

DVLA / BPA Focus Group Meeting
15th September 2018
Richard Ley Development Centre, Swansea

Attendees:

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|------------------------------|---------------------------|
| Liz Symons (LS) (Chair) | DVLA |
| Ben Neate (BN) (Secretariat) | DVLA |
| Ollie Hughes (OH) | DVLA |
| Louis Fecci (LF) | DVLA |
| Adrian Davies (AD) | DVLA |
| Mark Lewis (ML) | DVLA |
| Carla Jones (CJ) | DVLA |
| Claire Eaton (CE) | DVLA |
| Darryl Brown (DB) | DVLA |
| Michelle Phillips (MP) | GIAA |
| Steve Clark (SRC) | BPA |
| Gemma Dorans (GD) | BPA |
| Glynnis Jeavons (GJ) | Walsall Council |
| Paul Kyte (PK) | Bristow Sutor Enforcement |
| Alan Wood (AW) | Penham Excel Enforcement |
| Chris Tones | Swansea Council |
| Colin Arthur (CA) | ZZPS |
| Ian Gamble (IG) | Newlyn Council |
| Colin Arthur (CA2) | Debt Recovery |
| Ashley Bijster (AB) | ICES |

1. The DVLA / BPA Focus Group meeting was opened by LS with introductions from all attendees.
2. **Notes/Actions from previous meeting.** (attached for reference)

Cherished Transfers

LS confirmed that acknowledgements are sent upon receipt of an email to the Agency.

Disposal Dates

LS confirmed that there is no legislation stopping us putting the date on the slip. However, we have tried this before and it was counterproductive.

Someone can notify of a disposal which happened over 2 years ago. A refund though is paid from the date we receive the notification. When we had the date of disposals we had high volumes of calls challenging the amount of refunds paid. The customer

assumed wrongly that the date of disposal was when the refund was paid from. Similarly we could not have a date of disposal as date of receipt instead of the actual date of disposal, as again this was being challenged by the customer.

The two year period only applies to VM online. The actual allowance is ten years but we needed a definitive baseline for the online service.

Data Customer Terminology

LS confirmed that OH will provide an update on this, as part of his update on contracts.

DVLA attendance at Local Authority (LA) meetings

LS confirmed that we are awaiting a decision on DVLA being able to attend the LA meeting in July

DVRE Guidance

LS Confirmed that make and model details must be input by the applicant and must match our VSS records.

GJ advised that LA's are sometimes using ANPR for bus lane contraventions and therefore only the VRM is captured. Therefore the make and model is not known

LS advised that in cases like this instead of just saying that make / model is unknown they should provide the full explanation that it is unknown because it is a moving traffic offence or it is dark etc.

Tracking Vehicles through the Trade

SRC gave an update on a complaint from York Council regarding trade vehicles parked on side streets. They complained to BPA who passed it on to LS who passed it on to vehicles policy. DVLA removed the vehicles. A good example of joined up working between the industry and DVLA.

PO Boxes

LS advised that this has been passed to our Information Assurance Group (IAG) to look at.

Use of Traced email for corresponding with customer

LS advised that this is currently with Data Clearance.

GJ mentioned that during the last meeting it was agreed that a contact list would be sent out however, they are yet to receive this.

***LS advised that we will liaise with Steve Hopkins and get this sent out**

DVLA Updates

LS gave a presentation to the group, outlining the new team structure and the work that we do.

***BN to send a copy of the presentation to all attendees.**

Soft Ticketing Schemes (STS)

LS explained that we've had complaints regarding STS's and that this has been raised at the Data Governance Board (DGB). As a result of this LS has been asked to compile a paper on this to report back to DGB. LS also confirmed that both BPA and IPC have been asked for their views on STS's.

GJ asked if a LA put a warning notice on a vehicle but do not make an enquiry is this considered to be soft ticketing?

LS confirmed that this is not an issue, as they have not made an enquiry / request for DVLA data.

SRC addressed the group to give his / BPA's views on STS's

AW advised that he had actually received one of these today, here in Swansea. He admitted that this is the first time that he had seen one of these and agreed that they are not clear in what they actually are and would therefore be confusing for the motorist.

PK offered his view and advised that the terminology being used causes the issue, as it is either a PCN or it isn't a PCN.

CA2 advised that he is aware of a lot of operators keeping a watching eye on this, as they may want to start using STS's

Suspension Policy

LS gave an update on the new suspension policy document and advised on the previous issues that DVLA encountered with the previous document, including the amount of FOI's that we received, requesting information on it.

LS advised that the new document is far simpler and clearer and will be returned back to DGB in May.

OH confirmed that the document will not be contained within the contract.

GJ asked will users will be able to have sight of the document?

LS confirmed that this is an internal document but relates to the existing guidance documents that are readily available to users. LS advised that all users should be adhering to the existing guidance.

SRC asked will the new document would also be available via FOI?

ML confirmed that it probably would be.

Contract update

OH advised that there are minimal changes to the contract in regards to GDPR

The main changes are:

Terminology – removal of reference to the Data Protection Act 1998. This has been replaced with Data Protection Legislation.

Amendments to offshoring policy

Amendments to Breach notification guidelines

Change to the names of the contracts from Fee / Non-Fee to KADOE service contract.

OH also advised that these will be issued from 26th March but will take up to two weeks to send them all out. He also confirmed that one month's consideration time will be given to all users.

Transformation update

LF gave a general update on DVLA's three year transformation plans. He updated the group that Service Management will begin looking at the WEE service before moving onto KADOE.

LF also advised that they will asking for input from users through customer insight visits.

SRC asked, will they be held at Swansea?

LF confirmed that DVLA will be travelling to various sites across the country.

AB asked, if service providers will be visited?

LF confirmed that they will involve link providers for the KADOE insight.

AB stated that it would be beneficial due to the new environmental issues.

LF said that he would feed this back to the customer insight team.

LF said that if there are any organisations that SRC wanted to put forward he should send through.

***SRC advised that he will collate the list and send to DVLA**

LF confirmed that he cannot give any dates or timescales regarding when the services will be changed as part of the transformation work. Once we have requirements we can look at priorities and timescales.

AB asked if she should advise users / software providers because of the changes that are likely to be needed to the build / interface.

LF advised that she could involve whoever she thinks is needed and also stated that users should keep an eye out for DVLA updates via Blogs on GOV.UK.

Requests from members

Contract Law

SRC advised that this has already been sent to MHCLG however, it will need to be raised again, as no definitive answer has been given regarding the previous advice from Robert Goodwill.

Vehicle Keeper appeals

SRC advised that he has not received any examples from members that were going to be sent to him after the last Focus Group.

Mandatory Photographic Evidence

LS advised that DVLA cannot mandate this and that guidance has been updated to reflect that this is the best evidence to provide for audit purposes. There is guidance that if photographic evidence is supplied, how it should look i.e. Timed, and dated, clear, copy of PCN on one photo with VRN.

DB asked, is this also the case for manual enquiries because currently photographs are not required?

LS confirmed that this is only for audit purposes and that manual customers are audited.

SRC advised that he encourages all member to use photographic evidence, as it is easier to prove contravention at appeal.

No keeper on record

AJ gave an update that we are looking at the process and one of the possibilities being considered is to link the vehicle to a trade account.

AW stated that figures have been requested on the amount of unregistered vehicle records held by DVLA and CH said during the last Focus Group that we may be able to get them but nothing has been sent

LS advised that we will look further into this to see if they can a) be obtained and b) can be shared.

AD also stated that he was uncertain if these were obtainable.

SRC asked, can we have figures of how many cars have been taken off of the road through enforcement for not being taxed or registered?

***LS advised that we will chase this up.**

VQ616

DB advised that DVRE are processing work on date of receipt. He also advised that they need to know what the contravention is to prevent applications being rejected

SRC asked, is the backlog the same for Fee-Paying enquiries as well?

DB advised that there is a two day backlog for these.

Traffic surveys

No update, as nobody attended from the area that raised this issue.

AOB

Cloned Vehicles

GJ asked, can DVLA supply VIN numbers on VQ5 responses as this will assist when the keeper has stated that the vehicle must have been cloned, as they can match this to the VIN number on the vehicle.

LS advised that this would need to go through clearance.

GJ stated that she would raise the request with Carla Taylor, Data Clearance team.

Littering from vehicles

LS advised that there is already an environmental code for Littering on the WEE service

GJ stated that they have been advised that they cannot use the WEE service for making these enquiries, as they are for civil enforcement and not criminal enforcement so would need to go through KADOE.

LS stated that his would need to go through clearance.

***LS to check with Carla Taylor, as this may have already been approved for London already.**

GJ also asked if they can get information on fuel type through the electronic service. They want this to be available to ticket machines.

FC stated that this information is already in the public domain by means of Vehicle Enquiry Service (VES).

Fines

CA asked, under which legislation is the £1,000 fine, enforced?

LS advised that his is enforced by the Police / Courts.

Pre-Tec Checks

IG stated that they are not allowed to do Pre-Tec checks if no warrant is in place.

LS asked who advised them of that.

***IG to provide further details**

PK stated that a verification service would be a good idea "Is Joe Bloggs still the registered keeper of the vehicle?" DVLA would just need to respond with a Yes or No.

The reason for this is that there can be a long delay of between 6-9 months from the date of event to the enforcement action and it would save the LA's thousands of pounds if they could do a further check using that date before sending to civil enforcement officers to potentially seize a vehicle.

LS advised that it would be a good idea to take this to clearance.

Contract Query

AB asked if they need to register with DVLA if they are operating on behalf of another authority. Both KADOE users have their own link but now want to make enquiries through just one of these, as they have centralised.

LS advised that they should notify DVLA, as best practice would be to close down both links and set up one new one.

OH stated that there may be other ways such as amending the contract but would require further information regarding this.

***AB to send details through to LS and OH.**

| No | Subject | Date Action Raised | Action Owner | Action Description | Update |
|----|---|--------------------------------|----------------|---|---|
| 1 | DVLA contact points | 15 September 2018 | Liz Symons | LS to disseminate contact list to all attendees | |
| 2 | Presentation on DVLA structure and responsibilities | 15 September 2018 | Ben Neate | BN to disseminate presentation to all attendees | Sent on 16.03.2018 |
| 3 | Customer insight on transformation | 15 September 2018 | Steve Clark | SRC to collate list of members that would like to be contacted by DVLA to give their input/requirements in the design of new services (WEE/KADOE) | |
| 4 | Littering from Vehicles | 15 September 2018 | Liz Symons | LS to check with Data Clearance Team if this has already been approved for London area | |
| 5 | Pre-Tec Checks | 15 September 2018 | Ian Gamble | IG to provide further details on who advised that they could not carry out a check if no warrant in place | |
| 6 | Contract query | 15 September 2018 | Ashley Bijster | AB to provide further details on the request for one authority to make requests on behalf of another. | |
| 7 | Keeper appeals | 7 th September 2017 | BPA Members | Members to supply SC with examples of anomalies when appeals are received | |
| 8 | Photographic evidence | 7 th September 2017 | Liz Symons | LS to ensure guidance documents are updated with references to photographic evidence | Currently with DVLA Document Clearance Team |

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|----|--|--------------------------------|---------------|---|--|
| 9 | DVLA attendance/speaking at LA meetings | 7 th September 2017 | Helen Crozier | HC to provide RR with details of Local Authority meetings and the content to allow DVLA to decide if they should attend | Decision to attend July meeting. |
| 10 | Unregistered vehicle enforcement | 7 th September 2017 | David Dunford | DVLA to identify whether statistics on the number of unregistered vehicles that have been lifted is available. | 12/12 written to vehicles policy for contribution and statistics |
| 11 | Joined up enforcement activities | 7 th September 2017 | Liz Symons | LS to pass GJ's details to Vehicle Policy to work on a more joined up process in enforcement activities | Liz to chase |
| 12 | Obtaining post code data from DVLA on vehicle keepers | 7 th September 2017 | Jim Daniels | JD to send details of the process to LS | |
| 13 | Using PO Boxes for DVLA correspondence | 7 th September 2017 | Liz Symons | DVLA to consider whether PO Boxes can be used for the receipt of DVLA correspondence | Awaiting response from IAG |
| 14 | Using traced email addresses for corresponding with motorist | 7 th September 2017 | Liz Symons | DVLA to check whether this is being considered via the clearance process | Awaiting response from Clearance Team |