

despatch

February 2007

The DSA magazine for trainers of learner drivers/riders

Criminal Record Checks begin for ADIs

from 12 March 2007, see page 7

Update on DSA website

Contents

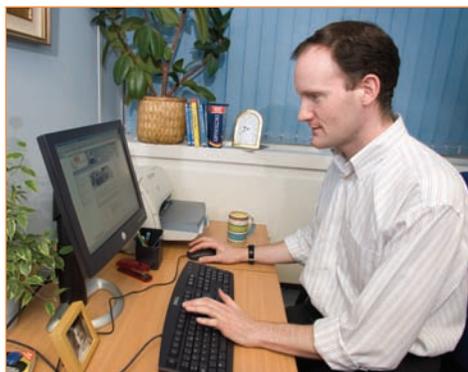
- Page 2** Update on DSA website
- Page 3** Register of post-test Motorcycle trainers:
Launch to Instructors February 07
- Page 4** Evaluating DSA's Driver's Record /Mobile
Phone Laws are Getting Tougher!
- Page 5** Progress Accelerates on
Multi-Purpose Test Centres
- Page 6** Ten Years of Theory Testing
- Page 7** Cover Story: Criminal Record checks begin
for PDLs and ADIs on 12 March 2007
- Page 8** Promoting Pass Plus: 1st Choice for Gus'
pupils / Pass Plus: Online Marketing
Campaign
- Page 9** Pass Plus: top promoting techniques /
96% of those on the Register pass Hazard
Perception Test / Watch out for further
promotion activity of Pass Plus in 07!
- Page 10** Driver CPC Update
- Page 11** Proposed increase of Theory Test Questions
for LGV and PCV Candidates / Disqualified
Drivers: October – December 2006
- Page 12** Agency Performance: April –
December 06 / Smarter Driving for the Nation
- Page 13** My DSA /New edition of the official Highway
Code due out later this year
- Page 14** DSA at Highways Agency Lorry Driver advice
website launch
- Page 15** Updated role- play check test procedure /
Events Dates for the Diary

Work is currently underway to change the way that the Government presents itself online.

In March, the DSA website: www.dsa.gov.uk will undergo some changes. From then on it will only contain pages that give 'corporate' information such as press releases, consultation papers and the annual report summary. Information for your candidates, such as access to our online booking services, and road safety information will only be available through www.direct.gov.uk/drivingtest, and information for driver and rider trainers will be on the business customer site:

www.transportoffice.gov.uk. You will still be able to link to these pages from the new DSA 'Corporate Website', which will still reside at www.dsa.gov.uk.

The changes are as a result of work carried out in central government, aimed at offering the public more IT services designed around the needs of the citizen or business. You will find other useful government information on the DirectGov and TransportOffice sites.



As part of the Government's Motorcycling Strategy (GMS) to help reduce the number of motorcycle casualties each year, we are launching a Register of approved post-test motorcycle trainers.

The Register is designed to encourage those motorcycle instructors who currently deliver post-test training to demonstrate that they meet agreed national minimum standards. Riders of all levels of ability, who have already passed their initial motorcycle test, will be encouraged to develop their riding skills by choosing to take further training through an instructor or trainer who has qualified for entry onto the new Register. It is hoped that this initiative, supported by all sections of the motorcycle industry, will contribute to improving riding standards and help reduce the number of collisions and crashes involving a motorcyclist.

Instructors wishing to be on the Register must meet

certain age and licence conditions and be able to demonstrate agreed knowledge and skill in post test rider development, as well as being a 'fit and proper' person.

Since 5 February, motorcycle trainers / instructors who wish to apply to be on the Register have been able to do so by applying for a starter pack:

Telephone: **0191 2018089** / Post: Register of post-test motorcycle trainers, Driving Standards Agency, PO Box 280, Newcastle-upon-Tyne NE99 1FP / Email: **RPMT@dsa.gov.uk**

For general enquiries about the Register please telephone **0115 901 2595** / see:

www.transportoffice.gov.uk/rpmt

Once populated with trainers, the Register is due to be launched for riders' use in summer 2007 where they will be able to 'find their nearest' DSA approved post-test trainer online.

Register of Post-test **Motorcycle Trainers:** Launch to Instructors February 2007



Driver's Record

Evaluating DSA's

A research project is currently being conducted to evaluate the Driver's Record, in terms of its current use, attitudes towards it, the influence on training and its relationship with the driving test.

The project, which is funded by the Department for Transport, is being carried out by Transport Research Laboratory (TRL) with the assistance of DSA. Interviews with new drivers, accompanying drivers and ADIs are being carried out to investigate their views on the Driver's Record and on driver's records in general. This information will be used to identify ways of improving its uptake and effectiveness.

To aid the evaluation TRL will also be sending out a questionnaire survey to several thousand learner drivers, and it is possible that one or more of your

pupils will receive a questionnaire. So, we would like to ask you to encourage pupils who receive the questionnaire to complete and return it.

There will also be a survey directed at ADIs, and if you receive one of these questionnaires please do all you can to help with this important piece of research. In addition, we are looking for ADIs to take part in a small number of interviews about driver's records. If you would like to be involved, or require further information, please contact Su Buttress at TRL on 01344 770049.

Mobile Phone Laws are Getting Tougher!

Drivers are four times more likely to crash while driving and using a mobile phone, and their reaction times are worse than if they drive under the influence of alcohol. Using any mobile phone, even hands-free places the driver at an increased risk.

It is already illegal to use a hand held mobile phone whilst driving but from 27 February 2007, drivers who are caught doing so will receive a **£60 fine and three penalty points on their licence.**

So don't pick up or use a hand held mobile phone when you're driving even if:

- you are stopped at traffic lights
- you are queuing in traffic
- or you have an incoming call, picture, or text message, or if you want to access the internet.

The best advice you can give is to **switch off before you drive off**, and encourage your learner drivers to:

- use voicemail/message diversion while driving
- only use their phone when parked in a safe place
- avoid calls on hands-free phones – these can be just as distracting
- hang up if they phone someone who is driving, and arrange to speak to them later

Exceptions apply for genuine 999 emergency calls, provided it was unsafe to park.

The same penalty applies if drivers don't have proper control of their vehicle because they are distracted by a conversation on a hands-free mobile - for full details visit www.thinkroadsafety.gov.uk or contact your local Road Safety Officer.

Progress Accelerates on Multi-Purpose Test Centres

The Multi-Purpose Test Centre project is now forging ahead with its programme of acquisitions and construction in preparation for the new motorcycle test in October 2008.

In the last year, eighteen sites have been acquired and new MPTCs are already operational at Gloucester, Ipswich and Newport. Construction is also complete at sites in Rotherham and Shrewsbury, with construction well underway at sites in Glasgow, Musselburgh, Hull, Gateshead, Darlington, Exeter, Enfield, and Leicester.

“The project is a complex and challenging one,” says Stephen Haddelsey, senior project manager; “In particular, it isn’t always easy to find sites of 2.5 acres in the areas where we want to locate the new centres and then, once acquired, we frequently have to undertake extensive work on the sites because

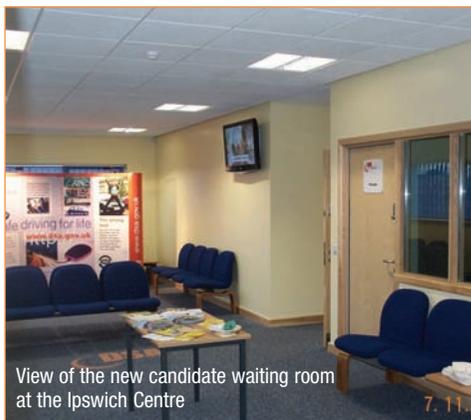


Newport Centre almost completed

they are often ex-industrial land. Despite these difficulties, we are making very good progress and it’s pleasing to note that customer reactions to the centres already opened have been very positive”.

Full details of the MPTC project, including the proposed search areas, can be found at:

www.dsa.gov.uk/mptc



View of the new candidate waiting room at the Ipswich Centre



Exterior of the completed Gloucester Centre

Ten Years of Theory Testing

To mark the first ten years of the driving theory test, theory test centres up and down the country gave out commemorative key rings to candidates who took their theory test on 6 December.

At the Nottingham Theory Test Centre, our Central Operations Manager, Geoff Morgan and Roger Wood from Pearson were on hand to give out key rings to candidates, including Grant Sonn and Lorna Jenkins (both pictured). Prior to taking the test, Grant had done a lot of practice on his computer at home and found the practice test easy to work through, whilst Lorna was looking forward to learning to drive in her car, saying: "I'm absolutely thrilled to have passed, I've had my provisional licence for a few years and I'm aiming to get my full licence as soon as possible".

Since its introduction in 1996, the test has undergone significant changes from being

paper-based, to a computer-based touch-screen test and in November 2002, the interactive hazard perception part was introduced.

Geoff said, "the hazard perception section really tests the candidate's ability to scan the road to spot potential hazards. This also encourages them to think more about what they can expect to encounter on the road in preparation for the practical test and once they start driving on their own".



Lorna Jenkins proudly shows off her commemorative key ring



Grant Sonn receives a commemorative key ring from Geoff Morgan, DSA Central Operations Manager

Further details about the theory test and finding the nearest test centre can be found at:

www.direct.gov.uk/drivingtest

www.dsa.gov.uk

Promoting Pass Plus: **1st choice** for Gus's pupils

Congratulations to Gus Mackenzie, a self-employed instructor from Kirkcaldy, Fife who has been selected for the Pass Plus Instructors Award, winning a cash prize of £500.

Over the past five years, Gus's vocation as an instructor has undergone a dramatic transformation. From a hobby to working part-time, then progressing to full-time before finally establishing "1st Choice School of Motoring (Scotland)", a limited company which currently employs four instructors covering the Fife region areas of Kirkcaldy, Dunfermline and Cupar.

Gus began taking pupils through the Pass Plus scheme two years ago. The judges tasked with selecting award winners were highly impressed with the strategies he has used to increase uptake of Pass Plus in his area. He explains that:

"In the second year, we started to promote Pass Plus by working with the Fife Constabulary who offered to cover half of the cost of the fees for pupils. We also encouraged further uptake of the scheme by entering willing participants into a prize draw to win a personalised number plate, something which proved to be popular".

For more information on Pass Plus, visit the website www.passplus.org.uk, or contact the DSA team on **0115 901 2633** or passplus@dsa.gsi.gov.uk.



Gus McKenzie, our latest winner

Pass Plus: Online Marketing Campaign

In the coming months we will be launching an online campaign aimed at increasing awareness of the Pass Plus scheme, and the benefits of it amongst young people. We are developing a Flash based driving game, which is based upon the Pass Plus modules. The aim is for the game to be distributed 'virally' – so initial recipients will pass the game to their friends on and on and on (like a virus...) as they have fun playing each stage. More information on the campaign will follow in the next edition of Despatch.

Pass Plus: top promoting techniques

Since the start of the Pass Plus Instructor Award in 2004, we have seen some really imaginative ways in which ADIs have been promoting Pass Plus as an enhanced safety benefit to newly-qualified drivers.

Listed below are some of the most innovative promotion techniques we have seen over the past two years:

- Introducing the concept from the start of driving lessons not when the pupil has passed
- Working with local councils / local police force to promote Pass Plus with some reduction for students
- Teaming up with an insurance company to offer a money-off voucher towards Pass Plus together with car insurance reduction
- Creation of a Pass Plus page on their driving school website and linking into the official site www.passplus.org.uk
- Implementation of local Pass Plus competitions to encourage take-up with the chance to win a prize
- Provision of an 'aftercare letter' to pupils who have just passed their test and to encourage them to think about Pass Plus
- Provision of a welcome pack to new drivers, and the loan of the Pass Plus DVD

96%

of those on the Register pass Hazard Perception Test (HPT)

The deadline for ADIs to pass the HPT passed on 31 December 2006. 96% of the 41,101 ADIs on the Register passed. This is an excellent achievement and would not have been possible without the support of the ADI industry. 39,386 passes exceeded our earlier expectations.

Removal proceedings have now commenced against the 1715 ADIs who had not passed. These ADIs now have an opportunity to make representations against removal to the Registrar and ultimately a right of appeal to the Transport Tribunal. As a special dispensation, the Registrar is allowing them to continue to try to pass HPT until the final decision and appeal process is complete.

Watch out for further promotion activity of Pass Plus in 07!

DSA has a range of activities planned to further promote Pass Plus in 2007, including:

- Promotion in Drive On Magazine
- Continued competitions on the Pass Plus website
- Updated Media Packs to be sent out to a range of local and national media contacts
- Information and competition in fresher packs at Universities nationally
- Innovative Viral Marketing Campaign targeted at the 16-24 year age group (see page 8)
- Updated DVDs
- Adverts in Max Power magazine

Driver CPC Update



The web pages on Driver CPC, www.transportoffice.gov.uk/cpc and www.dsa.gov.uk/cpc now provide a comprehensive run down of what is involved, including: scope of the directive, the syllabus, initial qualification details, periodic training and the enforcement and evidencing of Driver CPC.

Go Skills and Skills for Logistics have been working on finalising the approval process for Periodic Training delivery. At time of going to press training providers should be able to apply to have their centres and courses approved. The guide to the process; '**A Guide to Periodic Training**' and the application form for centre approval will be available to download as PDF documents from www.transportoffice.gov.uk/cpc www.dsa.gov.uk/cpc. Come and see us at the Commercial Vehicle Show (24-26 April) where some hard copies will be available.

The development of the test is progressing well. We are developing Module 4 – the Practical

demonstration of vehicle safety, along with the industry and it will be undergoing trialling UK-wide to evaluate the question bank and the assessment process.

By the time you receive this magazine the response will be finalised to the consultation that ended in January, which proposed an increase to the number of multiple choice questions for LGV and PCV theory test candidates from 35 to 60 from 2 April (see next page). This is the first step towards the introduction of tests to support Driver CPC, although the longer test is designed to raise the standard for all new drivers, not only those who will be driving professionally.



Proposed Increase of Theory Test Questions

for LGV and PCV Candidates

All LGV and PCV candidates calling or going online to book a theory test falling either on or after 2 April will be made aware of the increased length and cost of the test if the proposal is accepted. Candidates phoning the call centre will be able to hear a recorded message whilst waiting to be connected and the booking confirmation letter which goes out to candidates will be updated to explain these changes.

In addition to the LGV and PCV test, we have consulted on increases in the number of questions for the car and motorbike theory tests to take effect from September.

For further information regarding the increase in theory test questions, and other items included in the consultation, visit www.dsa.gov.uk and click on 'consultations'

For those who are registered on MY DSA at www.dsa.gov.uk, you will have received an email alert with news of the decision following consultation as soon as it is issued.

Disqualified Drivers: Oct - Dec 2006

New Drivers Act Statistics

	October	November	December
Revoked	1785	1764	1308
Test Passed	1101	1048	653
Appeal	9	16	8

DTTP/DTTEP Summary

	October	November	December
DTTP	165	111	98
DTTEP	818	614	481
Total	983	725	579

DTTP Disqualified until test passed

DTTEP Disqualified until extended test passed

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

Agency Performance

April – December 06

At the end of December we forecast that we are on track to achieve all but two of our Secretary of State targets.

Progress to the end of December 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: **4**
- To achieve candidate satisfaction with the overall service received at 90% or better: **Not yet available-results due in March**
- 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 (Forecasting 10 by 31 March 2007)**
- Improve driving standards of new drivers - Deliver Arrive Alive presentations to 165,000 people by March 2007: **99,518**
- Improve driving standards of new drivers - Issue 120,000 Pass Plus certificates by March 2007: **81,712**
- Improve driving standards of existing drivers - Deliver Arrive Alive Classic presentations to 15,000 people by March 2007: **6,017**
- 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: **96% have met the HP standard. 12 letters have so far been sent to ADIs who have not met the required standard.**
- To have no more than 10% of non productive examiner time during 2006/07: **11%**
- To deliver electronic services to provide greater choice and achieve 60% of theory bookings & 50% of car practical test bookings being made online by 31 March 2007: **Theory Test – 61%, Practical Test - 59%**

Key: • On Target • Target in danger of being missed • Target likely to be missed

Smarter Driving for the Nation

The Department for Transport are planning to launch an early spring campaign to tackle the issue of climate change.

The campaign will encourage the driving public to make greener choices when purchasing a car, and

will offer 'Smarter Driving' tips that you will recognise as Eco- Safe Driving® - included in the instructor test, and in the Official DSA Guide to Driving - The Essential Skills.

Look out for the campaign in the media.



My DSA: service improvements

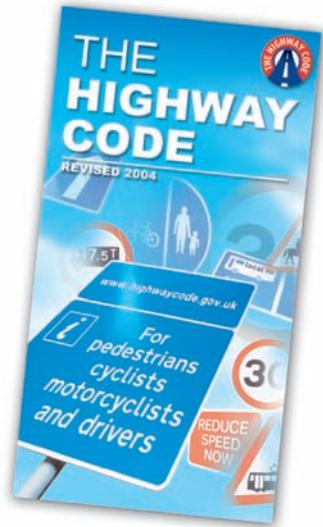
We are improving our MY DSA email alerts service to allow instructors who are registered to receive alerts when there are updates to our content on DirectGov and/or TransportOffice (see page 2). If you have not already registered, go to www.dsa.gov.uk and register for the alerts. It is a free service that updates you with breaking news and information.

New edition of the official Highway Code due out later this year

Last year's public consultation on The Highway Code generated a huge response from over 4000 people – all but 16 rules received attention, with almost 27,000 individual comments received.

All were recorded and forwarded to DfT policy divisions for consideration in September 2006. Topics raised included cycling issues, merging in turn, road user attitudes, lane discipline, and negotiating roundabouts. Recent newly introduced or amended legislation on issues relating to seat belts and child seats, a smoking prohibition in vehicles used for work while driving in Scotland, and new powers for Traffic Officers have also contributed to the inclusion of new or revised rules.

A full revision of The Highway Code is a process lasting approximately two and a half years. We are now making changes in response to comments made in the consultation, complete with revamped illustrations and photographs. Once Ministers have given their approval to the final draft, the Code will be laid before Parliament for the 40-day period



required by statute. Publication of the revised edition is planned for late spring 2007.

In the meantime, make sure that you are using the most up-to-date version of the official Highway Code (shown, ISBN no 01115526986). Remember there are several other versions of the code available, but they do not include any new or updated information.

DSA at Highways Agency

Lorry Driver advice website launch

In November, The Highways Agency launched their new website, www.heavygoodvehicle.com, to enable LGV drivers and their operators to keep checks on road and weather conditions throughout England, and provide other safety advice for drivers.

Paula Thorpe, Head of External Communications for DSA, attended the launch event and is looking to tie this campaign with DSA's communications work for the introduction of the Certificate of Professional Competence (driver CPC).

With the kind permission of the estate of Leslie Charteris, the website hosts an animated character known as "The Stick", based on the cult TV character "The Saint". Watch out for the figure who will feature in a wider Highways Agency campaign to increase LGV driver safety, including animated emails and diesel pump advertisements.

Minister for roads, Dr Stephen Ladyman, said: "Each day thousands of large-goods vehicles cross the country, transporting produce and keeping the economy moving.

"We want those drivers and the logistics companies who plan their deliveries to have the best information possible about current traffic conditions to help them to travel safely and avoid the worst delays."

He commented upon the skill and concentration required of heavy lorry driving and hoped that the website would assist drivers to maintain their safety and improve their professional skills.

The website was launched by BBC Radio Two's Sally "Traffic" Boazman, who said: "It's brilliant that drivers can now check conditions on everything from weather to congestion in one place before they set off. I know that LGV drivers will find this an invaluable service."



Updated role-play check test procedure

We are continually looking to improve the service we provide to Approved Driving Instructors and as a result we are pleased to announce a change to the current procedure for ADI's and those who require a 'role-play' check test. ADIs who are 'Fleet' registered will be provided with a role-play check test in line with the DSA coaching ability test.

From the 1 February the check test invite (ADI40) has included a list of role-play subjects (also available on our website) which are:

1. A remedial lesson
2. Junctions
3. Mirrors and a manoeuvre
4. Pass Plus module
5. Dual carriageways and open roads
6. Meet, cross, overtake, anticipation pedestrian crossings
7. MSM and pedestrian crossings
8. Advanced / fleet drivers
9. Extended, disqualified drivers

ADIs requiring a role-play check test should:

- Choose their subject from the list and prepare to deliver a lesson lasting an hour to a pupil who is at the 'trained' stage.
- On the day of the check test notify the examiner of the subject.

Please note that '**Pass Plus**' modules 1 & 4 are not suitable for the test. When a '**remedial lesson**' is required the examiner will need a few moments to prepare a DL25 so that the ADI can assess the two areas marked which are in need of development, similarly '**extended disqualified**' lessons will require the ADI to conduct a short driver profile to establish the areas in need of improving. We trust that this new initiative proves satisfactory to all concerned.

Events Dates for the Diary

The events programme for 2007 looks set to build on the success of events organised and attended last year. Key March – July dates include:

Bikesafe Launch: 31 March - 1 April Urrd Eisteddfod: 28 May – 2 June
Commercial Vehicle Show: 24-26 April Mobility Roadshow: 19-21 July

The Business Customer Conferences will also continue into 2007 / 08. Watch out for confirmed dates in future editions of Despatch or check the website www.dsa.gov.uk

How to contact us

For the latest DSA 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
E-Assessment	2566
Policy	5918
Pass Plus	2633/4
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.gsi.gov.uk

Instructor Services and Registration Team (ADI)

Phone: 0115 901 2618 Fax: 0115 901 2820

Email: adireg@dsa.gsi.gov.uk

Fraud & Integrity Team

Phone: 02920 581290

Email: integrity.team@dsa.gsi.gov.uk

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.

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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**

*An executive agency of the
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