Overtaking and filtering;
- Separation distance;
- Other road users; and
- Road surface and weather conditions.

Order your copy now from [www.tsoshop.co.uk/dsa](http://www.tsoshop.co.uk/dsa) or by calling 0870 241 4523.

## Government's Motorcycling Strategy –change of contact for newsletter

In the last issue of *Despatch*, we urged motorcycle trainers to send us feedback and ideas regarding safe riding that could be included in the newsletter to be produced to keep you up-to-date with latest insurer news and other developments on ERS and RPMT.

Please continue to email any stories, photos or suggestions under the subject heading "Newsletter editorial" to [GMS@dsa.gsi.gov.uk](mailto:GMS@dsa.gsi.gov.uk)



# Steering CPD forward

The Continuing Professional Development (CPD) Steering Group met on 9 April at the new DSA HQ Axis Building, Nottingham. The purpose of the meeting was to review and agree the recommendations from the CPD Working Group.

Significant progress has been made towards development of proposals for a structured CPD scheme; this will be subject to consultation.

The importance of a comprehensive communications strategy was emphasised to ensure that the positive message about CPD was spread to as wide an audience as possible; both within the Industry and among the public.

The creation of a set of Frequently Asked Questions and Answers (FAQs) was discussed and agreed; these are now available on the DSA Website along with all the CPD updates. Log on to [www.transportoffice.gov.uk/cpd](http://www.transportoffice.gov.uk/cpd)

It was agreed that any CPD work carried out now, and provided it links to the Driver Trainer Competence Framework, will count towards verification of an instructor's commitment to CPD when registering for inclusion on the 'Find Your Nearest' website search tool. When the 'Find Your Nearest' function is available it will be publicised via the ADI associations, Despatch and the DSA Website. DSA are also providing Certificates of Attendance to attendees at Business Customer Conferences which will count towards CPD.

If you have any questions or comments regarding CPD then you are welcome to email [cpd@dsa.gsi.gov.uk](mailto:cpd@dsa.gsi.gov.uk) or speak to a representative of your national or local ADI association.



# 88% of Potential Driving Instructors are satisfied with DSA!

Results of our latest survey of PDIs show that overall satisfaction remains high at 88% and improvements have been seen in satisfaction with taking the theory test and booking the practical test by telephone.

A selection of key findings      ■ Positive      ■ Area for improvement

## Booking theory and practical tests (TT and PT)

- The number of online bookings for both the theory and practical tests increased by 28% (40% and 38% respectively)
- 96% who booked their theory test by telephone were satisfied overall
- 95% who booked their practical test online were satisfied overall
- 81% and 83% satisfied with speed of getting through on the telephone (TT and PT)

## Taking theory and practical tests (ADI Parts 2 and 3)

- 90% are satisfied with the theory test and those very satisfied has doubled over the past two years to 64%
- 90% are satisfied with the ADI Part 2 Test, and the proportion who are very satisfied has increased from 57% to 65%
- 90% are satisfied with the attitude of their examiner (Part 2) which is a key driver of satisfaction.
- 67% are satisfied that the ADI Part 3 test is fair. This has decreased from 80% in 2005 and is a key driver in overall satisfaction

## Communication

- 74% of PDIs agree they are kept informed about national issues, with Despatch magazine being the most useful information source
- 57% are not aware of DSA Alerts from 'My DSA'
- 39% agree they have a good working relationship with examiners

## Preparation Materials

- 97% of those who received an ADI 14 Starter Pack read at least some of it and 89% of these found it useful
- 95% satisfied with DSA produced material overall
- 90% would find it useful if DSA produced preparation material for the ADI Part 3 test

Thank you to all who took part in this survey and please rest assured that your feedback is appreciated and, where possible, action is taken to improve our service to you.

Three examples of where action has been taken following feedback from instructors are:-

- The implementation of a new telephony platform which should speed up the response times
- DSA is in the process of producing a Welcome Pack to all newly-qualified ADIs
- 'My DSA' is also being promoted and updated – see page 10 for details

# Multi-Purpose Test Centre (MPTC) update

Progress continues to be made in providing sufficient Multi-Purpose Test Centres to meet demand from the implementation date of the new motorcycle test on 29 September. By this date we expect about 40 MPTCs to be operational across Great Britain, with up to 14 more being brought on-line by the end of 2008. We are hopeful that we can deliver motorcycle test facilities in the other 15 identified search areas in the first half of 2009. The table and map on the next page show the search areas and in which period we expect them to be completed.

Although this means not all of the originally planned MPTCs will be operational by 29 September, Great Britain will be fully compliant with the new law. Around 55% of Great Britain's population will be able to reach an MPTC within 45 minutes, travelling no more than 20 miles, with 75% of the population able to reach an MPTC in less than 60 minutes and up to 95% inside 90 minutes.

## Contingency Options

As you will be aware from previous articles, although we are still working to deliver MPTCs in all identified search areas, in order to maximise our service coverage we are reviewing contingency actions such as weekend testing from sites used by the Vehicle & Operator Services Agency (VOSA) and the use of 'casual hire' sites such as car parks.

In order for these options to work, the required manoeuvres have been arranged in different layouts so that we can use more of the various sized and shaped sites that are now available to us. However, whilst we now have more potential options, and thank those of you who have passed us details of potential sites, we are still searching and urge you to contact Chris Huntington, Assistant Project Manager, on 0115 936 6838 or email [chris.huntington@dsa.gsi.gov.uk](mailto:chris.huntington@dsa.gsi.gov.uk), if you are aware of any suitable sites.

Such sites need to be close to a variety of sufficiently challenging road conditions and, given their temporary nature, the test area surface should be of a good standard (e.g. flat, even, tarmac) so that we could use it without the need for significant development.

As ever, you can find updated information on the progress of individual sites, including how you can register support for current planning applications, on the MPTC section of the DSA website [www.dsa.gov.uk/mptc](http://www.dsa.gov.uk/mptc) then click on "Search Areas and Progress".

### 39 MPTCs by 29 September

Bangor	Inverness
Basildon	Ipswich
Birmingham	Kettering
Bristol	King's Lynn
Burgess Hill	Kirkcaldy
Burton-on-Trent	Lee-on-the Solent (Fareham)
Cambridge	Leicester
Cardington	Lincoln
Carlisle	Musselburgh (East Lothian)
Chester	Newport
Darlington	Norwich
Enfield	Nottingham
Erith	Peterborough
Exeter	Rotherham
Farnborough	Scunthorpe
Gateshead	Shrewsbury
Glasgow	St Helens
Gloucester	Swansea
Herne Bay	Swindon
Hull	

### 2 MPTCs by end 2008

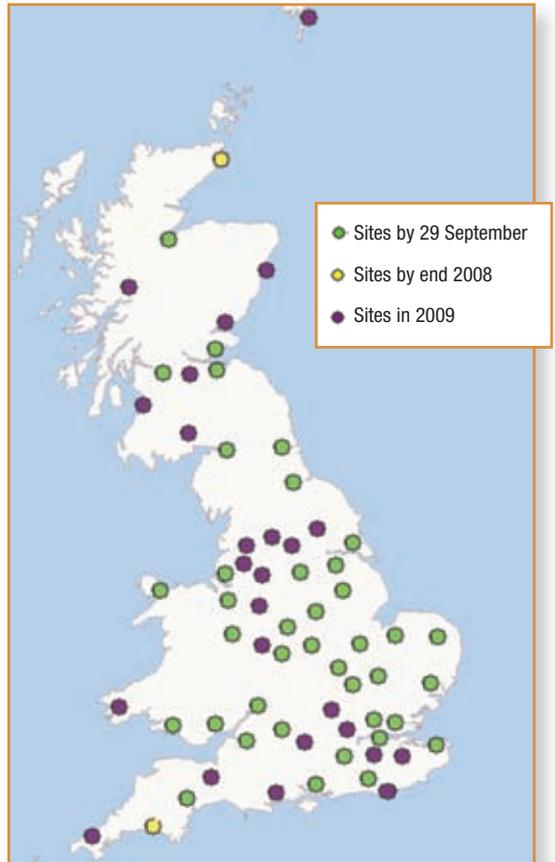
Plymouth  
Wick

### 25 MPTCs in 2009

Aberdeen  
Atherton (Wigan)  
Aylesbury area  
Ayr  
Bathgate  
Blackburn  
Croydon/South London  
Dumfries  
Dundee  
Eastbourne/Hastings  
Gillingham

### 25 MPTCs in 2009

Greenham Common (Berkshire)  
Gtr Manchester South  
Haverfordwest  
Keighley  
Leeds  
Lerwick  
Oban/Fort William  
Poole  
RedruthStoke  
Taunton  
Uxbridge (West London)  
Wolverhampton  
York



# James Whitham takes the new motorcycle test

If you have followed motorcycle racing over the past decade or two, you will know James Whitham, one of Britain's all-time favourite bike racers. James, who was British Superbike Champion in 1991, recently came along to the Multi-purpose Test Centre at Rotherham to try out the forthcoming practical motorcycle test with DSA's Paul Colliss putting him through his paces.

James was impressed by the new test and remarked how, in spite of it looking easy for him, that he had to concentrate hard on making sure that he handled his lightweight machine with the necessary dexterity and control. It was all a far cry from his own riding test which he took in 1983 at the age of 17.

"This forthcoming test is much more stringent and you really have to prove your competence in full view of the examiner. As well as demonstrating your ability, you have the pressure off on the test area so you can really concentrate on bike handling without having to worry about road or traffic conditions. It really sets you up for the 20-minute road ride", adds James.

Despite being an accomplished road rider, James emphasised the point that the new test in September will be an important step up for new riders. "It is an improvement from what we have now and, although some will see it as another barrier for a young rider getting on the road, with our roads getting busier and more congested all the time, I think this test has much more relevance for the conditions we have today", added James.

Oh, and by the way, James passed his test the second time around, too!



PHOTOS: Laurie Caddell

James tackles the off-road exercises at Rotherham Multi purpose test centre

Credit to Hertfordshire Biker Magazine

# Events review: National BIKESAFE London 2008

**BIKESAFE** is an initiative run by police forces around the United Kingdom who work with the biking world to help lower the number of motorcycle rider casualties. Every year they organise a motorcycle show to help raise awareness and provide a great day out for like-minded bikers from across Great Britain. Over the last 3 years the event has taken place at the Cheltenham Racecourse hosted by the Gloucestershire Police. This year the Met Police volunteered to host it and the event took place at the Met Headquarters, Peel Centre, from 29 – 30 March.

During the action packed weekend 17,000 motorcyclists enjoyed the large variety of attractions and stalls. Police Officers from 27 BikeSafe areas around the UK attended the show and 72 officers gave 310 accompanied ride outs to motorcyclists during the weekend.

Although the weather was not ideal, many riders and their families managed to join us! There was a lot of interest in DSA's Enhanced Rider Scheme (ERS), the Register of Post Test Motorcycle Trainers (RPMT), as well as the DVD of the 2008 Motorcycle Test which was featured on a plasma screen on our stand. Computer screens featuring the mock theory test and the Hazard Perception test were also a big hit during the event with people of all ages having a go.

For more information on the ERS or RPMT please visit: [www.transportoffice.gov.uk/rpmt](http://www.transportoffice.gov.uk/rpmt) and for more details about the new test, visit [www.direct.gov.uk/newmotorcycletest](http://www.direct.gov.uk/newmotorcycletest)



Visitors to the stand try out the mock theory test and hazard perception test

# Events preview and diary dates

## Business Customer Conferences 2008/09

The Business Customer Conference programme for 2008/09 continues with the following dates up until October:

**16 July** Business Customer Conference for ADIs - Holiday Inn Plymouth, Armada Way, Plymouth, Devon, PL1 2HU

**14 October** Business Customer Conference for Motorcycle Trainers

Speakers will include Chief Executive Rosemary Thew and Chief Driving Examiner Trevor Wedge. Attendance is by invitation and free of charge, please contact us at [conferences@dsa.gsi.gov.uk](mailto:conferences@dsa.gsi.gov.uk) or send a fax to Abigail Britten on 0115 936 6573.

## Other Key Events include:

**29 July** Bikewise, Durham

**1-3 August** Riverside Festival, Victoria Embankment, Nottingham

**26-28 August** Westdrive, Livingston, Scotland

**4-6 November** Euro Bus, NEC, Birmingham

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



# Agency Performance

## The position at the end of March 2008

### We achieved all our Secretary of State targets for 2007-08

- Appointments will be available within 9 weeks at 90% of permanent car driving test centres (quarterly measure): **Target achieved: 96% availability.**
- To achieve candidate satisfaction with the overall service received at 90% or better: **Target achieved: results from the candidate survey showed 93% overall satisfaction.**
- Improve standards of new drivers: Deliver 6,000 Arrive Alive presentations to include 10% targeted at special needs groups such as young offenders, older drivers and people with disabilities: **Target achieved: 6,732 presentations delivered with 22% targeted at special needs groups.**
- Improve standards of professional drivers: To have 10 training courses accredited as suitable for lorry drivers CPC periodic training and 30 for bus and coach drivers by 31 March 2008: **Target achieved: 19 lorry driver, and 55 coach and bus training courses accredited.**
- Contribute to the Government's Motorcycle Strategy by:
  - Populating the new Post Test Motorcycle Register with qualified and quality assured motorcycle instructors/trainers and make it available to the public by 31 March 2008: **Target achieved in July 2007.**
  - Delivering an interactive Ultimate Biking Skills DVD to retail, aimed at providing a resource for qualified motorcyclists to improve riding and safety: **Target achieved in March 2008.**
  - By October 2008 to ensure that most customers will be able to reach an MPTC within 45 minutes, travelling no more than 20 miles and, by March 2008, to have achieved a milestone target of 40% service coverage within 45 minutes/20 miles: **Target achieved: currently standing at 55% coverage within 45mins, 58% within 20 miles.**
- To initiate 3 pilot projects aimed at improving driver education and training and raising the driving standards of high risk groups such as young novice drivers: **Target achieved: 4 pilot projects initiated.**
- To progress to conclusion 250 investigations in relation to impersonation/ID fraud and actively seek prosecutions where applicable: **Target achieved: standing at 606 for the year.**
- Electronic take-up – achieve 64% of theory test bookings and 64% of car practical test bookings being made on-line by 31 March 2008: **Target achieved: 75% of theory test bookings, and 73% of practical test bookings being made on-line for the year.**
- Deliver the Value for Money Plan targets for 2007/08 (£6 million): **Target achieved: forecast at time of writing £6.2m.**

**Key:**      • Target met                      • Target missed                      • Target in danger of being missed

### Disqualified Drivers: February 2008 – April 2008

#### New Drivers Act Statistics

	February	March	April
Revoked	1624	1630	1866
Test Passed	971	973	1146
Appeal	9	4	1

#### DTTP/DTETP Summary

	February	March	April
DTTP	107	156	146
DTETP	587	724	684
Total	694	880	830

DTTP            Disqualified until test passed

DTETP        Disqualified until extended test passed

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

## How to contact us

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

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

## Booking a test

Book or manage your test appointments online at:

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

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

### Or Telephone:

Booking Line: **0300 200 1122**

Welsh Line: **0300 200 1133**

For hearing impaired customers  
(Minicom) **0300 200 1144**  
(practical)

**0300 200 1166**  
(theory)

Fax: **0300 200 1155**  
(practical)  
**0300 200 1177**  
(theory)

### Telephone fast track

Please note that the fast track numbers have now changed as follows:

Call **0300 200 1122**

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: **25**

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

Theory: **11 and listen to the options**

Practical: **26**

Despatch is published bi-monthly by the Driving Standards Agency.

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

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.

Designed & printed by



Tel: 01709 710000

Email: sales@bbpress.co.uk

Printed on 130gsm 9lives 'born again' gloss (containing 80% recycled fibre and 20% T.C.F virgin pulp).

## DSA Headquarters

Contact us at the Driving Standards Agency at The Axis Building, 112 Upper Parliament Street, Nottingham NG1 6LP, use the following numbers for departments, dialling 0115 936 first:

Switchboard	<b>6666</b>
Testing and Assessment (COB)	<b>6449 &amp; 6514</b>
E-Assessment	<b>6446</b>
Policy	<b>6094</b>
Pass Plus	<b>6504</b>
Experienced Driver Assessment Services	<b>6488</b>
Despatch	<b>6131</b>
Technical Support Team (TSB)	<b>0300 200 1122</b>
Cardington (Training)	<b>01234 744000</b>
Cardington (Publications)	<b>01234 744054</b>

## Customer service enquiries

Customer Enquiry Units

Phone: **0300 200 1122 (practical)** **0300 200 1188 (theory)**

Fax: **0300 200 1155 (practical)** **0300 200 1177 (theory)**

Email: [customer.services@dsa.gsi.gov.uk](mailto:customer.services@dsa.gsi.gov.uk)

CBT (Compulsory Basic Training) enquiries

Phone: **0115 936 6547**

Fax: **0115 936 6582**

Email: [cbt@dsa.gsi.gov.uk](mailto:cbt@dsa.gsi.gov.uk)

Instructor Services and Registration Team (ADI)

Phone: **0300 200 1122**

Fax: **0300 200 1155**

Email: [adireg@dsa.gsi.gov.uk](mailto:adireg@dsa.gsi.gov.uk)

Fraud & Integrity Team

Phone: **02920 581 290**

Email: [integrity.team@dsa.gsi.gov.uk](mailto:integrity.team@dsa.gsi.gov.uk)

An executive agency of the  
Department for  
**Transport**