



House of Commons
Transport Committee

Government motoring agencies - the user perspective

Sixth Report of Session 2014–15



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The Transport Committee

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Summary

The Government's motoring agencies provide services to motorists, businesses, enforcement bodies and others. The agencies are undergoing reorganisation and are introducing digital services; both changes have potential to bring welcome improvements for all users of the agencies' services. The digital services being developed are popular and well used and we welcome the multi-channel approach being taken by the agencies.

The Government has a mixed approach to organisational change in the agencies with different emphasis on efficiency savings, restructuring, and private sector involvement across the agencies. The Government needs to do more to explain the future direction for all the motoring agencies and how it will create a more unified service for users.

The agencies respond effectively to the needs of most users but could do more to recognise and respond to the needs of business users.

There are a number of specific areas that require action by the Government and its motoring agencies:

- the driver Certificate of Professional Competence may not be delivering all the benefits expected of it and the Government should negotiate changes at a European level;
- the agencies need to have effective assisted digital strategies in place to help those who cannot or are unwilling to use the internet to access services as new digital services are developed and rolled out;
- the agencies need to work with the Government Digital Service and others to address the problem of misleading copycat websites, which charge motorists for services that are available free from official websites;
- the DVLA needs to do more to explain how it is required to share personal data with private parking companies and the safeguards that are in place to protect such data;
- the DVLA needs to adjust the fees it charges to ensure costs are covered and do more to explain how it calculates its costs and fees; and
- data sharing needs to be effective, especially given policy changes such as those on tax discs and driving licences, if revenue collection, action on safety and work by enforcement agencies are to be effective, and new services need to be planned with data sharing in mind.

1 Introduction

1. The three Government motoring agencies—the Driver and Vehicle Licensing Agency (DVLA), the Driver and Vehicle Standards Agency (DVSA) and the Vehicle Certification Agency (VCA)—are executive agencies of the Department for Transport (DfT). The DVLA maintains registers of drivers and vehicles. The DVSA sets, tests and enforces driver and vehicle standards in Great Britain.¹ The VCA is the approval authority for new road vehicles, agricultural tractors and off-road vehicles for use across the whole of the UK. We took evidence on the DVLA and Driving Standards Agency (DSA) earlier in the Parliament in November 2011² and we reported last on the Vehicle and Operators Service Agency (VOSA) in July 2013,³ before it merged with the Driving Standards Agency (DSA) to form the DVSA. The work of the agencies has come up in the context of other inquiries, including that on local authority parking enforcement.⁴ In March 2013 we reported on our future programme and indicated that, following several suggestions, we would look at users' experience of the Government's motoring agencies.⁵

2. We published terms of reference for our inquiry on 7 January 2014 seeking views on the following questions:

- Can the services of the Government motoring agencies be accessed when and where they are needed, including by people who do not use digital channels?
- Are these services affordable and do they provide value for money?
- Is personal or otherwise sensitive data handled appropriately?
- How has outsourcing of service delivery affected users?
- When things go wrong, are problems dealt with quickly and fairly?
- How are users affected by the way in which Government motoring agencies are structured to provide these services? What are the pros and cons for changing the current structure?
- How are the needs of service users prioritised, particularly during periods of change?

3. We received 27 written submissions and took oral evidence on 27 March 2014 and 15 May 2014, when we heard from the motoring agencies, the DfT and representative bodies. We also conducted an online and postal survey in which we asked the public to comment

1 There are separate agencies responsible for this activity in Northern Ireland.

2 Transport Committee, Oral and written evidence, [Work of the Driving Standards Agency and Driver Vehicle Licensing Agency](#), HC1610, Session 2010-12

3 Transport Committee, Third Report of Session 2013-14, [Work of the Vehicle and Operators Service Agency](#), HC 583

4 Transport Committee, Seventh Report of Session 2013-14, [Local Authority parking enforcement](#), HC118

5 Transport Committee, Second Report of Session 2013-14, [Future Programme 2013-14](#), HC 438

on the motoring agencies. We received more than 500 responses to our survey, and we are grateful to everyone who took the time to fill it in.

2 Service delivery

Effect of structural reorganisation on service users

4. The motoring agencies are introducing digital services and undergoing a period of organisational change.⁶ These changes have the potential to affect the services that the agencies provide to the public, businesses and enforcement agencies.

5. The DVLA is required by the Treasury to reduce its operating costs by £100 million a year by the end of 2014-15 against a 2010-11 baseline. It is committed to achieving significant cost savings through the increased digitisation of services, and the closure of local offices and a move towards a centralised operation. By March 2014 over £70m had been realised and the DVLA is confident it will meet the target, which will represent a real cost reduction of more than 20%.⁷ Oliver Morley, Chief Executive of the DVLA, told us that the organisation had made considerable expenditure reductions, both by reducing the local office network and also in some initial savings on the non-staff cost areas.⁸ He was confident the DVLA could maintain the quality of the services it provided despite a reduction in expenditure. The then Minister told us that the DVLA was embarking on a major programme of IT transformation to deliver new and better services online. He added that the DVLA was committed to achieving £160 million of net savings on 2013-14 by the end of 2016-17, a figure he described as “a 30% efficiency saving over the next three years”.⁹ The DfT has recently published a review of the DVLA, prepared by Mary Reilly, a non-executive Director of the DfT. This recommended an acceleration and expansion of the DVLA’s digital transformation in order to cut costs further and improve services.¹⁰

6. The DVSA was established in April 2014, following the merger of the DSA and VOSA.¹¹ The agency plans to recruit a permanent board in 2014 and will move to a single headquarters.¹² Alistair Peoples, Chief Executive of the DVSA, said that the DVSA had maintained front-line service delivery throughout the reorganisation and had taken ‘great pains’ to ensure merger issues were not visible to customers.¹³ The changes have been broadly welcomed. Leon Daniels, Managing Director of Surface Transport for Transport for London (TfL), thought the merger of DSA and VOSA had much promise and would improve communication, leading to a better relationship for TfL with the DVSA.¹⁴ Stephen Smith, Operations Director, Confederation of Passenger Transport, said some benefits

6 Department for Transport ([GMA0010](#))

7 DVLA, [DVLA's annual report 2013 to 2014](#) June 2014 [accessed 1 September 2014]

8 Q111

9 Q173

10 Department for Transport, [A review of DVLA](#), January 2014 [accessed 1 September 2014]

11 In Northern Ireland, the Driver and Vehicle Agency (DVA) remains responsible for services provide elsewhere by the DVSA.

12 Q129

13 Q115

14 Q82 [Leon Daniels]

from the merger—a change of attitude and policy—were already visible.¹⁵ The DVSA has started conducting annual roadworthiness testing of heavy goods vehicles (HGVs) at Authorised Testing Facilities (ATFs) rather than at government-owned sites. The DfT recognised this change could reduce fuel costs and lost time for vehicle operators.¹⁶ Alistair Peoples explained how the DVSA was working with the industry to forecast future volumes of tests and what facilities would be needed.¹⁷ The DfT expects the DVSA to look at a similar model of authorised facilities for driving tests.

7. The VCA operates in a commercially competitive environment and offers its services as an approval authority overseas. It also offers management systems certification—quality assurance for automotive companies.¹⁸ As well as its operations in the UK the VCA has a network of offices overseas. For example, the office in Italy provides type approval certification services to multi-national automotive companies and to smaller supply chain companies in Southern Europe, particularly in Spain, Portugal and Turkey. The VCA is looking to set up an office in Brazil.¹⁹ The DfT is exploring options for the VCA to operate under a new commercial model and is looking for a private sector partner to help run and develop the VCA.²⁰ Stephen Hammond, the then Parliamentary Under Secretary of State for Transport, told us the Vehicle Certification Agency had an international reputation for its work on certifying vehicles and that a private sector partner would help the VCA to realise opportunities to work in other countries more quickly.²¹ The DfT had intended to begin this process by issuing an OJEU notice in autumn 2013²² but this was not issued until March 2014.²³

8. Not all those submitting evidence supported the changes. The Confederation of Passenger Transport explained how the closure of local DVLA offices had a potentially costly impact on bus and coach operators.²⁴ The AA, while generally supportive of the changes, was concerned about losing the skills and experience of DVLA staff when local branches close.²⁵ John Lepine, General Manager, Motor Schools Association of Great Britain, told us that there were ‘not many DSA staff left at director level [in the DVSA]; they are all VOSA people’.²⁶

15 Q32

16 Department for Transport ([GMA0010](#))

17 Q129

18 VCA, [Management systems certification](#) [accessed 1 September 2014]

19 Q187

20 Q188

21 Q187

22 VCA, [Vehicle Certification Agency new commercial models prior information notice](#), July 2013 [accessed 1 September 2014]

23 DfT and VCA, [VCA new commercial models: OJEU notice](#), March 2014 [accessed 1 September 2014]

24 Q39

25 Automobile Association ([GMA0006](#)), para 3.3

26 Q33 and Q34

9. Several witnesses called on the Government to go further and to create, in effect, a ‘one stop shop’ to improve service and avoid unnecessary costs and duplication. Karen Dee, from the Freight Transport Association, said more could be done to overcome a lack of joined up thinking. She thought the system as a whole was not coherent, and the lack of coherence imposed unnecessary costs.²⁷ Her evidence reinforced similar points made in the written evidence we received from the BRVLA, which called for:

- a review of the responsibilities of the Government motoring agencies to remove duplication;
- a move to electronic services as a priority for all aspects of motor vehicle administration;
- the introducing the ability to purchase VED for multiple years;
- a wholesale review of HGV testing to ensure that Authorised Testing Facilities are a long term success;
- a review of access to MOT test data and wider distinction of vehicle type to improve road safety and provide greater data transparency;
- measures to ensure that the impact of cutting costs within Government was a win for businesses as well as for the taxpayer.²⁸

10. The Department for Transport explained the structure of the motoring services agencies was guided by the principles of putting customers and businesses at the heart of what they do.²⁹ The Department wants to reduce the number of agencies with which customers have to deal and wants to make their approaches more uniform and consistent.³⁰ The Department would also like to see greater sharing and less duplication of functions across the agencies. It told us it believes that “the customer experience should be streamlined wherever possible”; for example through sharing estate and back office services to reduce overheads and benefit customers.³¹ However, DfT did not offer any broader vision for the delivery of motoring services or the involvement of the private sector in the delivery of such services. For example, there are areas of DVLA’s responsibilities that may make an attractive business for the private sector—the sale of registration plates being an obvious one.

11. The Government’s mixed approach to reforming the motoring agencies is clearly aimed at improving the customer experience and targeting specific inefficiencies in individual agencies. This is laudable and **it is important that the Government monitors**

27 Q6

28 BVRLA ([GMA0007](#))

29 Department for Transport ([GMA0010](#))

30 Department for Transport ([GMA0010](#))

31 Department for Transport ([GMA0010](#)), para 31

the outcomes of reform of the motoring agencies to ensure the expected benefits are realised. We see little evidence of a holistic long-term strategy, however, and it is not clear, for example why organisational change is the DVSA's focus, while efficiency savings are the order of the day at DVLA, and VCA is undertaking a complex procurement to find a private sector partner. Nor is it clear how this mix of different approaches in the agencies will allow a common approach to back office services through the shared services programme and a common approach to digital services for end users. *We recommend that the Government make clear its long term agenda for change by setting out clearly its overall strategy for provision of motoring services. This should cover all its motoring agencies, demonstrate how the strategy will make services more unified and deliver efficiencies and cost savings, and set out a timeline for the further changes needed to bring about a more unified approach. It should also justify the different approaches it is promoting for the three agencies and explain the impact the Department's work on shared services will have on the agencies. The Department should consider whether it needs three separate agencies to achieve the streamlined, largely electronic services it provides. We would like the Government to expand on its plans for private sector involvement in the provision of motoring services and how it sees the long term future for its agencies as monopoly public service providers. The Government should also make clear the extent to which efficiency savings will benefit both the users of services through reduced costs and fees, and the general taxpayer in the form of savings to the Exchequer.*

12. *The DVSA should provide us with a reassurance that the wealth of experience built up by its vehicle inspectors, examiners and other staff is not being lost in the course of the merger and the changes it is making to authorised testing facilities. Similarly, the DVLA should provide us with a reassurance that it is managing the risks around the loss of knowledge and experience as it closes local branches.*

13. We are concerned about the six-month delay in issuing the OJEU notice for the VCA's private sector partner and seek assurances from the Government that a partner will be announced on schedule in January 2015. *If there are any further delays to plans to recruit a private sector partner for the VCA, we would expect the Government to write to us.*

Support for businesses

14. The DVLA and DVSA provide services to both individuals and businesses. The Freight Transport Association (FTA) told us that the agencies' focus on delivering effective services to individuals often created difficulties for business users, fleet operators and those who employ drivers.³² Further, there is no incentive to improve matters because commercial road fleet operators are a relatively small part of the DVLA's customer base.³³ Specific concerns included:

32 Freight Transport Association ([GMA0015](#))

33 Q13 [Karen Dee]

- agencies not understanding how their systems create inefficiencies for fleet businesses;
- delays caused by the requirement to register and tax vehicles through the DVLA rather than through the dealership, as previously possible; and
- difficulties for bus owners arising from the time it takes DVLA to re-instate driving licences.³⁴

Karen Dee told us that if a company was trying to relicence 500 vehicles it would need to do them one at a time, incurring a £2.50 charge for each one. The lack of support for bulk transaction imposes financial and time costs on businesses.³⁵ She also pointed out that DVSA systems with the vehicle test data needed for relicensing was in a separate system.

15. The FTA recommended some solutions to help tackle these issues, to prevent further problems arising in the future and to anticipate difficulties before they arose. These included:

- establishing a cross-agency champion for business and fleet users;
- establishing a long-term plan for a ‘one-stop-shop’ for driver and vehicle information and services; and
- developing a consolidated plan for world standard e-services ‘on a par with online retail providers’.³⁶

16. The DfT said its agencies continually monitored service delivery and regularly sought customer insight.³⁷ **The DVLA and DVSA respond effectively to the needs of individuals, who usually undertake only two or three transactions each year but account for the bulk of the agencies’ business. However, on the basis of the evidence we received they do not adequately meet the needs of businesses, some of whom undertake hundreds of vehicle or driver transactions in each year. The agencies need to develop a better understanding of the needs of their business users, particularly small fleet owners and operators who play an important part in economic prosperity. We recommend that DVLA and DVSA develop specific strategies for responding to the needs of business customers. In setting out a longer-term strategy for the future of its motoring agencies, the Government should consider the needs of business users as well as those of individual motorists.**

Driver training

17. Anyone wishing to drive a heavy goods vehicle HGV for a living needs to hold an HGV licence and pass the Driver Certificate of Professional Competence (CPC). The CPC for

34 Q37 [Mr Parmar], also see Q7 [Ms Dee]; Q38; and Unite the Union ([GMA0009](#))

35 Q7

36 Freight Transport Association ([GMA0015](#))

37 Department for Transport ([GMA0010](#))

professional drivers was introduced as a result of European Directive 2003/59/EC,³⁸ which was intended to:

... improve road safety, to improve the professionalism and the quality of service offered by professional drivers and to facilitate the free movement of workers.³⁹

All new professional HGV drivers must pass an initial qualification, and all existing professional HGV drivers must take periodic training on a five-yearly cycle. The requirements to pass an initial qualification were introduced on 10 September 2009 and existing drivers will have to have undertaken the first round of training by 9 September 2014.⁴⁰

18. Several witnesses doubted the Driver CPC was delivering the benefits expected of it. Beverley Bell, Senior Traffic Commissioner for Great Britain, told us that the quality of training of a “small percentage” of companies was poor and failed to engage drivers.⁴¹ Leon Daniels, from TFL, told us

I could have got my driver CPC by going to the same course in the same office on five consecutive days and sitting through the same syllabus [...] It is entirely inappropriate that there is a shortcut that allows people to get their driver CPC in that way.⁴²

19. Adrian Jones, National Officer for Road Transport, Commercial, Logistics and Retail Distribution, Unite the Union, made the same point in his evidence and added this was of “no benefit to the driver, the employer or the industry”.⁴³ He also said the training was sometimes little more than attendance at an event and little engagement in the content of the course was required.⁴⁴ TfL called for greater transparency so that transport managers could view the modules taken by each of their drivers. They argued that this would encourage drivers to make less arbitrary choices on which training modules to take, while also increasing professionalism in the industry. They said the Safe Urban Driving course—a TfL-developed course aimed at drivers operating in or passing through London and intended to lower the risk to vulnerable road users, including cyclists—should be

38 European Directive [2003/59/EC](#) which was brought into effect by the Vehicle Drivers (Certificates of Professional Competence) Regulations 2007 ([SI 2007/605](#))

39 DSA, *Certificates of Professional Competence for professional lorry and bus drivers - partial RIA*, November 2005, para 2.1.1

40 For bus and coach (PSV) drivers these dates were 10 September 2008 and 9 September 2013 respectively

41 Q101

42 Q98

43 Q25

44 Q26

mandatory.⁴⁵ In our inquiry on cycling safety, British Cycling called for cycle awareness training to be made a mandatory part of the CPC.⁴⁶

20. The then Minister told us he was aware of the concerns that the CPC might allow a repetition of the same training every year but argued that responsible hauliers would understand the need to ensure their drivers maintained their professional competence. He said the Department was in the process of reviewing the CPC regulations; this included whether there should be a safety element within the driver CPC.⁴⁷

21. If businesses and drivers must commit time and resource to mandatory training then that training must be worthwhile and effective. At the present time this is not the case. We welcomed the proposals made by the Government in November 2013 when it reported to the European Commission on the effectiveness of the CPC and called for more flexibility and for the training to take account of other road users, particularly cyclists.⁴⁸ **But under the current regulations the Government could not add modules on vulnerable road users to the Driver CPC or compel drivers to select them. If the Government unilaterally amended regulations to make such modules compulsory drivers from other countries using roads in the UK would not have equivalent training.** For that reason, *we recommend that the Government lobby the European Commission to introduce an amending Directive to require the inclusion of a compulsory new training module in the Driver CPC focused on vulnerable road users.*

45 Transport for London ([GMA0017](#))

46 Transport Committee, Third Report of Session 2014-15, [Cycling safety](#), HC 286, para 17

47 Q181

48 Department for Transport, [UK Government response to the European Commission's call for evidence and review of Directive 2003/59/EC on the initial qualification and period training of drivers of certain road vehicles for the carriage of goods or passengers](#), 20 November 2013 [accessed 1 September 2014]

3 Digital strategy

Digital services

22. “Digital by default” services are defined by the Government’s digital strategy as:

... digital services which are so straightforward and convenient that all those who can use digital services will choose to do so, while those who can’t are not excluded.⁴⁹

Each Government Department and agency is expected to prepare and publish its own departmental digital strategy. The DfT and its motoring agencies are actively involved in the digital transformation of services. The DVLA has developed three of the Government’s 25 digital “exemplar services” enabling customers to:

- view their driving record (in beta—tested by the public);
- apply for a number plate (in alpha—tested only internal and by stakeholders); and
- transfer ownership of a car online (in beta).⁵⁰

This is in addition to the number of other digital services provided by the motoring agencies over the past few years, including those mentioned below. These are easily accessible on the gov.uk website.⁵¹

23. Uptake of the agencies’ digital services is very high. 96% of all new vehicle registrations are done through the Automated First Registration and Licensing (AFRL) system, which enables manufacturers and new car dealers to pass vehicle and keeper details electronically to DVLA; and 97% of driving theory tests and 94% of driving practical tests were booked online in 2013-14.⁵² Oliver Morley, Chief Executive, DVLA, said over half of the DVLA’s 100 million transactions each year were online.⁵³ He argued that the DVLA had a ‘multi-channel’ rather than digital-by-default approach. This means that for some services traditional forms of delivering the service—the Post Office already provides access to a number of motoring services on behalf of the DVLA⁵⁴—would continue alongside newly designed digital channels. He expected the DVLA would continue to handle a considerable number of transactions through the Post Office (over 20 million motoring service transactions are carried out by the Post Office annually, about 20% of all DVLA

49 Cabinet Office, [Government Digital Strategy](#), November 2012, p.5

50 Gov.uk, [Digital Transformation](#) [accessed 1 September 2014]

51 Gov.uk, [Driving and transport](#), [accessed 1 September 2014]

52 Department for Transport ([GMA0010](#))

53 Q112

54 Post Office Limited ([GMA0019](#)), para 3.1

transactions).⁵⁵ Alastair Peoples, Chief Executive of the DVSA, said the DVSA also had a multi-channel approach.⁵⁶

24. The AA said its members were very happy with the motoring agencies' digital channels, in particular payment of vehicle excise duty (VED, often referred to as 'car tax') renewal.⁵⁷ John Lepine, general manager of the Motor Schools Association of Great Britain, told us the DVSA provided "a really good service online".⁵⁸ These positive observations were confirmed by a January 2012 AA-Populus poll of over 20,000 people which found that:

- 83% had used online services;
- 87% rated DVLA online services as good or very good; and
- 87% supported delivery of services online.⁵⁹

25. However the same AA-Populus survey pointed to a recurring theme: concern about digital exclusion. It found that:

- 50% would oppose 'only online' services; and
- 53% would oppose third parties carrying out DVLA services (31% would strongly oppose).⁶⁰

26. John Lepine echoed these concerns about access: he said that the DVSA did not give enough detail of non-digital access routes to services and this risked those who, for whatever reason, did not wish to engage with the DVLA digitally being excluded from various processes.⁶¹ He went on to say:

... driving instructors by the nature of what they do are practical people who teach real people to drive real cars. They do not have computers sitting on their knee all day. Therefore, in many cases they are not digitally aware.⁶²

He noted that broadband access might be a problem in some areas and that some people preferred not to use online services. The AA said care was needed to avoid disenfranchising those who "lack [digital] connectivity".⁶³ The FTA wanted digital services to be designed

55 Q119 [Mr Morley] and Post Office Limited ([GMA0019](#)), para 3.1

56 Q119 [Mr Peoples]

57 Automobile Association ([GMA0006](#))

58 Q33

59 Automobile Association ([GMA0006](#))

60 Automobile Association ([GMA0006](#))

61 The Motor Schools Association of Great Britain ([GMA0013](#))

62 Q47

63 Automobile Association ([GMA0006](#))

with the needs of business users in mind.⁶⁴ The Department noted that the agencies offered a variety of options to access their services, with digital options being the most popular.⁶⁵

27. The Government is embracing a ‘digital first’ policy and clearly the motoring agencies are well engaged with this approach, which should be welcomed on the grounds of convenience and cost. The Government told us that the digital services provided by the motoring agencies are popular and assisted digital services are available for those with no or limited access to digital channels.⁶⁶ An example of an assisted digital service is the DVSA’s provision, in its replacement for the current Operator Licensing System, for a member of staff to complete an application over the phone for an applicant.⁶⁷ **Digital services must cater for all users not just individual motorists and the agencies’ assisted digital strategies must help and support those who cannot access services online. The Department needs to ensure that its motoring agencies have viable plans for assisted access, which recognise the distinct needs of individuals and businesses. The motoring agencies must ensure a good standard of accessibility to their services is provided to users who are unable to benefit from investment in digital services. They should also monitor outcomes and customer feedback to ensure that their assisted digital strategies are working.**

Extending digital services

28. We heard several suggestions for how digital services could be further developed. The Motor School Association of Great Britain called on the DVSA to provide an online booking service for Approved Driving Instructors standards checks. Jay Parmar, legal and policy director of the British Vehicle Rental and Leasing Association, gave the example of transfer of ownership, which for fleet operators can be a significant cost to industry; businesses in the rental and leasing sector have to send annually by paper five items for every single vehicle that is disposed of (about 1 million vehicles every year are disposed of).⁶⁸ This is one of the “exemplar services” that is being developed as a digital service.⁶⁹ Fourdot Affinity Ltd called for improvements to number plate proof-of-entitlement and secure, validated on-line plate purchase.⁷⁰

29. Some of the services provided by the motoring agencies require a physical presence at the roadside, at operators’ premises or in a specialist testing facility⁷¹ and there are limits to how far services can be moved online. For example, what can be done on the internet with

64 Freight Transport Association ([GMA0015](#))

65 Department for Transport ([GMA0010](#))

66 Department for Transport ([GMA0010](#))

67 Department for Transport ([GMA0010](#))

68 Q49 [Jay Parmar]

69 Gov.uk, [Digital Transformation](#) [accessed 1 September 2014]

70 Fourdot Affinity Ltd ([GMA0008](#))

71 Q93

driving licence applications is limited by difficulties in assuring identity.⁷² Clearly driver and vehicle testing require a physical presence. But there are always elements of administration associated with these services that could deliver cost and time savings if they were delivered online, such as appointment and test bookings.

30. Digital services are clearly popular and they have the potential to reduce costs for the taxpayer, motorists and businesses. We recognise the need for the multi-channel approach that the agencies are adopting; and lessons learned from the progress made so far should inform the planning and roll-out of new digital services. Concerns about digital exclusion and access to services for people who cannot use online services are valid. The move to digital provision and recent organisational changes (for example, the closure of DVLA local branches) have the potential to make access to some services much more difficult and costly for certain groups of people and some businesses. *The Department and the agencies need to show how they are addressing these concerns and what steps they are taking to ensure that there is alternative provision for those unable or unwilling to use digital services, especially in the context of changes to local networks and branches. The Department should also consider the extent to which reliance on the Post Office and other providers is an adequate means of dealing with digital exclusion. In addition, digital services must work seamlessly with those that will continue to require some degree of physical presence.*

Copypat websites

31. The existence of non-Government websites that charge a fee for services available free of charge on official websites without adding any value can mislead motorists into thinking they are using an official website, causing them to incur unexpected and unnecessary charges. In 2011 the Advertising Standards Authority found a website offering to book driving tests was misleading and contained unsubstantiated claims, and that a company offering to book driving tests online could mislead customers into thinking they were dealing with the DSA (now part of the DVSA). In November 2013 it ruled that a website was misleading in that it implied a connection between the company operating the website and the DVLA that did not exist.⁷³ The AA has seen an increase in complaints about ‘impersonator websites’ charging for free Government motoring agency services such as applying for a driving test or driving licences. It recognised a case for services that added some value—‘checking services’ or ‘fast track services’.⁷⁴ But it said the Government agencies appeared to co-exist with alternative, unofficial ‘service providers’. The AA thought it “almost immoral that [such sites] can ply a trade that basically tricks people”.⁷⁵ They called for the agencies to be much tougher where they had an official relationships with such websites. John Lepine suggested this was a bigger problem for the DVSA than

72 Q113

73 [ASA rulings](#) [accessed 01 September 2014]

74 Automobile Association ([GMA0006](#))

75 Automobile Association ([GMA0006](#))

the DVLA.⁷⁶ Leon Daniels noted thousands of people were paying the congestion charge via a third party website that charged extra.⁷⁷ Transport for London wanted the DVLA to send letters to those drivers identified as having used an unofficial website to pay the Congestion Charge.⁷⁸ The DVLA was initially reluctant but has since changed its position; TfL and the DVLA are working to finalise a letter that will be sent to drivers who have paid unnecessary charges and directing them to the official website to pay the Congestion Charge.⁷⁹ TfL is consulting on a proposal that it should refuse to accept payments from copycat websites or other unauthorised third-parties.⁸⁰ The Government has stated that it has taken “decisive steps” against misleading websites acting as a middleman between the DVLA and the public, by raising awareness and enforcement actions.⁸¹ The DVLA has sought to advise the public through Twitter, the official Government website, the press, and through its own forms, leaflets and envelopes, that they may be charged an additional fee if they do not use the gov.uk website.⁸²

32. The problem of misleading websites goes beyond the Department and its agencies, and Ministers have stated that the Government Digital Service, part of the Cabinet Office, is leading cross-departmental efforts to address the problem. The GDS tracks the activity of such sites, and shares this information with Google, and other search engines, so they can identify and take action against “websites that add little or no value to existing online Government services”.⁸³ The National Trading Standards Board has also received an additional £120,000 in funding to “clamp down on misleading websites”.⁸⁴

33. Misleading copycat websites are an issue for many Government services.⁸⁵ The Department for Transport and its agencies cannot solve the problem in isolation and their efforts must be backed by effective cross-departmental action; the Government Digital Service, Advertising Standards Agency, trading standards bodies and search engine providers all have a role to play.⁸⁶ Motorists who choose to use a ‘reviewing and forwarding’ service should be free to do so and the providers of such services may not be doing anything illegal. **It is illegal to deliberately mislead the public or obtain money by fraud; the agencies providing services on behalf of the Government should do everything practicable to prevent users of their services from being misled or becoming the victims of fraud. *Transport for London’s agreement with the DVLA to alert drivers***

76 Q53

77 Q107

78 Transport for London ([GMA0025](#))

79 Transport for London ([GMA0025](#))

80 Transport for London, [Have your say on the proposed improvements to the way you pay the Congestion Charge](#), August 2014 [accessed 1 September 2014]

81 HL Deb, 6 May 2014, [cols 345WA](#)

82 HL Deb, 6 May 2014, [cols 345WA](#)

83 HC Deb, 10 March 2014, [cols 54W](#)

84 HL Deb, 6 May 2014, [cols 345WA](#)

85 House of Commons Library, Standard Note, SN/HA/6826, [Websites charging for Government services](#), 17 Feb 2014

86 House of Commons Library, Standard Note, SN/HA/6826, [Websites charging for Government services](#), 17 Feb 2014

using unofficial websites is an interesting model that the Department should evaluate to see how well the approach works and whether it can be extended to other services. It will be important to understand how much any alternative approach costs to administer, what effect it may have on fees for users of services and whether it results in fewer motorists using unofficial sites. In such an evaluation it will be important for the Department to consider the effect of the scheme on unofficial operators and any unintended consequences for legitimate providers of value-added services. We also ask the GDS to provide specific details of its progress so far in identifying and alerting search engines to misleading websites offering services to motorists, and to report on what enforcement action has been taken against such sites.

4 Managing and sharing data

Sharing vehicle keeper data with parking enforcement companies

34. Parking charge notices are issued to motorists who have been deemed to be parked illegally on private land. Parking enforcement on private land is unregulated and relies on the laws of contract and trespass. Since this Committee's predecessors looked at private parking enforcement in the 2005 Parliament the situation has improved but remains a concern to many people. Then many of the concerns were about enforcement targets and incentives, and clamping on private land. Our predecessors supported the release of data from the DVLA's register of vehicle keepers provided "... the public are properly protected from abuse of this information, and that any loopholes allowing unscrupulous parking enforcement activity will be closed."⁸⁷ We found that the situation had improved markedly by 2013-14; clamping on private land had been made illegal and there were fewer reports of aggressive enforcement.⁸⁸ Some concerns do remain, however, with NoToMob, a campaign and direct action group, suggesting that "rogue clampers [had been] reincarnated as rogue ticketers", and reporting that a story of a private parking company "pursuing a completely uncaring and relentless approach with a view to maximising its profits" occurred on an almost daily basis.⁸⁹

35. Private parking enforcement companies can obtain information from the DVLA about registered vehicle keepers upon payment of a £2.50 charge. This enables the companies to pursue vehicle keepers for the enforcement of parking restrictions on private land. The release of vehicle keeper data is specifically permitted by the Road Vehicles (Registration and Licensing) Regulations 2002 for those showing 'reasonable cause' to receive it and who are members of an Approved Operator Scheme (AOS) run by an Accredited Trade Association (ATA)—in this case the British Parking Association (BPA).⁹⁰ 'Reasonable cause' takes precedence over the Data Protection Act 1998. The DVLA defines 'reasonable cause' in this way:

...reasonable cause for the release of data from the DVLA vehicle register relates to motoring incidents with driver or keeper liability. These can include matters of road safety, events occurring as a consequence of vehicle use, the enforcement of road traffic legislation and the collection of taxes.⁹¹

36. The DVLA told us that vehicle keepers were often unaware of the legitimacy of the release of data from the DVLA vehicle register. It said:

87 Transport Committee, Seventh Report of Session 2005-06, [Parking Policy and Enforcement](#), HC748, paragraph 301

88 Transport Committee, Seventh Report of Session 2013-14, [Local Authority parking enforcement](#), HC118

89 NoToMob ([GMA0023](#))

90 Road Vehicles (Registration and Licensing) Regulations 2002 ([SI 2002/2742](#))

91 DVLA, [Release of information from DVLA's registers](#), October 2010, p.3

It is probably one of the biggest areas of complaints in terms of people not entirely understanding why we are providing the data [...] and ensuring that the right controls are in place so that that data are used properly.⁹²

37. Stephen Hammond explained the framework thus:

There is a licensing and framework arrangement for data to be provided to car parking companies, but those car parking companies must be licensed either by their trade association or the local authority. The Government have therefore set up a framework such that this is properly monitored. Where there are breaches of that, the company is suspended from receiving that data, or local authorities are suspended from licensing those companies.⁹³

38. The DVLA said its approach balanced the need to treat motorists fairly with a landowners' desire to protect their legal rights and ensure that parking facilities remain available for legitimate users.⁹⁴ It audits its data customers on a three-year rolling programme, supplemented by a programme of 'site visit' audits that see every company visited at least once every two years. Targeted audits are used where intelligence suggests an audit outside the rolling programme is warranted. In 2013 22 private parking companies and one local authority were suspended from requesting DVLA data due to anomalies in their parking related enforcement.⁹⁵

39. Our survey found the release of keeper details to private parking enforcement companies remain a concern to motorists because:

- they do not trust private parking companies;
- parking companies are perceived as failing to act fairly or responsibly; and
- parking companies are suspected of actions that would breach the British Parking Association (BPA) code of practice that prevents companies from passing vehicle keeper information on to third parties.

40. Both the British Parking Association (BPA) and NoToMob expressed concern about the release of vehicle keeper details.⁹⁶ NoToMob argued that a sensible and proportionate approach would be to target persistent offenders and for the decision on whether to proceed with any type of enforcement to rest with landowners and leaseholders rather than with private parking companies.⁹⁷ Ranger Services told us that there were better ways for private parking companies to target persistent and repeat offenders but the DVLA's insistence on repeat searches for each offence meant that cost of an alternative approach

92 Q126

93 Q177

94 Driver and Vehicle Licensing Agency ([GMA0026](#))

95 Driver and Vehicle Licensing Agency ([GMA0026](#))

96 British Parking Association ([GMA0022](#)) and NoToMob ([GMA0023](#))

97 NoToMob ([GMA0023](#))

made it impractical for their customers.⁹⁸ They said charges for repeat disclosure could be avoided through access to another DVLA databases (used by HPI and major insurance companies, and which provides information on make, model and colour of vehicle and the date of the last registered keeper change/update). This would enable private parking companies to check whether there has been a change of ownership since the first violation for which they held registered keeper details. With no change of ownership the first search could form the basis for starting or continuing enforcement action, including the issuing of penalty charge notices without incurring the cost of a second search of the vehicle keeper database.⁹⁹

41. The AA recognised that the DVLA has a duty to give this information but noted the current system depended on the confidence the DVLA placed on trade associations to ensure compliance with codes of practice.¹⁰⁰ It thought more needed to be done to reassure the public that private parking penalties were not a scam and that the release of vehicle keeper details was justified.¹⁰¹ The AA argued for an alternative system where the DVLA informed a vehicle keeper when an inquiry was made by a private parking enforcement company. This would be more costly but the additional costs could be recovered by raising the fee charged to parking companies. This would allow the DVLA to tell the vehicle keeper that it is legally obliged to give their details to the named parking enforcement company, and inform them of their legal rights.¹⁰²

42. We acknowledge that the Government has made progress on private parking companies but while the system is better there is still much to do to explain this to the public. **Protecting personal data is an issue that people feel strongly about and the DVLA needs do more to explain to the public the legal basis for its sharing of personal data and the steps that are being taken to deal with private parking companies and local authorities caught misusing parking data; the Government needs to ensure there is more transparency and better accountability on this issue. We recommend that the DVLA and Department for Transport consider whether each vehicle keeper should be told when their data is released and what more can be done to help target persistent repeat offenders. The Government needs to be mindful of the costs of any changes and we would expect it to consult widely on any proposals it brings forward, including how the costs of any such scheme could be met.**

43. There are widely-held concerns that the DVLA profits from the sale of the data it holds on drivers.¹⁰³ The Government's motoring agencies set their fees at a level that will cover their costs (the VCA is required to make a small operating surplus).¹⁰⁴ The DVLA told us it

98 Ranger Services ([GMA0001](#))

99 Ranger Services ([GMA0001](#))

100 Automobile Association ([GMA0006](#)), para 3.9

101 Automobile Association ([GMA0006](#))

102 Automobile Association ([GMA0006](#))

103 "[DVLA made £10m by selling on millions of drivers' names and addresses to parking and clamping firms](#)", Daily Mail, 15 April 2013

104 Department for Transport ([GMA0010](#))

is currently making a loss from charging for the provision of information to parking companies. It charges £2.50 for each enquiry. It costs the DVLA £2.84 to process each request.¹⁰⁵ The difference between income and cost for this service last year was a shortfall of around £700,000, which represents 0.1% of the DVLA's total costs. **The DVLA should not subsidise private parking companies by providing data at a loss, if anything it should err on the side of making a small surplus. As it reviews its fees and income, the DVLA should consider whether efficiencies can be made to reduce the cost of processing these requests. If not, the DVLA should adjust the fee for the provision of personal data to ensure costs are covered. The DVLA should make clear on its website how the costs are calculated. It should also consider whether the enhanced provision of information to drivers, as recommended above, could be financed through the fee.**

Sharing data more widely

44. The motoring agencies already share data with a number of different companies and enforcement bodies. As new services are made available online and new applications and datasets are developed the potential for sharing data and the number of potential consumers of the data will grow. It is important that the Government and the motoring agencies recognise opportunities to share data and design systems with interoperability in mind but this may not be happening. For example, the Freight Transport Association told us it was concerned that the DVLA systems should not be designed in a way that prevents them at a later stage sharing data with DVSA systems, systems in the Office of the Transport Commissioner or indeed any other systems.¹⁰⁶

Policy changes that increase reliance on the quality, accuracy and effective sharing of data

45. The Government plans to abolish the tax disc and has proposed scrapping the counterpart driving licence (the paper document containing information which supplements the plastic licence). These kinds of policy change will increase reliance on the timely, accurate and effective sharing of data.

46. The AA said a poll in December 2013 found that 47% of those surveyed said that not having a tax disc visible in the windscreen may lead to them forgetting to renew it, placing a considerable number of drivers at risk of the DVLA's late tax penalty of £80.¹⁰⁷ Unless data is shared effectively it may also make it harder to identify untaxed vehicles.

47. John Lepine told us that without the counterpart licence it would be difficult to know if a person attending a speed awareness or red traffic light course was legally allowed to drive without phoning a premium rate DVLA phone number to make sure they did not have a

105 Driver and Vehicle Licensing Agency ([GMA0026](#))

106 Q13 [Karen Dee]

107 Automobile Association ([GMA0006](#))

short period disqualification.¹⁰⁸ In the vehicle rental and leasing sector, before handing over the key to a motor vehicle, a business needs to be satisfied that the individual it is leasing or renting to has a valid driving licence. Without the counterpart there needs to be a way to check such information online at any time.¹⁰⁹ TfL told us many employers were not adequately managing driver risk ratings, as they carry out unreliable manual driving licence checks, which are not regularly verified by the DVLA.¹¹⁰ TfL argued for a cost effective and direct service for employers to validate and check the driving licences of their employees, recommending that the DVLA would provide a similar service for driving licences to that that the police have to use vehicles registration numbers to access vehicle ownership and insurance databases. This would also enable the use of in-car scanners to read driving licences for comparison to the vehicle (and type) being driven.¹¹¹ Other businesses need to check what courses, like the driver CPC, someone has taken before employing them as a driver.¹¹²

48. Interoperability of systems and the ability to share data with other agencies needs to be given a high priority by all the motoring agencies. The motoring agencies should think carefully about what data their users need, how this can be shared effectively and what safeguards need to be in place. They should assess policy changes to understand what impact they may have on data sharing. The need to share and exchange data needs to be balanced with the protection of personal data.

Working with enforcement agencies

49. Various enforcement agencies use the motoring agencies databases, and effective enforcement of a number of regulations requires timely access to accurate information in these databases. Leon Daniels, Managing Director, Surface Transport, TfL, told us that “the gathering of intelligence and sharing of data between the agencies is not perfect”.¹¹³

50. The DVSA works with the police, traffic commissioners and highway authorities to enforce the standards it sets for vehicles and drivers. Our Report into the work of VOSA (now part of the DVSA) called on VOSA to take steps to improve its relationships with the police and Traffic Commissioners.¹¹⁴ We recognised the value of VOSA’s intelligence-led system for targeting operators for checks, based around its Operator Compliance Risk Score (OCRS), but were concerned that undue reliance on it could have a distorting effect, risking that larger operators would not be monitored effectively.¹¹⁵ We were keen to hear

108 Q40

109 Q51

110 Transport for London ([GMA0017](#))

111 Transport for London ([GMA0017](#))

112 Q76

113 Q90

114 Transport Committee, Third Report of Session 2013-14, [The work of the Vehicle and Operator Services Agency \(VOSA\)](#), HC 583, para 36

115 Transport Committee, Third Report of Session 2013-14, [The work of the Vehicle and Operator Services Agency \(VOSA\)](#), HC 583, paras 29-31

what changes there had been since our 2013 inquiry. Beverley Bell, Senior Traffic Commissioner, remained sceptical about the value of the OCRS as a tool for the DVSA.¹¹⁶ She suggested that intelligence about poorly-managed lorry, bus and coach operators was already available to local agencies and that providing resources for “boots on the ground” inspections of individual operators was essential.¹¹⁷ TfL highlighted the success of collaborative intelligence-led enforcement exercises but expressed concern that pressure on DVSA’s budgets could have a negative effect on such enforcement operations.¹¹⁸ Leon Daniels said that without timely and accurate sharing of information OCRS scores might not reflect the correct number of clear checks.¹¹⁹ TfL said this was unfair on compliant operators, as clear stops by the police (when a vehicle passes an inspection without any problems) are generally not communicated to the DVSA and do not therefore result in a positive revision of the Operator Compliance Risk Score (OCRS).¹²⁰ Accurate and timely sharing of data could change an operator’s likelihood of being stopped in future and DVLA and police resources could then be targeted on operators with a poorer record.¹²¹

51. Several witnesses voiced a number of concerns about the DVSA’s approach to foreign hauliers. Adrian Jones reported concerns from members of Unite the Union that foreign vehicles were not maintained to as high a standard as UK vehicles.¹²² The Freight Transport Association argued that the DVSA failed to target poor compliance among operators of foreign vehicles; meaning that only a random selection faced roadside checks.¹²³ When a foreign vehicle did face a roadside check and failed, we heard anecdotal evidence that the DVSA failed to pursue the foreign hauliers to receive the fixed penalties due.¹²⁴ The then Minister was confident that the DVSA’s budget was sufficient for it to enforce driver and vehicle standards over both domestic and foreign operators in the UK and stated that the Agency “absolutely enforce against foreign drivers”.¹²⁵

52. The AA recommended the DVSA and the Metropolitan Police Service (MPS) should work together to link computer systems and develop shared databases.¹²⁶ TfL wanted better controls over the quality and accuracy of data provided by the DVLA as it would reduce their costs incurred and avoid the situation where people received penalty charge notices in relation to vehicles that they no longer owned.¹²⁷

116 Q93

117 Q93

118 Q87

119 Q90

120 Transport for London ([GMA0017](#))

121 Q90

122 Q16

123 Q19

124 Q16, Q17 and Q19

125 Q184

126 Automobile Association ([GMA0006](#))

127 Transport for London ([GMA0017](#))

53. Timely access to accurate data is important for effective enforcement. **Offenders need to be caught and dangerous vehicles must be removed from the road network. An intelligence-led approach to enforcement that targets the most serious non-compliance and the repeat offenders depends on access to and the effective sharing of data. We view this as essential to reduce the likelihood of traffic accidents and save lives. The Department should drive forward a culture change in the approach to sharing data between the motoring agencies and their enforcement partners and should identify the steps that need to be taken to ensure data is accurate and can be shared in a timely way to support the work of the agencies and enforcement bodies.**

5 Conclusion

54. By and large the Government's motoring agencies serve their users well. We would like to see a better understanding of the needs of business users. The agencies have taken on the challenge of providing digital services and have developed services that are well liked by users. The agencies need to look to the needs of businesses, enforcement agencies and others to ensure that data is being shared effectively to target unsafe and illegal driving, ensure efficient collection of taxes and to aid enforcement agencies.

Conclusions and recommendations

Effect of structural reorganisation on service users

1. It is important that the Government monitors the outcomes of reform of the motoring agencies to ensure the expected benefits are realised. (Paragraph 11)
2. We recommend that the Government make clear its long term agenda for change by setting out clearly its overall strategy for provision of motoring services. This should cover all its motoring agencies, demonstrate how the strategy will make services more unified and deliver efficiencies and cost savings, and set out a timeline for the further changes needed to bring about a more unified approach. It should also justify the different approaches it is promoting for the three agencies and explain the impact the Department's work on shared services will have on the agencies. The Department should consider whether it needs three separate agencies to achieve the streamlined, largely electronic services it provides. We would like the Government to expand on its plans for private sector involvement in the provision of motoring services and how it sees the long term future for its agencies as monopoly public service providers. The Government should also make clear the extent to which efficiency savings will benefit both the users of services through reduced costs and fees, and the general taxpayer in the form of savings to the Exchequer. (Paragraph 11)
3. The DVSA should provide us with a reassurance that the wealth of experience built up by its vehicle inspectors, examiners and other staff is not being lost in the course of the merger and the changes it is making to authorised testing facilities. Similarly, the DVLA should provide us with a reassurance that it is managing the risks around the loss of knowledge and experience as it closes local branches. (Paragraph 12)
4. We are concerned about the six-month delay in issuing the OJEU notice for the VCA's private sector partner and seek assurances from the Government that a partner will be announced on schedule in January 2015. If there are any further delays to plans to recruit a private sector partner for the VCA, we would expect the Government to write to us. (Paragraph 13)

Support for businesses

5. The DVLA and DVSA respond effectively to the needs of individuals, who usually undertake only two or three transactions each year but account for the bulk of the agencies' business. However, on the basis of the evidence we received they do not adequately meet the needs of businesses, some of whom undertake hundreds of vehicle or driver transactions in each year. The agencies need to develop a better understanding of the needs of their business users, particularly small fleet owners and operators who play an important part in economic prosperity. We recommend that DVLA and DVSA develop specific strategies for responding to the needs of business customers. In setting out a longer-term strategy for the future of its motoring agencies, the Government should consider the needs of business users as well as those of individual motorists. (Paragraph 16)

Driver training

6. If businesses and drivers must commit time and resource to mandatory training then that training must be worthwhile and effective. At the present time this is not the case. (Paragraph 21)
7. Under the current regulations the Government could not add modules on vulnerable road users to the Driver CPC or compel drivers to select them. If the Government unilaterally amended regulations to make such modules compulsory drivers from other countries using roads in the UK would not have equivalent training. We recommend that the Government lobby the European Commission to introduce an amending Directive to require the inclusion of a compulsory new training module in the Driver CPC focused on vulnerable road users. (Paragraph 21)

Digital services

8. Digital services must cater for all users not just individual motorists and the agencies' assisted digital strategies must help and support those who cannot access services online. The Department needs to ensure that its motoring agencies have viable plans for assisted access, which recognise the distinct needs of individuals and businesses. The motoring agencies must ensure a good standard of accessibility to their services is provided to users who are unable to benefit from investment in digital services. They should also monitor outcomes and customer feedback to ensure that their assisted digital strategies are working. (Paragraph 27)

Extending digital services

9. Digital services are clearly popular and they have the potential to reduce costs for the taxpayer, motorists and businesses. We recognise the need for the multi-channel approach that the agencies are adopting; and lessons learned from the progress made so far should inform the planning and roll-out of new digital services. Concerns about digital exclusion and access to services for people who cannot use online services are valid. The move to digital provision and recent organisational changes (for example, the closure of DVLA local branches) have the potential to make access to some services much more difficult and costly for certain groups of people and some businesses. The Department and the agencies need to show how they are addressing these concerns and what steps they are taking to ensure that there is alternative provision for those unable or unwilling to use digital services, especially in the context of changes to local networks and branches. The Department should also consider the extent to which reliance on the Post Office and other providers is an adequate means of dealing with digital exclusion. In addition, digital services must work seamlessly with those that will continue to require some degree of physical presence. (Paragraph 30)

Copycat websites

10. It is illegal to deliberately mislead the public or obtain money by fraud; the agencies providing services on behalf of the Government should do everything practicable to prevent users of their services from being misled or becoming the victims of fraud. Transport for London's agreement with the DVLA to alert drivers using unofficial websites is an interesting model that the Department should evaluate to see how well

the approach works and whether it can be extended to other services. It will be important to understand how much any alternative approach costs to administer, what effect it may have on fees for users of services and whether it results in fewer motorists using unofficial sites. In such an evaluation it will be important for the Department to consider the effect of the scheme on unofficial operators and any unintended consequences for legitimate providers of value-added services. We also ask the GDS to provide specific details of its progress so far in identifying and alerting search engines to misleading websites offering services to motorists, and to report on what enforcement action has been taken against such sites. (Paragraph 33)

Sharing vehicle keeper data with parking enforcement companies

11. Protecting personal data is an issue that people feel strongly about and the DVLA needs do more to explain to the public the legal basis for its sharing of personal data and the steps that are being taken to deal with private parking companies and local authorities caught misusing parking data; the Government needs to ensure there is more transparency and better accountability on this issue. We recommend that the DVLA and Department for Transport consider whether each vehicle keeper should be told when their data is released and what more can be done to help target persistent repeat offenders. The Government needs to be mindful of the costs of any changes and we would expect it to consult widely on any proposals it brings forward, including how the costs of any such scheme could be met. (Paragraph 42)
12. The DVLA should not subsidise private parking companies by providing data at a loss, if anything it should err on the side of making a small surplus. As it reviews its fees and income, the DVLA should consider whether efficiencies can be made to reduce the cost of processing these requests. If not, the DVLA should adjust the fee for the provision of personal data to ensure costs are covered. The DVLA should make clear on its website how the costs are calculated. It should also consider whether the enhanced provision of information to drivers, as recommended above, could be financed through the fee (Paragraph 43)

Policy changes that increase reliance on the quality, accuracy and effective sharing of data

13. Interoperability of systems and the ability to share data with other agencies needs to be given a high priority by all the motoring agencies. The motoring agencies should think carefully about what data their users need, how this can be shared effectively and what safeguards need to be in place. They should assess policy changes to understand what impact they may have on data sharing. The need to share and exchange data needs to be balanced with the protection of personal data. (Paragraph 48)

Working with enforcement agencies

14. Offenders need to be caught and dangerous vehicles must be removed from the road network. An intelligence-led approach to enforcement that targets the most serious non-compliance and the repeat offenders depends on access to and the effective sharing of data. We view this as essential to reduce the likelihood of traffic accidents and save lives. The Department should drive forward a culture change in the

approach to sharing data between the motoring agencies and their enforcement partners and should identify the steps that need to be taken to ensure data is accurate and can be shared in a timely way to support the work of the agencies and enforcement bodies. (Paragraph 53)

Formal Minutes

Monday 1 September 2014

Members present:

Mrs Louise Ellman, in the Chair

Sarah Champion
Jim Dobbin
Jim Fitzpatrick
Jason M^cCartney

Mr Adrian Sanders
Chloe Smith
Graham Stringer
Martin Vickers

Draft Report (*Government motoring agencies – the user perspective*), proposed by the Chair, brought up and read.

Ordered, That the draft Report be read a second time, paragraph by paragraph.

Paragraphs 1 to 54 read and agreed to.

Summary agreed to.

Resolved, That the Report be the Sixth Report of the Committee to the House.

Ordered, That the Chair make the Report to the House.

Ordered, That embargoed copies of the Report be made available, in accordance with the provisions of Standing Order No. 134.

[Adjourned till Monday 20 October at 4.00 pm]

Witnesses

The following witnesses gave evidence. Transcripts can be viewed on the Committee's inquiry page at www.parliament.uk/transcom.

Monday 24 March 2014

Question number

Karen Dee, Director of Policy, Freight Transport Association, **Jack Semple**, Director of Policy, Road Haulage Association, and **Adrian Jones**, National Officer for Road Transport Commercial, Logistics and Retail Distribution, Unite the Union Q1-29

Stephen Smith, Operations Director, Confederation of Passenger Transport, **John Lepine**, General Manager, Motor Schools Association of Great Britain, and **Jay Parmar**, Legal and Policy Director, British Vehicle Rental and Leasing Association Q30-80

Beverley Bell, Senior Traffic Commissioner, and **Leon Daniels**, Managing Director, Surface Transport, Transport for London Q81-109

Tuesday 13 May 2014

Alastair Peoples, Chief Executive, Driver and Vehicle Standards Agency (DVSA), **Oliver Morley**, Chief Executive, Driver Vehicle Licensing Agency (DVLA), and **Paul Markwick**, Chief Executive, Vehicle Certification Agency (VCA) Q110-172

Stephen Hammond MP, Parliamentary Under-Secretary of State, and **Brian Etheridge**, Managing Director Motoring Services, Department for Transport Q173-193

Published written evidence

The following written evidence was received and can be viewed on the Committee's inquiry web page at www.parliament.uk/transcom. Reference numbers are generated automatically by the evidence processing system and so may not be complete.

- 1 ADDAPT (Association of Drink Drive Course Providers) ([GMA0014](#))
- 2 Alan Froy ([GMA0016](#))
- 3 Automobile Association ([GMA0006](#))
- 4 British Parking Association ([GMA0022](#))
- 5 BVRLA ([GMA0007](#))
- 6 CPT East Midlands and Yorkshire ([GMA0021](#))
- 7 Department for Transport ([GMA0010](#))
- 8 Driver and Vehicle Licensing Agency ([GMA0026](#))
- 9 Driver and Vehicle Standards Agency ([GMA0027](#))
- 10 ESVA ([GMA0018](#))
- 11 European Secure Vehicle Alliance ([GMA0011](#))
- 12 Fourdot Affinity Ltd ([GMA0008](#))
- 13 Freight Transport Association ([GMA0015](#))
- 14 Ian Miller ([GMA0005](#))
- 15 Kevin King ([GMA0004](#))
- 16 NoToMob ([GMA0023](#))
- 17 NoToMob ([GMA0024](#))
- 18 Oireachtas Joint Committee on Transport and Communications, in the Irish Parliament ([GMA0020](#))
- 19 Post Office Limited ([GMA0019](#))
- 20 Ranger Services ([GMA0001](#))
- 21 The Motor Schools Association of Great Britain ([GMA0013](#))
- 22 Traffic Commissioner for Wales and Traffic Commissioner for West Midlands ([GMA0003](#))
- 23 Traffic Commissioners ([GMA0012](#))
- 24 Transport for London ([GMA0017](#))
- 25 Transport for London ([GMA0025](#))
- 26 Traveline Cymru ([GMA0002](#))
- 27 Unite the Union ([GMA0009](#))

List of Reports from the Committee during the current Parliament

All publications from the Committee are available on the Committee's website at www.parliament.uk/transcom

The reference number of the Government's response to each Report is printed in brackets after the HC printing number.

Session 2014–15

Sixth Report	Government motoring agencies—the user perspective	HC 287 (Incorporating HC 1109, Session 2013–14)
Fifth Report	Security on the railway	HC 428 (Incorporating HC 1166, Session 2013–14)
Fourth Report	Passenger transport in isolated communities	HC 288 (Incorporating HC 853, Session 2013–14)
Third Report	Cycling safety	HC 286 (Incorporating HC 852, Session 2013–14)
Second Report	Offshore helicopter safety	HC 289 (Incorporating HC 992, Session 2013–14)
First Report	Driving premiums down: fraud and the cost of motor insurance	HC 285 (Incorporating HC 286, Session 2013–14)
First Special Report	Forging ahead: UK shipping strategy: Government Response to the Committee's Thirteenth Report of Session 2013-14	HC 254

Session 2013–14

Seventeenth Report	Local transport expenditure: Who decides?	HC 1140
Sixteenth Report	National Policy Statement on National Networks	HC 1135
Fifteenth Report	Better roads: improving England's strategic road network	HC 850
Fourteenth Report	Putting passengers first, disruption at Gatwick, Christmas Eve 2013	HC 956
Seventeenth Special Report	Land transport security—scope for further EU involvement?: Further Government Response to the Committee's Eleventh Report of Session 2012–13	HC 1192
Thirteenth Report	Forging ahead?: UK shipping strategy	HC 630
Twelfth Report	Future programme 2014	HC 1143
Eleventh Report	Safety at level crossings	HC 680 (HC 1260) (HC 274)
Tenth Report	Ready and waiting? Transport preparations for winter weather	HC 681 (HC 1139)

Ninth Report	High speed rail: on track?	HC 851 (HC 1085)
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