

Nottingham Local Office

'Getting you right on the road'

Welcome to the eighth issue of DVLA's Local Office Newsletter 'Local 2U'.

- Please have any application forms completed before you get to the counter, to enable us to give a speedier service to all our customers.
- The Agency issues comprehensive guidelines on the correct use of trade plates. Any misuse of these plates or late renewal of the licence may result in a notice to surrender. A copy of Trade Licence Guidance Notes VTL301/1 is available upon request.

Additional information about the Nottingham Local Office is available on the DVLA website www.direct.gov.uk/motoring or in our Customer Service Plan, which is displayed in our customer area.

Easier Ways to Tax or SORN

With your Vehicle Tax Renewal Notice (V11) you can tax or SORN:

Online

- at www.direct.gov.uk/taxdisc

By Phone

- using the automated service on 0870 850 4444

You can do this at a time that suits you, as these services are available 24 hours a day.

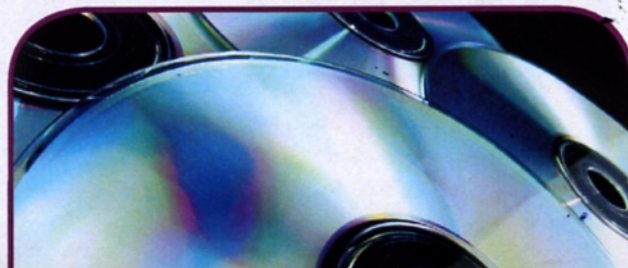
AND, there's no need for you to:

- travel
- queue
- find your insurance or MOT certificate, but you will need the 16 digit reference from the tax reminder or the 11 digit reference number from the registration certificate.

Your tax disc will be delivered by first class post. You can continue to tax or SORN your vehicle at a Post Office® branch that issues tax discs. Just hand them your reminder and the required supporting documents (To find your nearest Post Office® branch that issues tax discs phone 0845 722 3344). If you are a motor trader please refer to leaflet INF55 for advice on how to SORN.

Customer Suggestions

In order to continue to improve our service, we welcome feedback from our customers. Comment cards are available in all Local Offices for this purpose.



Corporate CD-ROM

DVLA has produced a corporate CD-ROM available to customers. It provides relevant and up to date information including a number of the Agency's current videos, TV advertisements and demonstrations (such as the Electronic Vehicle Licensing service). A frequently asked questions section also allows customers access to information saving them from needing to contact the Agency directly. If you would like a copy please e-mail events.dvla@gtnet.gov.uk.

Cancellation of Registration

The cancellation of a registration is an extra statutory concession that will only be allowed where a dealer has registered a vehicle in an independent customer's name and then, through no fault of their own, the sale falls through resulting in the dealer being left with an apparently second-hand vehicle on their hands.

In no circumstances will de-registration be allowed if:

- The vehicle has been registered in the name of a dealer
- The vehicle has been registered in the name of an associated, parent or subsidiary company or a dealership, including associated leasing companies or hire-car firms.
- The vehicle has been used under the registration mark assigned to it.

All applications for cancellation must be made in writing giving full reasons for the request. Applications for, or notifications of the intention to apply for cancellation should normally be received at the DVLA Local Office within 7 working days of the registration date.



Registration plates are now part of the MoT test

Vehicles with incorrectly displayed registration plates already fail the MoT test. On 1st October 2007 the requirements were further tightened to align with the regulations. This action is being taken to aid eye witness accounts, traffic enforcement cameras, Automatic Number Plate Recognition systems and road user charging technology.

Registration plates must be present, secure, show the correct registration, colour and be the correct size, format and font. MoT testers are not required to carry out physical measurements but will complete a visual inspection.

VOSA has produced a leaflet 'Registration Plates and the MoT Test' which outlines the changes being made and can be viewed at www.vosa.gov.uk

'08' Registration Marks

The age identifier is due to change on 1 March and this is a very busy time for us. Please help us to help you by submitting applications as early as possible.

Luton Local Office Closure

DVLA Luton Local office will be closing for business on 8 February 2008. After this date the nearest local offices covering this area will be London Borehamwood and Northampton. Details of these and other DVLA locations can be found on our website www.direct.gov.uk/dvla/local

Service Improvements

Nearly all 40 DVLA Local Offices can now update the vehicle record in-house following an application to transfer a Vehicle Registration Mark. This means significant improvements to the time it takes DVLA to issue an amended Vehicle Registration Certificate (V5C).

Next issue

Issue 9 of 'Local 2U' will be available at the beginning of May 2008.

If you would like to receive a copy electronically, please contact Nottingham Local Office with your e-mail details. This newsletter is also available on the DVLA website, alongside the contact details for the office.

Our Service Standards

- To answer any correspondence within: **10 working days**
- DVLA aims to serve its customers as quickly and efficiently as possible. Wherever possible, we will try to do this within: **25 minutes**
- To process Cherished Transfer applications within: **7 working days**

Our Service Delivery

During Sept 07 to Nov 07 Nottingham Local Office achieved the following:

Average customer waiting time at the counter: **17 minutes**

Customers served: **23,522**

Average customers per day: **362**

Total applications processed: **49,737**

Total Cherished Transfer & Retention applications processed: **5,862**



Contact Details

Nottingham DVLA Local Office

Unit D, Orchard Place
Off Woodhouse Way
Nottingham Business Park
Nottingham
NG8 6PX

For further information visit our website
www.direct.gov.uk/motoring

To email DVLA at Swansea:

vehicles.dvla@gt.net.gov.uk (Vehicle Enquiries)
drivers.dvla@gt.net.gov.uk (Driver Enquiries)

Opening Times

Nottingham Local Office is open:
Monday to Friday 9.00 to 17.00

As part of our commitment to staff development, this office will open at 9.30 on the second Wednesday of every month, i.e. 13 February 2008, 12 March 2008 and 9 April 2008.

Local2U

'Getting you right on the road'

Nottingham Local Office

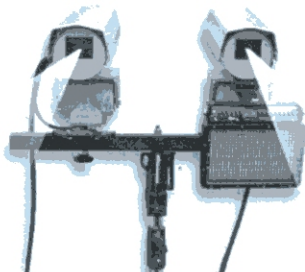
'Ensuring Enforcement matters'

Welcome to the 4th edition of DVLA's Local 2U Ensuring Enforcement Matters.

- If you see an untaxed vehicle on a public road, let us know. We have Enforcement Field Officers who submit reports of untaxed vehicles, which can result in penalties being issued and even prosecution. DVLA also has wheelclamping teams active in the area from time to time.

Additional information about Nottingham Local office is available on the DVLA website www.dvla.gov.uk or in our Customer Service Plan, which is displayed in local office customer areas.

Day In The Life of A DVLA Enforcement Field Officer



You probably know that DVLA uses mobile wheel clamping units and ANPR (Automatic Number Plate Recognition) Cameras to combat Vehicle Excise Licence

Evasion. You might not know that DVLA also uses people power with a network of Enforcement Field Officers (EFO's) tasked with seeking out evaders and their vehicles.

Come rain or shine this hardy crew patrol the highways of our cities, towns and rural areas investigating complaints about unlicensed vehicles. Often these are received from the public through the DVLA hotline, or sometimes even through their MP. The EFO's investigate who is responsible for the vehicle so that they can pay out of court settlements or be prosecuted through Magistrate's Court.

They are supplied with these enquiries and supported by our network of enforcement offices/centres. EFO's also investigate cases involving fraudulent cheques, or where alleged offenders have failed to respond to DVLA enforcement letters, which is an offence in itself. The EFO's knock on doors, interview offenders for prosecution purposes and if necessary retrieve void tax discs.

Phill Pidgeon a London based EFO said "Most people are surprised that someone from DVLA has come knocking on their door and that's when you get a good result. There are very few exceptions where a vehicle can be kept or used on the public highway, for example a pre-booked MOT and you have to have proof of that with you in writing. There is no excuse really, you can tax your vehicle 14 days before it expires and even on line, it is just one of the things we all have to do."

There is a growing problem of vehicle crime involving fraudulent or stolen registration certificates, MOT certificates, driving licences, tax discs and number plates. EFO's are increasingly working on operations with police and local authorities to counter this and at their invitation are regularly present at roadside checks identifying unlicensed vehicles. Police recognise that when a vehicle is stopped because it's unlicensed, further checks reveal other offences such as driving without insurance or appropriate driving licence.

Despite their title, it is not just enforcement that makes up an EFO's day. Representatives also attend community events providing information and answering questions ranging from where to go to tax a vehicle to how to register foreign vehicles.

To report an unlicensed vehicle online visit:
http://forms.dvla.gov.uk/public/unlic_veh/report_online_dg.htm

Or telephone the national untaxed vehicles telephone hotline on freephone 0800 0325 202.





**UNTAXED
VEHICLE**

Wheel Clamping Unlicensed Vehicles

For those that use an untaxed vehicle on a public road, the Driver and Vehicle Licensing Agency's (DVLA) wheelclamping operator could clamp or impound it.

Clamping vans patrolling the streets are equipped with automatic number plate reader (ANPR) technology. Roof-mounted cameras read the number plates of vehicles parked at the roadside. The number plates are checked against a list of untaxed vehicles and any identified are confirmed against the DVLA vehicle register. The untaxed vehicle is then clamped, or towed away and impounded after 24 hours (or immediately in some cases).

Release fees are high. Unclaimed vehicles will be towed away and impounded and could be crushed after seven days. Offenders could also face prosecution with fines up to £1,000 as well as paying any arrears of vehicle tax owed and costs.

Continuous Insurance Enforcement. Watch this space...

The Continuous Insurance Enforcement scheme, provisions for which were made in the Road Safety Act 2006, will provide a new fixed penalty for people who ignore official reminders that their insurance has expired. This will apply to vehicles that are not declared as being off the road through a Statutory Off-Road Notification (SORN) and are not insured. Continuing offenders will risk having their vehicle seized and destroyed. Where a motor vehicle isn't used on a road or other public place then there is no requirement to purchase insurance cover for 'on road' risk as long as a SORN declaration has been made.



Next issue

Issue 5 of Local 2U 'Ensuring Enforcement Matters' will be available at the beginning of May 2008.

If you would like to receive a copy electronically, please contact Nottingham Local Office with your e-mail details.

Enforcement Statistics January 07 to June 07

Following reports from our partners including Parking Attendants, Police Officers, NCP and our own Enforcement Field Officers, vehicle tax evaders:

Paid **£3,532,270** in out of court settlements.

Were fined **£6,124,049** by Magistrates who also awarded costs of **£2,243,864** and arrears of duty to be paid in the sum of **£2,640,093**.

Our Continuous Registration Enforcement scheme resulted in penalties being paid in the sum of **£12,206,594**.

Our Service Standards

- To answer any correspondence within **10 working days**
- To give a prompt, efficient and courteous service



Contact Details

Nottingham DVLA Local Office

Unit D, Orchard Place
Off Woodhouse Way
Nottingham Business Park
Nottingham
NG8 6PX

For further information visit our website
www.direct.gov.uk/motoring

To email DVLA at Swansea:

vehicles.dvla@gt.net.gov.uk (Vehicle Enquiries)
drivers.dvla@gt.net.gov.uk (Driver Enquiries)

If you have received an enforcement letter, please use the telephone number and address given on the letter as you must respond to the issuing office.