

despatch

DECEMBER 2006

THE DSA MAGAZINE

FOR TRAINERS OF LEARNER DRIVERS/RIDERS



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Business Customer
Conferences [See page 7](#)



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Christmas holiday test centre and office closures

DSA will be closed on the following dates: 25, 26, and 27 December, 1 January 2007.

Variation for Scotland:

2 January 2007 – Public Holiday in Scotland.

Edinburgh Area Office and all Scottish test centres will be closed

Rosemary's Christmas Message 2006

At Christmas we tend to reflect on the year's achievements. We have had a number of successes this year, including several business customer conferences for you and your trainer and instructor colleagues. The results of our research showed that we needed to improve the way we communicate with you, keeping you informed at an early stage of important issues affecting you. Your response to our March pilot conference was so positive that we organised others; I look forward to hosting more of them in 2007.

As the year end approaches, so does the deadline for ADIs to meet the standard in the Hazard Perception Test (HPT). I am pleased to note that most ADIs have now passed HPT and I believe this will benefit everyone: having first hand experience of taking and passing HPT will help instructors to better prepare and inform their pupils.

Looking ahead to the New Year, we will be striving towards improved partnership and ensuring continued effective two-way communication and a greater understanding of each other's needs as we continue to make a difference. Whilst good progress has been achieved in improving many aspects of our service, we will continue to work towards further service improvements.

In the longer term, we will all have a bigger role to play concerning some of the issues in support of our shared road safety objectives, such as The Road Safety Act, and the Motorcycle Strategy. Following the recent Business Customer Conferences, we will be aiming to build on the consultation already undertaken by ensuring that your input is sought.

I wish you all a very happy Christmas and look forward to working with you in the New Year.

Rosemary Thew
Chief Executive

Area Office changes – Edinburgh, Birmingham and London

Our network of test centres are supported administratively by five area offices. By April next year we will move to a new structure where test centres are supported by two area offices : based in Newcastle and Cardiff. The area offices in Edinburgh, Birmingham and London will close.

The Newcastle and Cardiff area offices will become centres of excellence for customer services including the bookings of driving tests and general enquiries.

There will be no change to test centres or how driving and riding tests are delivered to customers.

Chief Executive, Rosemary Thew, said: "This restructuring will enable us to focus more activity on driver safety issues while providing a more effective service to our customers."



Criminal Record checks for ADIs

We have been speaking to the ADI industry about implementation of criminal history checking.

The first check will be when an application is submitted to start the qualifying process. It is likely that we will ask most new applicants to apply directly for a criminal record check, which they will attach to their ADI3 form when they send it to us.

We are aiming to introduce the checks of new applicants at the end of February 2007, and the checks of existing ADIs as soon as possible after that date. Checks of ADIs who are renewing will probably begin about six months later. Final details of the procedures will be available on our website as soon as they are confirmed and we will put some more information in the next edition of Despatch.

Having a criminal record will not necessarily result in an automatic ban on being a driving instructor. We intend to comply with the CRB's and Disclosure Scotland's Codes of Practice that certain factors should be taken into account when assessing if someone is suitable for the job.

Strict rules apply to the use of the checks and how data is stored, which include that they must not be retained for longer than is necessary. Also, we are not permitted to record anywhere any details of the offences, and photocopies must not be retained. Information will not be passed to a third party.

For a fuller version of this article, which gives more detail on the processes we have identified so far, go to the instructor news area of www.dsa.gov.uk

HPT – There’s Still Time – **Book Today** on **0870 01 01 372**

The deadline for existing ADIs to meet the standard in the Hazard Perception Test (HPT) is now very close.

The Registrar, Charles Morton, wrote to all ADIs who had yet to pass the test in June and November. Both times this led to a rush of test bookings and this could happen again this month. We would urge any ADIs yet to take the assessment not to leave it another minute. Those who have not passed the test by the deadline of 31 December, should expect to have removal proceedings against them.

Some of you may not need another test if you passed HPT with a score of 57 or more as part of another DSA theory test, eg

driving examiner recruitment. However, we will not be automatically aware of your success, so please urgently send your original results sheet to us at the ADI section, DSA, Stanley House, 56 Talbot Street, Nottingham NG1 5GU. Provided we can confirm your test pass and score, you would not need to repeat the assessment. Also, please contact us if you have passed the assessment but not received a certificate showing your success so that we can be sure your records are correct.

For more details, how to book , or, what to do if you want to resign as an ADI, please see the instructor news area of www.dsa.gov.uk





Consultation paper: **Service improvements, safety related measures & general fee increases**

On 19 October we published a Consultation Paper which looked for views on a package of measures to change the way we conduct our business to deliver a better service, improve the quality of the assessments we offer, and to ensure that the costs of the services provided are recovered fairly and efficiently.

The proposals are grouped into three areas:

- Service improvements
- Safety related measures
- General fee increases

We wrote to over 4, 000 individuals and organisations to announce the start of the consultation and an e-copy of Despatch Express was sent to 20,000 of you who registered for news through our website (see "My DSA").

There is still time to make your views known!

The consultation documents are available free of charge from our website: www.dsa.gov.uk or by telephone from our Policy Unit on 0115 901 5921.

If you wish to comment on the proposals you have until 11 January 2007 to do so.

Changes to the **vehicles used for driving tests**

In October 2003 we introduced a number of changes to the minimum standards for vehicles used for driving tests.

People who had already invested in new vehicles before October 2003 were allowed a period of time before having to upgrade

their vehicles to meet the higher standards. That grace period runs out on 1 July 2007, when all vehicles used for driving tests will be required to meet the higher standards. For further details, please visit www.dsa.gov.uk.

Seatbelts for examiners conducting PCV driving tests

This is a reminder that from 1 July 2007 all buses, coaches and minibuses used as test vehicles will be required to have either a two or three point seatbelt fitted for use by the driving examiner during the test. This is to comply with health and safety recommendations.

If you are unsure what the new standards are, please check our website at: www.dsa.gov.uk or call customer services on: 0115 901 2500, or e-mail on: customer.services@dsa.gsi.gov.uk

Road Safety Bill – an update

Many of you are already aware that the Road Safety Bill has completed its Parliamentary process and has received Royal Assent to become the Road Safety Act 2006. In the short term however, this will have no impact on the existing Approved Driving Instructor qualification and registration arrangements.

The Act will, amongst other things, enable new mandatory quality assurance arrangements to be introduced for a wide variety of persons and businesses that give driving instruction, including existing ADIs. The new arrangements will enable DSA to introduce improved qualification processes for those seeking to become ADIs.

Although the Act specifically anticipates the abolition of the existing trainee licence scheme, the replacement arrangements will continue to provide the opportunity for people to give paid instruction as part of a structured qualification process.

Replacement of the existing arrangements for ADIs will be a major task, for DSA and other key stakeholders, so it certainly won't be introduced overnight. We need to consult extensively with interested parties before making any recommendations to Ministers. It is highly unlikely, therefore, that any replacement arrangements could be introduced before 2008 at the earliest.

Meanwhile, the trainee licence scheme will continue.

Cover story:

Business Customer Conferences

This year we have held seven successful Business Customer Conferences where Approved Driving Instructors, Approved Motorcycle Training Bodies and Large Goods Vehicle Instructors attended to find out the latest news on national issues affecting their working lives, and met with DSA's senior team and experts.

According to the feedback from the survey conducted at the end of every conference, the majority of delegates' needs and expectations were met during the events. 96% would attend a similar event and would recommend others to attend.

The next conference will be held on the 17 January 2007 in the Leeds/Bradford area. We hope to hold more events around the country during 2007.



Snapshot of the exhibition area

Motability Scheme **PASS PLUS** training for Young Drivers

Motability, the leading car scheme for disabled people, recently launched an initiative to arrange and fund PASS PLUS training for young drivers of its 415,000 contract hire cars. The DSA-designed PASS PLUS course was chosen as the tool to help Motability encourage safer driving and reduce the rate of accidents and insurance claims because of its established name in the market.

Motability's programme was developed in partnership with the AA and the scheme's fleet insurer, Royal & SunAlliance Motability. It was recently highly commended in the "Road Safety in the Community" category of the road safety charity Brake's Fleet Safety Forum awards.

Royal & SunAlliance Motability recognise successful completion of the PASS PLUS course through a lower excess payable in the event of a claim.



So far over 1300 drivers have registered for the course, with 300 successfully completing it already. Motability ultimately hope to fund training for around 6000 drivers per year once the initiative is fully established. They're very pleased with the positive feedback from drivers, with quotes such as "worked a treat", "real confidence booster" and "fantastic – I'd jump around the room if I could".



Pass Plus letters for new drivers

To help Pass Plus instructors to promote their services, we are now sending a letter to all successful car practical test candidates explaining the benefits of the Pass Plus scheme. The trial started on 6th September and will last for 6 months. The aim is to remind newly qualified drivers about Pass Plus when they may be most likely to start the programme.

Opening of **first Multi Purpose Test Centre**

Dr Stephen Ladyman, Minister for Transport, opened the first Multi-Purpose Driving Test Centre (MPTC) at Gloucester on 19 October.

Rosemary Thew, examiners, local ADIs, motorcycle trainers, representatives from the motorcycle industry and road safety organisations, were also present to mark the opening. There was also a demonstration on the off-road area of the forthcoming motorcycle manoeuvres for the 2008 test.

The Gloucester MPTC is the first of a network to be introduced across Britain from which the new motorcycle test will be conducted.

The test has been introduced to comply with European legislation aimed at improving the standard of road safety for motorcycle and moped riders. These user groups have been identified as having a high risk of injury or death; particularly the case for young and inexperienced riders.

Stephen Ladyman said; "In 2004 alone 25 641 bikers were involved in accidents; 585 were fatal. Although accident numbers are falling there are still far too many, which is why the DSA's new centres are so important."

Rosemary Thew, added "The new centres are key to road safety and fit into our overall vision of 'Safe driving for life'. We hope that local communities will recognise the important role of the centres in supporting road safety."

Most of the new test centres will also provide car testing facilities for the area and in a few cases additional Large Goods Vehicle (LGV) / Passenger Carrying Vehicle (PCV) testing facilities where capacity does not currently meet demand.

For more information please see www.dsa.gov.uk/mptc.



Pictured from left to right:
Rosemary Thew, Stephen Ladyman MP and Trevor Wedge, Chief Driving Examiner, DSA.

Update on Driver CPC

Initial Qualification

When Driver CPC is introduced in 2008 for new bus drivers, and 2009 for new lorry drivers, those coming forward for their vocational test can also take their CPC initial qualification at the same time.

This will consist of 4 hours of theory testing including a new case studies element, and 2

hours of practical testing with an additional ½ hour practical demonstration of safety-related issues. Work is currently underway to develop the case studies and the practical demonstration.

The tests will be in a modular format and integrate the current licence acquisition tests:

	Module 1 Theory Test Multiple Choice & Hazard Perception Test (2½ hrs)	Module 2 Case Studies (1½ hrs)	Module 3 Practical Test (1½ hrs)	Module 4 CPC Practical Test Vehicle Safety Demo (½ hr)
Licence acquisition only	*		*	
Full CPC	*	*	*	*
Upgrade to CPC		*		*

Transition Arrangements

To reduce the impact of the move to a 2½ hour theory test, we are consulting on plans to increase the number of questions in stages: from 35 to 60 items from April 2007, and to 100 items in April 2008.

Periodic Training

The process for the approval of training providers and training courses is being developed in partnership with the Sector Skills Councils for the two industries. Only training taken with approved organisations and on approved courses will count towards the 35 hours of periodic training a driver must complete every 5 years.

For further information see our website at www.dsa.gov.uk/cpc



Customer satisfaction research contract

We have recently awarded new customer research contracts to external consultants, IPSOS MORI and Red Scientific, to work in partnership with DSA to develop and improve the extensive research programme we have undertaken since 2001.

Red Scientific will undertake mystery shopping exercises to quality assure the standards of service delivered by our telephone booking and enquiry lines and our on-line booking systems. IPSOS MORI will undertake a range of qualitative research activities, such as focus groups and

workshops as well as quantitative surveys, including telephone surveys of candidates and PDIs and postal surveys of ADIs, ATBs, ORDIT trainers and LGV instructors.

As usual, the business customer surveys will take place in January/ February 2007 so if you do receive a questionnaire please complete and return it to IPSOS MORI so that your views can be taken into account. Summaries of the results will be posted on our website and further information will be published in future issues of Despatch.

Disqualified Drivers: Aug – Oct 2006

New Drivers Act Statistics

	August	September	October
Revoked	1823	1929	1785
Test Passed	765	637	1101
Appeal	8	15	9

DTTP/DTTP Summary

	August	September	October
DTTP	196	176	165
DTETP	759	828	818
Total	955	1004	983

DTTP Disqualified until test passed

DTETP Disqualified until extended test passed

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

DSA looks to the future

At DSA we need to be thinking long-term if we are to stay at the forefront of the best services for supporting competent, safe drivers. We need to not only consider our responsibilities for testing drivers, but also how we can influence and help drivers to drive safely throughout their life.

DSA's new Safe Driving Strategy team has started to look at developments in technology, changing policies, international best practice, and new research. It also aims to build relationships with partner bodies who are interested in developing and delivering road safety.

We set up a series of workshops for partners at the end of October and conducted one-to-one interviews with other key stakeholders to ensure that we captured all the key views. We are now looking at how we can use the results of those workshops to shape our thinking about DSA's future direction.

We have also tasked the Transport Research Laboratory with undertaking a review of the practical and theory tests. This review will build on existing research to establish the validity of the current test and explore ways in which it might change. Work is under way and we expect the first report in December.

Agency Performance April - October 06

At the end of September we forecast that we are on track to achieve all of the Secretary of State targets.

Progress to the end of October is as follows:

- Appointments will be available within nine weeks at 90% of permanent car driving test centres: **99%**
- In order to provide off road motorcycle test facilities to comply with EU requirements to have 20 multi purpose test centres operational by 31 March 2007: **3**
- To achieve candidate satisfaction with the overall service received at 90% or better: **Not yet available**
- Improve standards of professional lorry and bus drivers - to have accredited 10 training courses as being suitable for bus & coach drivers CPC periodic training by March 2007: **0**
- Improve driving standards of new drivers - Deliver Arrive Alive presentations to 165,000 people by March 2007: **57,692**
- Improve driving standards of new drivers - Issue 120,000 Pass Plus certificates by March 2007: **65,926**
- Improve driving standards of existing drivers - Deliver Arrive Alive Classic presentations to 15,000 people by March 2007: **3,365**
- In order to raise the standards of tuition and to prevent unqualified ADIs giving instruction to learner drivers, from January 2007 remove ADIs from the Register who failed to pass the HPT by 31 December 2006: **86.7% have passed, leaving 5,419 yet to pass**

Drive On and Ride On 2007

The new editions of Drive On magazine which is given to all new drivers, and Ride On magazine which is given to all new riders have been produced, with celebrity guests and industry experts offering their advice.

Jensen Button, the Honda Racing Formula One team driver, has introduced Drive On magazine by saying ; "One of the most dangerous parts of my day is the drive, on the road, to and from work. On the track everyone is skilled, safety conscious and driving cars that are fit for purpose. Out on the road, anything can happen."

"DSA...have produced this magazine to help you with everything you're about to do on the road. I think it's well worth a read and it might even save you money. It might even save your life."



John Reynolds, British Superbike Champion in 2004, affiliated to the Think! campaign, and who helped us to launch new elements to our Arrive Alive scheme last year, has again introduced Ride On. John has appealed for young riders to enjoy motorcycling, but to save racing for the track.

For 2007 we have also attached a safe motorcycling DVD, produced by the Highways Agency, to the first 30,000 Ride On magazines. The DVD was scripted and produced with DSA input.

Fitness to drive

Dr Tim Carter, Chief Medical Adviser at the Department for Transport has written Fitness to Drive: A Guide for Health Professionals - an essential resource for all health professionals to help them give valid advice on fitness to drive.



Although the book is written primarily for health professionals it is also aimed at providing valuable information to others

concerned with health and fitness to drive, including road safety advisors, insurers, fleet managers and driving instructors. Drivers with health problems who want to understand the relevance of their condition to driving and how it may be assessed could also find this book useful.

Fitness to Drive: A Guide for Health Professionals has been endorsed by the British Medical Association and its Board of Professional Activities and Board of Science, and is available for £17.95.

Website: www.rsmppress.co.uk



DSA in **women's top 50**

The Driving Standards Agency is proud to be listed as one of the top 50 companies that women most want to work for. This is alongside other companies like Barclays Bank, B&Q and the Crown Prosecution Service. DSA is one of only six public sector companies listed in a survey by The Times (4 October).

Chief Examiner meets Essex instructors

Trevor Wedge, Chief Driving Examiner, recently attended the Driving Instructors Club of Essex (DICE) as a guest speaker where he also presented two driving instructors with cheques on behalf of the charities in which they have participated.

Below left is Tina Hardy who ran in the 5KM Race for Life in Hyde Park for Cancer Research UK.

Below right is Joan Baldwin who recently completed the 26 mile Moonwalk in London for Breast Cancer Research. Both ladies were presented with cheques for £50.



DSA Motorcycling Update

We announced the introduction of a voluntary quality assurance scheme for post-test motorcycle training at the Motorcycle show in October. This scheme is aimed at trainers who are providing services to full motorcycle licence holders who have recently passed their test, are looking to upgrade their riding skills or who are returning to motorcycling after a break. In consultation with the motorcycle industry, we have identified competences and skill sets for the trainers and are developing the arrangements for entry to the DSA scheme.

Once the scheme is established we will ask the Pass Plus Board to consider extending Pass Plus to cover motorcycles.

Pre-test training and Direct Access Scheme (DAS) research continues with visits to approximately 150 Approved Training Bodies (ATBs) nationally. We would like to thank the ATBs who volunteered to take part in this important review. Once the review is complete, the results will be analysed in association with independent research undertaken by the Transport Research Laboratory. This research will also be used to inform a review of Compulsory Basic Training (CBT) with the aim of delivering better CBT in the future.

We are currently working in partnership with motorcycle training industry representatives on the production of a DVD 'Ultimate Biking' which will cover all aspects of motorcycling from CBT to post-test, track to open road.

We will continue to give greater focus to the requirement for all drivers to recognise and look out for motorcyclists by the development of the Hazard Perception Test.

Earlier this year we appointed five regional CBT Managers. They will shortly be joined by four Deputy CBT Managers and together they will work full time on the quality assurance of motorcycle training and testing.



How to contact us

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

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
Testing and Assessment (COB)	2557/4
Standards and Regulations (TSB)	2537/9
Customer Relations	5973
E-Assessment	2566
Policy	5918
Pass Plus	2633
Driver Assessment Services	5883
	Fax 0870 750 7251
Press Office	5874/5
Despatch	5878
Cardington (Training)	01234 744000
Cardington (Publications)	01234 744054

Customer service enquiries and complaints

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.gov.uk

ADI (Approved Driving Instructor) enquiries

Phone: 0115 901 2500 Fax: 0115 901 2820

Email: adireg@dsa.gsi.gov.uk

Area Offices

London and South East

Phone: 020 7468 4712 Fax: 020 7468 4550

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Midlands and Eastern

Phone: 0121 697 6762 Fax: 0121 697 6750

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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

Booking a test

Web addresses:

www.direct.gov.uk/drivingtest

www.transportoffice.gov.uk

Telephone:

Booking Line 0870 010 1372

Welsh Line 0870 010 0372

Minicom 0870 010 7372

Telephone fast track

Call **0870 01 01 372**

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

Business booking

Car theory: ****11 and listen to the options**

Car practical: ****222**

Trainer booking LGV, PCV, M/C

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

Practical: ****231**

Despatch is published 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 November 2006 on paper comprising 75% post consumer waste and 25% ECF pulp.

*An executive agency of the
Department for
Transport*