



Driver & Vehicle  
Licensing  
Agency

Corporate Services

# Your DVLA

Issue  
**08**



Interactive document  
July 2021

A DVLA that works for you **by working with you**





Issue 08

# What's inside...

01 >

News and updates



**I hope that you and your families are keeping safe and well. These continue to be strange and difficult times for us all.**

As you are aware, the coronavirus pandemic has had a significant impact on DVLA's services. From March last year, we have had to restrict the numbers of operational staff working on DVLA sites in line with the advice given by Public Health Wales.

Initially, we focused our limited resources on the provision of services to key workers and those involved in keeping the country moving. Paper applications, which must be processed securely on site by a member of staff, were impacted by the pandemic.

We implemented a range of measures to mitigate having less staff on site and to work towards recovering the position for the majority of our services. These measures included:

- the introduction of physical accommodation changes to all DVLA sites to optimise the number of operational colleagues that we can safely accommodate
- leasing additional accommodation in the Swansea area to safely accommodate more resources
- overtime and shift working
- the introduction of a number of policy easements, including the extension of licence entitlements and temporarily removing the need for lorry and bus drivers to submit medical certificates with their licence renewals applications

Our digital services have remained available throughout the pandemic and we are grateful for the help and support that the trade associations, motoring organisations and charities have given us in encouraging their members to use these services. During this period, we have also successfully introduced three new digital services: 'Change your address on your vehicle log book (V5C)', 'Get a vehicle log book (V5C)' and 'Applying for a driver digital tachograph card', which are covered in more detail within this edition.

## Newsletter navigation guide

This newsletter is a fully interactive document that lets you navigate by clicking on text and icon links throughout the newsletter. Please see the guide below to help you navigate the newsletter successfully:



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01

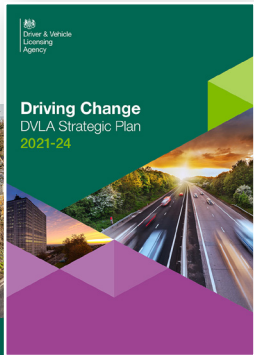
## Copying content

If you require any of the content in this newsletter for your own news items, you can click and drag over the relevant areas then 'copy' (Ctrl + C on a PC), then paste (Ctrl + V on a PC).



Issue 08

# What's inside... (continued)



## DVLA's Strategic Plan 2021-24

[www.gov.uk/government/publications/dvla-strategic-plan-2021-to-2024](http://www.gov.uk/government/publications/dvla-strategic-plan-2021-to-2024)

Regrettably, the resurgence of the pandemic at the end of last year saw a large increase in the numbers of COVID-19 cases in the Swansea area. Despite all the good work that has been done, in co-operation with Public Health Wales, to ensure the safety of all staff on the DVLA site, the Public and Commercial Services (PCS) union raised safety concerns and balloted their members for industrial action. Having obtained a mandate from their members to take industrial action, they have subsequently initiated a number of strikes which have targeted different DVLA services on different dates.

Although we have put in place a number of contingencies to try to mitigate the impact of the strikes on customers, the PCS action has inevitably caused some delays to the processing of paper applications. Please accept my apologies for any inconvenience that this has caused. We have been negotiating in good faith and will continue to do so with the aim of finding a workable solution.

Our digital services are not affected by the industrial action and we are asking all our customers to use our digital services, whenever possible, thereby avoiding the risk of any delay. Full details of our digital services can be found on [pages 22, 23 and 24](#) of this edition.

On behalf of the DVLA Corporate Services Team can I thank you all again for your continued support and collaboration in these difficult times.

Very best wishes,

**Hugh Evans**  
Corporate Services Manager



01. News and updates

# Renewing lorry and bus licences



**We're still focused on helping drivers remain on the road and continue their vital role in responding to the pandemic and supporting the economy.**

In April last year, we announced a temporary scheme to issue 1 year licences to lorry and bus drivers renewing their licence at age 45 or over, without the requirement for a D4 medical report. This was in response to the impact of the pandemic on the availability of NHS GPs to complete reports.

There was further help given to drivers facing difficulties getting a medical report to renew their licence later in the year. In July 2020, it was announced that an automatic 11 month extension to driving licences that expired between 1 February and 31 December 2020 would also apply to lorry and bus entitlements.

On 19 April 2021, we published information on GOV.UK explaining that, in consultation with the British Medical Association (BMA), GPs have agreed to aim to accommodate D4 medical appointments for working drivers to make sure that they are available to the transport industry. Drivers working in the transport industry should now try to get a medical report completed when they renew their licence.



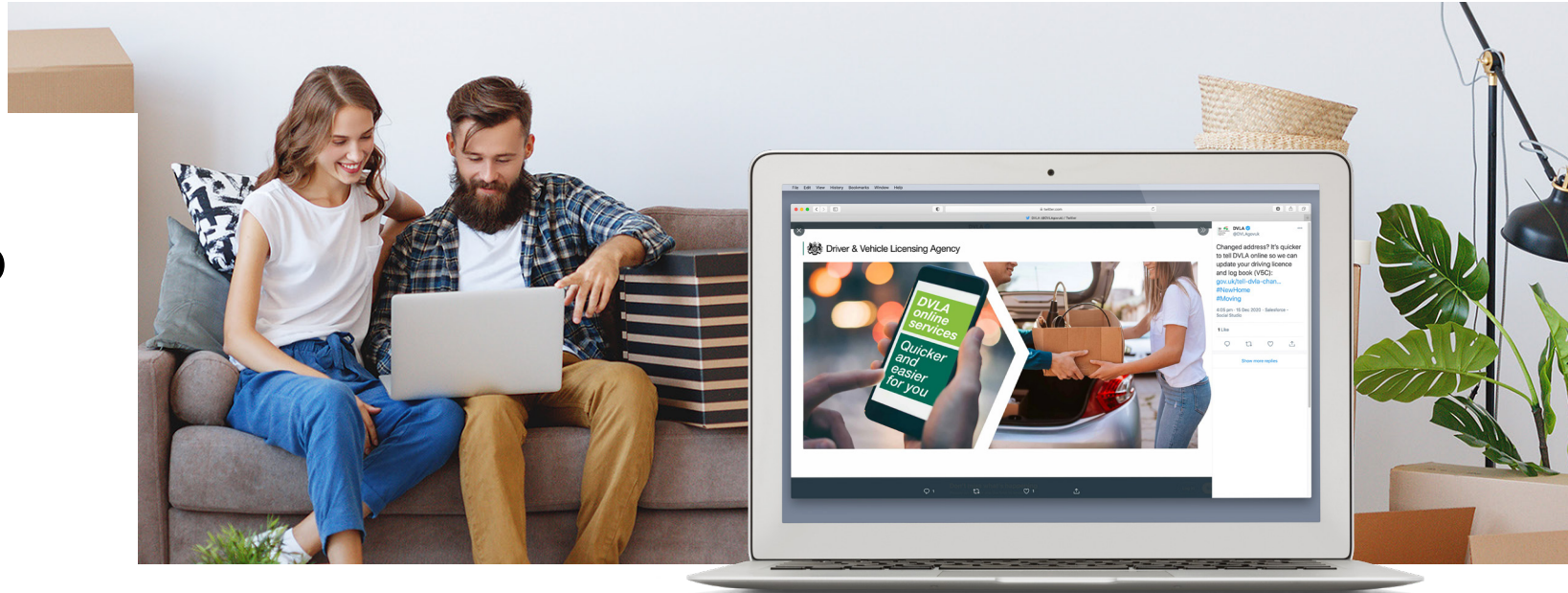
Only in exceptional circumstances should drivers apply to DVLA without the D4 medical report. Drivers with an automatic extension to their entitlement expiring on or after 1 July 2021 will not be able to access the scheme and must apply to renew with a medical report.

By law, all drivers must make sure that they always meet the medical standards for fitness to drive when driving.



## 01. News and updates

# Launch of new online service to change address on your vehicle log book (V5C)



We receive on average **6,000 V5C log books to change the address every day**. To provide a quicker and easier way for vehicle keepers to transact with us, our service improvement change programme was tasked with developing and delivering a new online service to **change your address on your vehicle log book (V5C)**.

Through innovation and agile working the team impressively launched the GOV.UK service in just 6 weeks, all while adjusting to remote working.

Vehicle keepers can now quickly and securely update the address on their V5C online, without needing to send a paper application to DVLA. Previously, if you changed address you had to write your new address on your log book and post it to us to update. This can take up to 6 weeks to process. Using the online service, vehicle keepers receive a new V5C

within 5 working days. It's estimated this will equate to the reduction of **630,000** paper applications annually, which has significant sustainability benefits.

To date, the service has had more than a million transactions, and **60%** of motorists now choose to use the online service instead of going through the post.

The launch of the new service was promoted within our online services communications campaign, to encourage our customers to use digital services first.

This new service is just part of DVLA's ongoing service improvement programme. They are all quicker and easier than the paper route, and in some cases cheaper as well.

Check out our **wide range of online services** – they're all quick and simple



## 01. News and updates

# Duplicate V5C



“...positive feedback that the service is ‘brilliant’, simple to use’ and ‘quick and easy to do’...”

Following the successful launch of the online service to **change address on a V5C log book**, and the continuing need to provide online channels for our customers to transact, we went on to deliver a second new service to allow customers to **request a duplicate V5C log book** online.

DVLA receives on average **234,000** duplicate V5C paper applications (V62 forms) and **280,000** duplicate requests via calls to the contact centre every year from customers reporting a lost, stolen or damaged V5C. These can take up to 6 weeks to be processed.

Once again, a team of colleagues came together and worked collaboratively using our standardised modern cloud platform, latest tools and technologies and agile ways of working, to develop and deliver the new GOV.UK service within just 12 weeks.

The service went live in September 2020 and allows customers to request and pay for a duplicate V5C online, removing the need to send a paper V62 application via post. Over **170,000** duplicate V5Cs have been issued to date via the service, and there has been a **47%** decrease of transactions done via our contact centre.

Customers using the service receive their new V5C within just 5 days and have provided positive feedback that the service is ‘brilliant’, ‘simple to use’ and ‘quick and easy to do’.

The duplicate V5C service was also part of the online services communications campaign, to increase awareness of the new service and encourage uptake.



## 01. News and updates

# Vehicle Enquiry Service Application Programme Interface



In November 2019, we provided information on our Vehicle Enquiry Service (VES) Application Programme Interface (API). VES allows customers to check vehicle details, tax and MOT status, and is available 24/7.

At the time, our API service was in **private beta** and a limited number of customers had access. During this time, we worked closely with those customers to ensure we built a customer-centric, efficient service to meet their needs. After working together we **launched it into public beta** in December 2019.

On 12 December 2019, we contacted all our customers who needed large volume usage of this service to tell them the service was live, giving information about the service and how to access it. To date, we now have over **1,140** customers with access to the API and more than **1.9 billion** enquiries since the service

was introduced. During the last 12 months, volumes have varied from **55 to 174 million per month**.

To support the roll-out of the VES API service, we built an API portal to provide customers with information on specifications, support and access to the API services available.

Customers can request access to the service through the portal by filling out the simple webform and we encourage customers to make use of the test environment. The terms and conditions are also available for customers to read and understand, on the portal, before

requesting access. When we receive the webform it is reviewed, and an API key is sent electronically. Once access is provided, customers will have full support from our teams. For more information take a look at [DVLA's API Developer Portal](#).



## 01. News and updates

# Online services campaign

**Our digital campaign encouraging motorists to use our online services is currently running in its second burst of activity. This campaign originally launched in September 2020 and went live again in April 2021.**

As per government guidance, DVLA has been operating on a reduced workforce on site at any one time during the pandemic which affected our ability to process paper applications. While we regularly inform customers of our online services, this campaign is targeting those already online who may not use our online services, through adverts on search engines and social media. The adverts emphasise the speed and efficiency of our digital services. This includes going online to [tell DVLA you've sold a vehicle](#) – which we know from speaking to our corporate customers that traders value in particular to support their customer

service, as customers receive their paperwork quicker when a trader tells us online.

As well as advertising, we are continuing to promote our online services on our owned channels. The support we've received from our stakeholders amplifying the campaign has been brilliant – thank you! Please do continue to follow us and share our social media posts with your audience.

We continue to remind drivers to tax their vehicle before putting it on the road, whether they've just bought it, or have taken it off the road for a period. Our online service to [tax a vehicle](#) is simple and

quick and we welcome your support in also promoting this to your customers and reminding them to tax before they drive.

This is especially important for all members to ensure new keepers are fully taxed and the vehicle is registered correctly before they leave the forecourt.







## 01. News and updates

# Evolve – transforming our services



## Introducing Evolve

**Evolve is our transformational change programme. Aligned to the agency's 'Driving Change Strategic Plan', we are introducing new and re-designed customer-centric services. These will allow a more personalised customer experience and seamless journeys for individual customers, businesses and our stakeholders.**

Evolve also gives us the opportunity to make significant technological advancements in transforming our services. We are moving off our legacy systems and developing new strategic platforms using cloud-based technology.

### What's the story so far?

Evolve is coming to the end of phase one. The great news is that we've already made significant strides during this phase by delivering new and improved services for our customers and staff. We've also been busy developing a technology blueprint for the future of DVLA services and our move off legacy platforms. This blueprint sets the foundations of our services and will support us in being

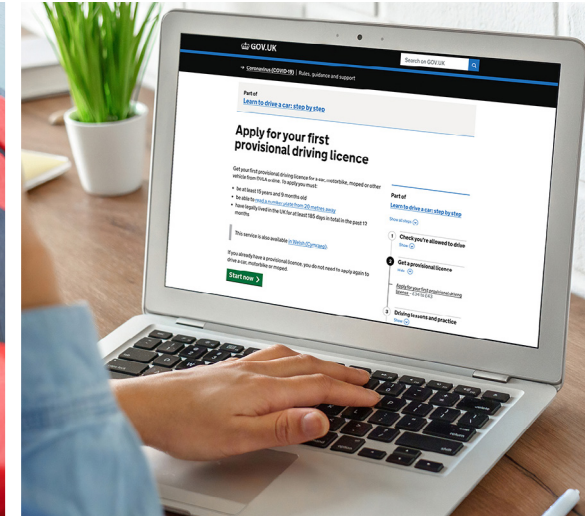
flexible and dynamic in the way we build and introduce services in the future.

### Some of the highlights include:

- We have developed and introduced a new online service for driver digital tachograph cards. For the first time, busy vocational drivers can now transact online with us for their driver card needs. It's a huge milestone for the agency as our tachograph services are the first to be fully migrated from our old legacy platforms to the cloud. To learn more about our tachograph services, and how they benefit vocational drivers, [see page 11](#).
- We've also built a new strategic enquiries platform, which is fundamental in providing other public sector organisations with secure access to driver and vehicle information through new Application Processing Interfaces (APIs). To read more about how our new enquiries platform is supporting our stakeholders, [see page 12](#).

## 01. News and updates

# Evolve – transforming our services (continued)



- In response to the COVID-19 pandemic, we have brought forward the development of an enhanced Drivers First Provisional online service. It will bring new functionality, such as photo and signature upload and a digital countersignature process, to first time provisional applicants. It will also allow applicants to track or update their application online. The service will be introduced iteratively, meaning that each of the new functions will be added in stages. The service is currently in private beta testing and we will share more on how our drivers services are set to evolve in the next edition of the newsletter.

It's an exciting time as we move into the second phase of the programme in which we're planning the introduction of a DVLA customer account. This will be a pivotal enabler for a customer-centric, 360-degree experience of our services. We're also exploring what a digital driving licence could look like, in line with the introduction of additional, new and enhanced online drivers services. Phase two will also see the introduction of more APIs, strengthening our position as a central hub for driver and vehicle data. We'll keep you posted as the programme develops and our services Evolve!

“...we have brought forward the development of an **enhanced Drivers First Provisional** online service...”

## 01. News and updates

# Evolve – new tachograph online services



“ On average applications now only take around **3 minutes to complete...** ”



### Digital tachograph services

Through the Evolve change programme we have developed new online services for tachograph users. This transformational work brings a quicker and easier way to transact with us as we move off our old legacy systems to new cloud-based technology.

### Company cards

The first of the new online services was introduced in 2019 – **company tachograph cards**. This new paperless service has been developed and launched thanks to extensive trade and customer insight. On average, applications now only take around 3 minutes to complete and customer satisfaction remains high.

### Driver cards

We have recently built and launched a new online service for **driver digital tachograph cards**. The new service allows drivers to make their first application and renew or replace driver cards online for the first time. Most applicants will no longer need to complete a paper application and post it; instead, with just a few clicks, the application can be done online. The easy to use, 24/7 service has already had great feedback from vocational drivers commenting on the practicality of the service for those who spend long periods out on the roads.

### Staff platform

We have also introduced a new platform for our staff to support us in continuing to provide a best-in-class customer service. All 4 tachograph card types – control, driver, workshop and company – are now processed through a new cloud-based platform. It's a huge step forward for us in the move off our legacy systems and has helped lay the foundations for the services which are to follow as we move from old to new.



## 01. News and updates

# Evolve – supporting our stakeholders



### Through the introduction of a new strategic enquiries platform.

Through the programme we've taken the opportunity to build a new enquiries platform using cloud-based technology. The new platform has been developed with our stakeholders in mind and through the use of application programming interface (APIs) we're now able to provide real time DVLA data in a secure way to those who need it.

Over the last year we have introduced new APIs for Her Majesty's Courts and Tribunals Service (HMCTS) and the police, providing secure access to driver data. For HMCTS, the new API service ensures that the courts have an accurate view of the driver's licence before imposing any driving sanctions – for example, endorsements, disqualifications, additional test requirements and totting-up. Being able to access the most up-to-date information instantly ensures that the courts are in the best position to take a well-informed decision.

The police also link into the platform through an API to allow them to check a driver's identity at the roadside by viewing the photo from their driving licence on a hand-held device. The photo at the roadside service continues to go from strength to strength with 14 forces already using the service.

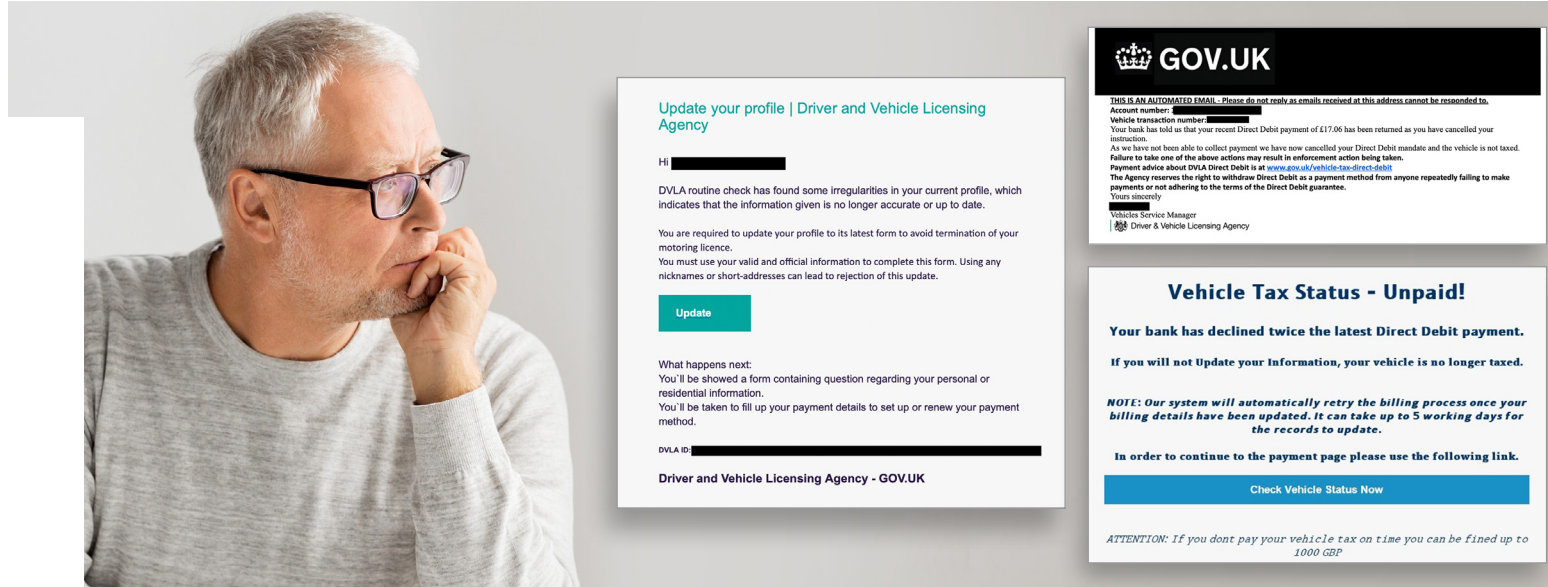


To keep up to speed on all things digital at DVLA **subscribe to the DVLA digital services blog.**



## 01. News and updates

# Latest scams revealed



We recently issued a press notice which revealed images of the latest online scams targeting motorists to help drivers spot and report them quickly.

Figures released by DVLA for 3 months to December 2020, show a **603%** increase in reports to our contact centre of fraudulent emails, texts and phone calls, compared to the same period in 2019.

Public reports of email scams saw the biggest rise from July to September 2020 compared with the same period in 2019, **jumping from 603 to 3,807 – an increase of 531%.**

We are reminding customers they should report any suspicious emails they receive to the **National Cyber Security Centre (NCSC) through their suspicious email service** and the only place to access official DVLA information is GOV.UK.

Phil Morgan, Head of Fraud Policy Investigation at DVLA, said: “These new figures demonstrate that scammers are becoming more persistent in their efforts. We never ask for bank or credit card details by text message or email, so if you receive something like this, it’s a scam.”

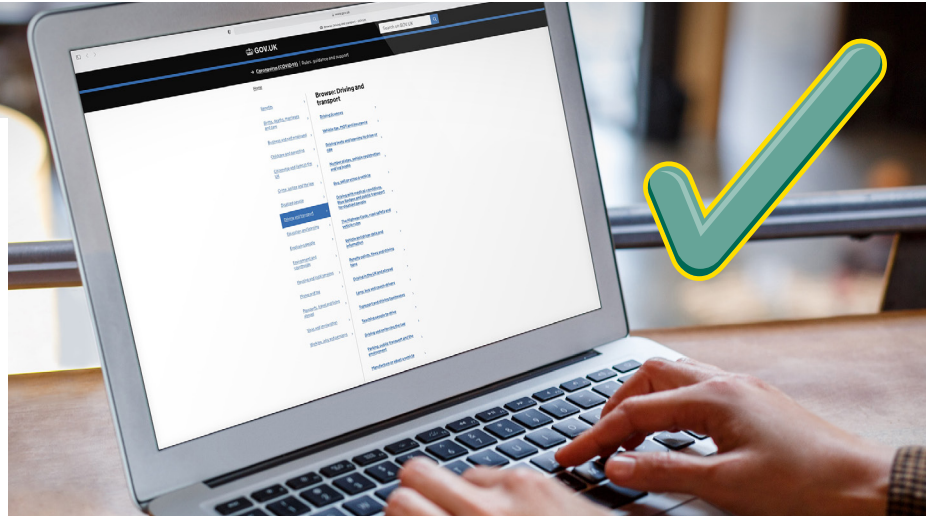
Sarah Lyons, NCSC Deputy Director for Economy and Society, offered the **latest guidance** on how to spot a scam and urged the public to “continue to forward anything they think doesn’t look right to our Suspicious Email Reporting Service, **report@phishing.gov.uk**”.

We would like to ask our stakeholders to please share our messages online to help motorists avoid falling victim to fraud.



## 01. News and updates

# Websites charging a premium for DVLA services free on GOV.UK



We recommend you **always double check you're using GOV.UK** when accessing our online...



Earlier this year, we issued a press release warning customers about websites that charge a premium for DVLA services.

We're urging motorists to beware of websites that charge a premium for DVLA online services that are cheaper or free on GOV.UK. We're reminding motorists that they should always use GOV.UK, to be sure they are dealing directly with DVLA and not paying more than they need to.

This comes as new figures released on 30 June 2021 show that since January 2020, DVLA has been contacted by customers more than **1,200** times about websites that are not affiliated with us but which purport to offer DVLA-related services.

Using any website other than GOV.UK can mean motorists are charged more for services that are either cheaper or completely free on GOV.UK, such as [changing the address on your driving licence](#) or [V5C vehicle registration certificate](#), and [renewing a driving licence from age 70](#).

Applying online will always be the quickest, easiest and often cheapest way to transact with DVLA – and by going to GOV.UK motorists can be sure their application is safe and secure. [Find further information on the services available on GOV.UK.](#)

**Julie Lennard, DVLA Chief Executive, said:**

“GOV.UK is the only site where customers will find our official services, many of which are free. You may be charged a premium when using other websites offering services that are not connected to DVLA.

“We recommend you always double check you're using GOV.UK when accessing our online services or looking for information. This means you won't be paying more than you need to for services that are cheaper or free of charge on GOV.UK and can be sure that you're dealing with us directly.



## 01. News and updates

# Websites charging a premium for DVLA services free on GOV.UK (continued)



“

The obvious red flag that you're on a copycat site is if you're **being charged for something that's usually free...**

”

**Guy Anker, deputy editor at MoneySavingExpert.com, added:**

“These copycat sites aren't illegal, but they dress up like legitimate webpages, and use clever tricks to appear higher on search engines. They get you to fill in forms, which requires no more work on your part than if you'd done it yourself via the official sites, and then they overcharge you for 'administration' or 'services' – which is really just passing it to the relevant body, with no extra work involved. These services are usually free or much cheaper if you do it yourself, which can leave a very sour taste.

“The obvious red flag that you're on a copycat site is if you're being charged for something that's usually free – such as updating your vehicle log book (V5C) when you've changed your address. Another tell-tale sign is the web address, so if you should be on a government website, carefully inspect it to make sure it says GOV.UK. It's also worth knowing the true price of a paid-for service – in the past we've spotted firms offering 'checking services' for driving licence renewals at a cost of £60, more than 4 times the £14 it costs to do it through GOV.UK.”



Full details of the **online Digital Services** can be found in this Newsletter on **page 22**.



## 01. News and updates

# E10 Fuel – Department for Transport update



## E10 fuel to become the standard grade petrol this summer.

This summer, motorists across the country will start to see the the standard petrol grade in the UK become E10. Current UK petrol contains up to 5% bioethanol (known as E5) and E10 petrol increases this share to up to 10%.

The introduction of this greener type of petrol will help reduce transport CO<sub>2</sub> emissions by **750,000** tonnes per year, the equivalent of taking **350,000** cars off the road.

All petrol cars manufactured after 2011 and most modern motorbikes are already E10 compatible. However, around 5% of petrol vehicles, including classic cars and

some manufactured before 2011, will need to continue to use E5 fuel which will remain available as the super grade petrol option at the pumps.

Refuelling an incompatible vehicle with E10 will not cause immediate harm but continued use could damage engine parts. If in doubt, vehicle owners should use the online compatibility checker via [www.gov.uk/check-vehicle-e10-petrol](http://www.gov.uk/check-vehicle-e10-petrol) or seek further advice from their vehicle manufacturer or garage.

The move to E10 supports the wider UK bioeconomy and helps motorists take one simple step to reduce emissions from existing vehicles and the environmental impact of every journey they take.

For further information, visit  
[www.gov.uk/guidance/e10-petrol-explained](http://www.gov.uk/guidance/e10-petrol-explained)





## 02. Meet the team

# DVLA Corporate Services Team

The DVLA Executive Team has set up a dedicated Corporate Services Team. Its role is to understand our corporate customers' needs, identify opportunities for service improvements and evidence the benefits that changes could bring.





## 02. Introducing...



## Gareth Jones

**Gareth has recently joined the Corporate Services team. We caught up with him to find out how he is settling into his new role.**

### What experience will you be bringing to the Corporate Services team as our newest relationship manager?

I come with over 20 years of experience in managing and developing business-to-business and corporate relationships, as well as managing small and large teams to deliver high-quality customer service. While I have a lot to learn in terms of the intricacies of all DVLA's services, I've spent the whole of my career to date in the customer service and relationship management arena.

I'm very lucky to be surrounded by a team that have a wealth of knowledge, built up over decades spent at the agency and so my initial focus is building a strong internal network of subject matter experts to be able to draw upon for support when responding to our stakeholders' queries and requests.

This is only my third month and I'm already feeling very settled and have received a warm welcome from my new colleagues, as well as those few corporate stakeholders I have had the pleasure of meeting so far. I look forward to meeting and getting to know many more of you as soon as possible, although of course for now this will be via my laptop!

### What is your career history prior to DVLA?

After a short time in a Financial Services contact centre, I've spent the last 20 years working in the recruitment sector. The bulk of my career was working within the two largest global recruiters, and recently I enjoyed a couple of years at an independent SME recruitment agency based in Wales.

I have covered most roles you can think of within that industry, starting off as a Temporary Recruitment Consultant, moving to an Onsite Recruiter role within a large distribution warehouse, then Inhouse Trainer, Branch Manager, Multi-Site Manager and Business Development Manager. I thoroughly enjoyed my time in what is a hugely interesting, challenging and varied sector, working with people day-in, day-out as candidates, clients, and colleagues.

My last position was as a Business Engagement Manager, with a specific focus on managing relationships with employers in the public and not-for-profit sectors. I could see the good work that a lot of organisations were doing and the big digital transformation processes that many are going through. When I saw the opportunity to join the Corporate Services team at DVLA, it felt like an exciting and challenging time to join the Civil Service to try to make a difference. I'm delighted to say it has been a great move so far.

### What does life outside work include for you?

As a dad of two energetic teenagers I'm kept very busy in taxi duties to and from gymnastics, rugby, dance, etc. although my 17 year old daughter is currently learning to drive so hopefully she can take over soon!

I've volunteered as a Scout Leader for the last 8 years at the local group where I built so many happy memories as a youngster, and I love the opportunity to give something back to such a fantastic organisation and see the young people we support develop and have fun.

I'm an intermittent half-marathoner, I am trying to get better at golf when time allows and I'm also enjoying relaxing weekends and holidays at our static caravan on the Gower Peninsula.

Feel free to connect with me at  
[www.linkedin.com/in/garethjonesdvla](https://www.linkedin.com/in/garethjonesdvla)



### 03. DVLA by numbers

We are a multi-award winning executive agency of the Department for Transport (DfT)



Every year, we...

Collect **7**  **billion** in vehicle excise duty

Answer **more** than **18**  **million** phone calls

Deal with **over** **1 billion**  online enquiries

Respond to **over** **600,000**  emails and **webchats**

Issue nearly **13**  **million** registration certificates

Issue **more** than **10**  **million** driving licences



## 04. Our partners and stakeholders

# Who are the partners and stakeholders DVLA Corporate Services Team work with?



### Charities

- > Age UK
- > Alzheimers UK
- > Brain Tumour Charity
- > British Heart Foundation
- > Diabetes UK
- > Disabled Motoring UK
- > Epilepsy Action
- > Epilepsy Society
- > Headway
- > Glaucoma UK
- > Macular Society
- > Multiple Sclerosis Society
- > Narcolepsy UK

- > National Autistic Society
- > Nystagmus Network
- > Parkinson's UK
- > Pulmonary Hypertension Association UK
- > Royal National Institute for the Blind
- > Scope
- > Sleep Apnoea Trust
- > Stroke Association

### Individual organisations

- > The Automobile Association
- > IAM Roadsmart
- > Motability Operations
- > RAC
- > Royal Automobile Club Foundation

### Trade organisations

- > **AFP:** Association of Fleet Professionals
- > **ADLV:** Association for Driving Licence Verification
- > **AEA:** Agricultural Engineers Association
- > **BIMTA:** British Independent Motor Traders Association
- > **BVRLA:** British Vehicle Rental and Leasing Association
- > **CaBAC:** Coach and Bus Association Cymru
- > **CPT:** Confederation of Passenger Transport
- > **FLA:** Finance and Leasing Association
- > **Logistics UK**

- > **MCIA:** Motorcycle Industry Association
- > **MIB:** Motor Insurers' Bureau
- > **NCC:** National Caravan Council
- > **RHA:** Road Haulage Association
- > **RMIF:** Retail Motor Industry Federation
- > **NAMA:** National Association of Motor Auctions
- > **NDA:** National Dealers Association
- > **SMMT:** Society of Motor Manufacturers and Traders
- > **SMTA:** Scottish Motor Trade Association
- > **WAVCA:** Wheelchair Accessible Vehicle Converters Association



## 05. Our user groups

# What user groups are DVLA involved in?





## 06. Digital services

# Our digital services now available



DVLA has a large number of successful customer digital services currently online. These include:

> **Access to driver data (ADD)**

Real-time retrieval of driver entitlement, tachograph and Certificate of Professional Competence (CPC) data where applicable.

> **Add a driving licence check code using your mobile phone**

Share your driving record (such as vehicles you can drive) with a car hire company or employer using your mobile phone.

> **Bulk electronic re-licensing transactions (BERT)**

For Fleet Operators to re-license large numbers of vehicles.

> **Certificate of destruction (COD)**

For Authorised Treatment Facilities to inform DVLA of the destruction of a vehicle.

> **Change your address on your vehicle logbook (V5C)**

This new service allows the motorist to change their address on their vehicle logbook.

> **Check driver licence (CDL)**

You can use this service to check someone's driving licence information.

> **Electronic vehicle licensing (EVL)**

Tax your vehicle (Direct Debit option available) or tell us it is off the road (Statutory Off Road Notification – SORN).

> **Get a vehicle log book (V5C)**

For motorists who have lost or damaged their logbook (fee applicable).

> **Online enforcement penalty (OEP)**

Pay a DVLA fine online.

> **Personalised registration (PR)**

Retain a personalised registration number or assign it to a new vehicle online.

> **DVLA personalised registrations**

Search for and purchase personalised registration numbers online.

> **Register a vehicle (RaV)**

For motor manufacturers and retailers to register and licence new vehicles.

> **Tachograph driver card**

Apply for, renew or replace a driver digital tachograph card.

> **Tachograph company card**

Apply for, renew or replace a company digital tachograph card. For operators to download data from digital tachographs in your vehicles.

> **Trailer registration**

Register your trailer to take it abroad.

> **View driver licence (VDL)**

View your own driving licence details: entitlements, vehicles you can drive, penalties, disqualifications, tachograph and CPC data where applicable.

> **Vehicle enquiry screen (VES)**

Provides vehicle details including tax and MOT expiry, date of first registration colour, engine size and more.

> **Vehicle management (VM)**

Tell DVLA that you have sold or bought your vehicle.

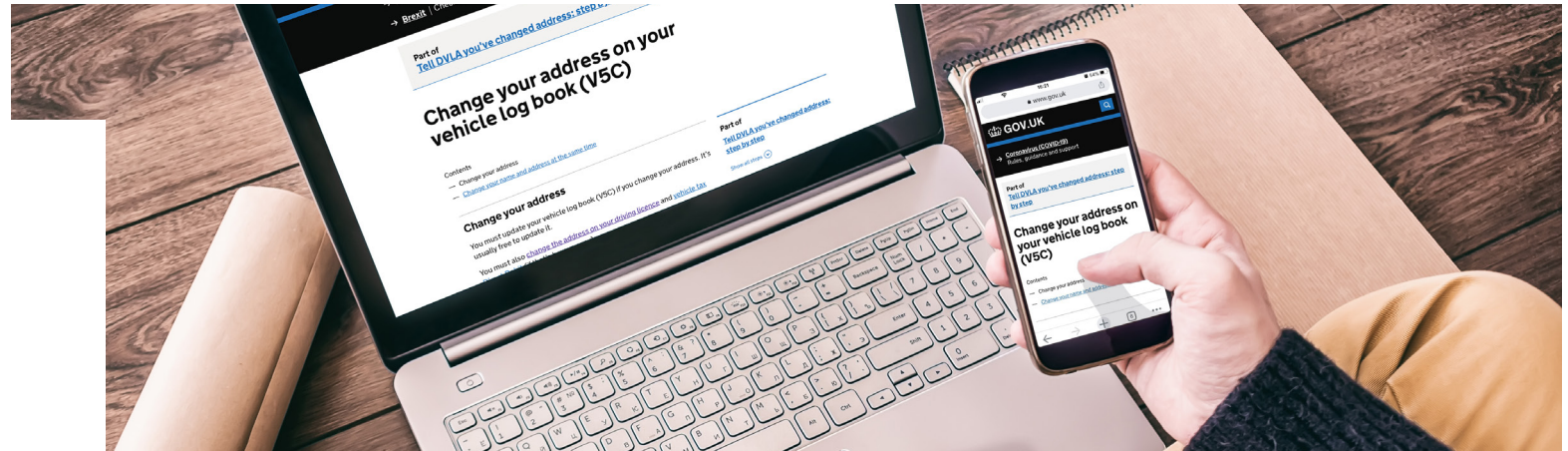
> **View vehicle record (VVR)**

For fleet companies to view their whole fleet and drill down to individual vehicles to check tax and MOT status etc.



## 06. Digital services

# Vehicle Services



- > **Vehicle Enquiry Service (VES)**  
Provides vehicle details including tax status  
<https://vehicleenquiry.service.gov.uk/>
- > **Vehicle Management (VM)**  
Sold your vehicle to the motor trade  
<https://www.gov.uk/sold-bought-vehicle/y/no/sold-it/sold-it-to-a-motor-trader>
- > **Vehicle Management (VM)**  
Bought a vehicle in to the motor trade  
<https://www.gov.uk/sold-bought-vehicle/y/yes/bought-a-vehicle-into-the-trade>

- > **Vehicle Management (VM)**  
Sold your vehicle to a private individual or business  
<https://www.gov.uk/sold-bought-vehicle/y/no/sold-it/sold-it-privately-to-a-person-or-business>
- > **Vehicle Management (VM)**  
Scrapped your vehicle or it's been written off  
<https://www.gov.uk/sold-bought-vehicle/y/no/scrapped-it-or-it-s-been-written-off>
- > **Vehicle Management (VM)**  
Register a trailer  
<https://www.gov.uk/register-trailer-to-take-abroad>
- > **Vehicle Management (VM)**  
Company tachograph transactions  
<https://www.gov.uk/apply-company-tachograph-card>

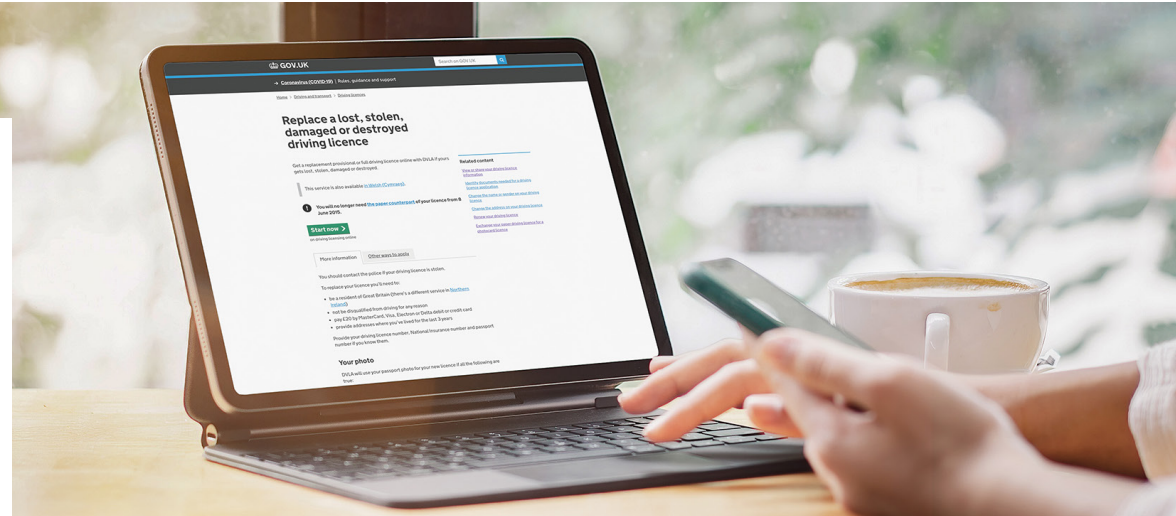
- > **Electronic Vehicle Licensing (EVL)**  
Tax a vehicle  
<https://www.gov.uk/vehicle-tax>
- > **Electronic Vehicle Licensing (EVL)**  
SORN a vehicle  
<https://www.gov.uk/make-a-sorn>
- > **Electronic Vehicle Licensing (EVL)**  
Check if a vehicle is taxed  
<https://www.gov.uk/check-vehicle-tax>
- > **Personalised Registration (PR)**  
Retain a personalised registration number  
<https://www.gov.uk/personalised-vehicle-registration-numbers/take-private-number-off>

- > **Personalised Registration (PR)**  
Assign a personal registration number to a new vehicle online  
<https://www.gov.uk/personalised-vehicle-registration-numbers/keep-or-assign>
- > **Change of address (V5C)**  
Change your address on your log book online  
<https://www.gov.uk/change-address-v5c>
- > **Get a vehicle log book (V5C)**  
Get a replacement log book  
<https://www.gov.uk/vehicle-log-book>



## 06. Digital services

# Drivers' Services – ordinary driving licenses only



### > Driver Licensing

Replace a lost, stolen, destroyed driving licence

<https://www.gov.uk/apply-online-to-replace-a-driving-licence>

### > Driver Licensing

Exchange your paper licence for a photocard

<https://www.gov.uk/exchange-paper-driving-licence>

### > Driver Licensing

Change address on your driving licence

<https://www.gov.uk/tell-dvla-changed-address>

### > View Driver Licence (VDL)

View driving licence and generate a share code

<https://www.gov.uk/view-driving-licence>

### > Check Driver Licence (CDL)

Check someone's licence information

<https://www.gov.uk/check-driving-information>

### > Online Enforcement Penalty (OEP)

Pay a DVLA fine online

<https://www.gov.uk/pay-dvla-fine>

### > Driver Licensing

Renew driving licence

<https://www.gov.uk/renew-driving-licence>

### > Driver Licensing

Renew driving licence at 70

<https://www.gov.uk/renew-driving-licence-at-70>

### > Fitness to Drive Services

Tell DVLA about a medical condition

<https://www.gov.uk/report-driving-medical-condition>

### > Driver Licensing

10 year renewal of photocard

<https://www.gov.uk/renew-driving-licence>





## 06. Digital services

# DVLA's digital services at a glance

Acquire a vehicle from a trader   
**2.6 million**  
 = **24%** increase

Service	2020/21 results	Compared to 2019/20
Digital licence online	6.0m licences issued	17% increase
Access to driver data	4.2m enquiries made	18% increase
View driver licence	38.6m enquiries made	48% increase
EVL	34.4m transactions	2% increase
Dispose of a vehicle online	4.3m notifications	13% increase
Transfer a vehicle to another keeper online	2.6m transactions	37% increase
Acquire a vehicle from a trader online	2.6m transactions	24% increase
Assign a registration mark online	Nearly 1 million transactions	5% increase
Vehicle enquiry service	290m enquiries	49% decrease
Online enforcement penalty payment	£29.5m collected	42% increase
Direct Debit auto renewals (road tax)	8.3m renewals	8% increase
Bulk electronic relicensing transactions (for fleets)	1.3m transactions	22% decrease

Assign a registration mark online    
 Nearly **1 million transactions**  
 = **5%** increase

Dispose of a vehicle online   
**4.3 million notifications**  
 = **13%** increase



# A DVLA that works for you by working with you

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