



Department for
Transport

DVLA Drivers Fees

Public Consultation

August 2007

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1. SCOPE AND PURPOSE OF THE CONSULTATION

Context

- 1.1. DVLA is required both through its status as an Executive Agency / Trading Fund and by the HM Treasury Fees and Charges Guidance to recover the costs of its operations through fees collected for the statutory services it delivers. It has explicit statutory powers to collect each of these fees, mainly set out in the Road Traffic Act 1988 and Vehicle Excise and Registration Act 1994.
- 1.2. The Secretary for State for Transport has responsibility for the driver and vehicle registers in Great Britain and the vehicle register in Northern Ireland, undertaking these through DVLA activities. Hence, this consultation covers the drivers fees only for Great Britain since Northern Ireland has devolved responsibility for driver licensing, fees and charges (DVA is responsible for the driver register in Northern Ireland). DVLA's contribution to road safety and crime reduction is primarily achieved through the maintenance of accurate records, thus enabling enforcement direct from the drivers register by the police and the tracing of drivers and vehicle keepers by police, courts and local authorities. In addition, we wish to ensure better regulation and reduce the overall administrative burden, especially for businesses.
- 1.3. A number of DVLA services are fee bearing whilst it delivers others free at the point of demand. DVLA has consulted on a long-term strategy in recent years and the resulting report and Ministerial decisions on fees for 2007-08 and 2008-09 are available on the DVLA web-site.
- 1.4. External representations have suggested that it may be easier for the public if we rationalise the fee structures and introduce a common fee for five of our driver transactions:
 - Provision of a duplicate when a driving licence has been lost, stolen or destroyed;
 - The provision of a "vanity" exchange - only the photograph is changed on the licence;
 - Exchange of a driving licence for removal of endorsements;
 - Processing the 10-yearly renewal;
 - Exchanging a paper licence for a photocard licence.
- 1.5. It is not our intention to increase the total funding delivered through introducing this common fee level and, indeed, for the first year the income generated decreases. We would encourage respondents to bring forward any additional proposals at this stage, although they need to be restricted to the current scope. We are currently working with industry bodies and representative bodies to develop a longer-term strategy and it is probable that this wider scope will be reflected in a major consultation early in 2008.

Key Options

- 1.6. This paper sets out two potential options:
 - *Option 1.* This retains the current fees structure.
 - *Option 2:* This retains the current fees structure as in Option 1 for all vehicle fees and for provisional licence application and offender fees. However, it moves to a single common fee level (of £17.50) for five specific chargeable driver transactions. Free transactions for change of details, medical renewals, Over 70's renewal and vocational driver licences are retained.
- 1.7. **Your views are sought by DVLA by 22nd November 2007 (see Section 3) on the:**
 - **desirability of retention of the current structure**
 - **appropriateness of introducing a common fee level for the 5 transactions.**

2. OPTIONS FOR THE FUTURE

The Need for Change

2.1. In July 2008, DVLA will start to renew driver licences in respect of the 10-year cycle instigated by the introduction of the photocard licence in 1998. At this point, there are a number of transactions that may interact:

- 2.1.1. the 10 year renewal;
- 2.1.2. loss of licence;
- 2.1.3. change of details (primarily address).

This is not unlike the interactions currently seen, for example, in terms of:

- 2.1.4. change from paper to photocard licence;
- 2.1.5. loss of licence;
- 2.1.6. change of details (primarily address).

2.2. Currently the different transaction streams have different fees, reflecting both the work within the transactions and the balance of benefits for DVLA and the individual drivers in terms of incentivisation. This is becoming increasingly complex for both customers and for DVLA administratively, so is moving in quite an opposite direction to that desirable for introducing and encouraging electronic services. Hence, the proposals to replace the current fee structures (the status quo) with a more common fee set, with simple rules – although we still wish to retain free licence issue for key details changes.

2.3. One of the consequences of the current fee regime is that it may not be clear to customers which of the fees they should pay if more than one of the transactions coincides. The number of such transactions is set to increase significantly. We currently receive a number of calls to our call centre to clarify the position and have to return application forms and cheques where the wrong amounts are tendered. This is wasteful in time and cost for both customers and DVLA and rationalising the fees into a single common fee level should help address the problem.

Objectives

2.4. The objective is to clarify and simplify the fees charged for a number of the driver transactions. Currently, the basis of charging differentiates between transactions on the basis of the reasons for which they are undertaken rather than intrinsic process. As we move into high volume 10-yearly renewals, there may be several reasons that may apply in any single case and there needs to be clarity over the charging principles.

2.5. The fees structures proposed comply with the principles established through the previous consultations in 2003 and 2006. The status quo option represents the outcome agreed with Ministers after consideration of the responses to the 2006 Consultation. This is the baseline against which the new proposals can be judged.

Impact Assessment

2.6. We do not believe the changes outlined will have any impact on businesses and a partial impact assessment setting out our reasoning is included at Annex A.

2.7. However, businesses and other organisations that consider they will be affected by the proposals are invited to describe briefly the activities they undertake, explain how they will be affected and highlight what change in costs and/or benefits they anticipated would arise from adoption of Option 2 instead of Option 1.

Option 1 – Status Quo

- 2.8. Option 1 represents the agreed position established and reported on after the Consultation in 2006 and is merely the second year changes over the 2007-08 fees introduced. The fee levels differentiate on the basis of reason for the transaction rather than on the process or cost involved. There is an incentive built into the reasoning in terms of being “more careful” in terms of voluntary transactions than those imposed by the legislative process
- 2.9. Option 1 provides for a number of “free” transactions, unchanged from 2004, for two purposes:
- Social policy*
- Renewal of licences at 3-yearly intervals for the “over 70s”;
 - Vocational provisional and full driving licences;
 - Renewal of licences at (various) periodic timings for medical conditions.
- Compliance and enforcement reasons*
- Notification of changes in details;
 - Reissue of licence with additional entitlements.

Your views are sought on the proposals included as Option 1.

Option 2 – Common Fee for Issuing Replacement or Renewal Licences

- 2.10. Most of the Driver fees (and all the vehicle fees) remain the same in this option as for Option 1. However, 5 fees are to be changed to a common fee level:
- Provision of a duplicate when a driving licence has been lost, stolen or destroyed;
 - The provision of a “vanity” exchange - only the photograph is changed on the licence;
 - Exchange of a driving licence for removal of endorsements;
 - Processing the 10-yearly renewal;
 - Exchanging a paper licence for a photocard licence.
- 2.11. The proposed fee level is £17.50, calculated to generate approximately the same funding level as in Option 1, although in fact for these particular transactions the results are £7m less in 07-08, recovering in 08-09 as the 10-Year renewal volumes increase. However, in overall terms, the funding envelope generated for 08-09 is relatively stable as we have updated the volume forecasts for other transactions outside this consultation.
- 2.12. The same exemptions for “free” transactions apply as previously and detailed in Option 1.
- 2.13. In terms of improving customer service, the common fee level allows DVLA to offer a better service to drivers at the same time as promoting accuracy of its records, especially around the currency of the photographic image held, through some fairly simple measures. For example:
- 2.13.1. we would encourage those who apply for duplicate licences or removal of endorsement to supply a current photograph and medical notification of compliance – in that case we could issue a new licence for the same fee but with a full 10-year validity rather than reissue on the same end validity date;
- 2.13.2. for those who apply for a vanity exchange, we would merely need to encourage them to provide a new health declaration (clearly they are already providing a new photograph) to allow a full new 10 year period of licence validity.
- 2.14. This should change the basis of charge and provision of a new licence from one based on the different underlying reasons to one merely of provision of a new Driving Licence card, whilst separating the record update to an extent. We believe that this separation, together with the new fee structures delivers a simpler customer proposition and streamlines the provision of e-transactions.

Your views are sought on the proposals included as Option 2.

Current Fees and Proposed Fee Options for 2008-09

2.15. The fee levels extant for 2007-08 and announced for 2008-09 (Option 1) are shown in the table below, together with the new proposals (Option 2)

Driver Fee Structure

TRANSACTION	FEES 2007-08	PROPOSED FEES 08-09	
		Option 1	Option 2
<i>Driving licence:</i>			
First Driving Licence (inc. Provisional to Full)	£45	£50	£50
Renewals from Age 70	Free	Free	Free
Renewals for Medical Reasons	Free	Free	Free
Replacement DL for change of details	Free	Free	Free
Duplicate DL for lost / stolen or destroyed**	£22	£25	£17.50
<i>Exchange Licence:</i>			
Exchange from overseas jurisdiction	£45	£50	£50
Paper Licence traded in for POL DL**	£10	£10	£17.50
Remove Endorsements**	£22	£25	£17.50
“Vanity” renewal (photograph change only)**	£22	£25	£17.50
10-Yearly Renewal of POL DL**	£10	£10	£17.50
Additional Entitlements	Free	Free	Free
Provisional Vocational DL (from full DL)	Free	Free	Free
Full Vocational DL	Free	Free	Free
<i>Driving Licence Renewals:</i>			
After revocation	£45	£50	£50
High Risk Offenders after Disqualifications	£85	£90	£90
After Disqualification	£60	£65	£65

Vehicle Fee Structure

(These remain as concluded after the 2006 consultation)

TRANSACTION	FEES 2007-08	PROPOSED FEES 08-09
First Vehicle Registration (General Vehicles)	50	55
Replacement Registration Document (inc. details change)	25	25

****Note: Only the five transactions and fee levels so marked are proposed for changes. The remaining fee levels will remain as decided after the two consultations in 2006 and announced by Ministers in the report on the consultations.**

3. HOW AND WHEN TO RESPOND

3.1. Responses to this consultation should be returned by **22nd November 2007** to:-

**Financial Accounting Unit
DVLA
Longview Road
Morrison
SWANSEA
SA6 7JL**

Fax: 01792 788363

e-mail: finance.dvla@gtnet.gov.uk

- 3.2. The consultation period begins on 30th August 2007 and runs until 22nd November 2007. Please ensure that your response reaches us by that date. Any responses received after this date will only be taken into consideration in exceptional circumstances. If you would like further copies of this consultation document it can be found either directly on our website at www.dvla.gov.uk/consultations or through DirectGov - or indeed you can contact DVLA using the details above.
- 3.3. When responding, please state whether you are responding as an individual or representing the views of an organisation. If responding on behalf of a larger organisation please make it clear who the organisation represents, and, where applicable, how the views of members were assembled.
- 3.4. A list of those consulted is attached at the end of this paper. If you have any suggestions of others who may wish to be involved in this process please contact us.
- 3.5. The information you send us may need to be passed to colleagues within the DVLA and/or published in a summary of responses received to this consultation.
- 3.6. According to the requirements of the Freedom of Information Act (2000), all information contained in your response to this consultation may be subject to publication or disclosure. This may include personal information such as your name and address. If you want your response or **your name and address** to remain confidential, you should explain why confidentiality is necessary. Your request will be granted only if it is consistent with Freedom of Information obligations. An automatic confidentiality disclaimer generated by your e-mail system will not be regarded as binding on DVLA.
- 3.7. Please ensure that, if you want your name or response to be kept confidential, you state this clearly in your response.
- 3.8. A summary of responses, including the next steps will be published by **January 2008** on www.dvla.gov.uk; paper copies will be available on request.
- 3.9. This document seeks to comply with the "Code of Practice on Written Consultation" issued by the Cabinet Office.
- 3.10. If you consider that this document does not, without reasonable explanation, comply with the consultation criteria below, please write setting out the areas where you feel the document departs from the criteria, to:

Mrs Lynnette Rose
Consultation Co-ordinator
DVLA
Longview Road
Morrison
SWANSEA
SA6 7JL

e-mail: lynnette.rose@dvla.gsi.gov.uk

3.11. Policy consultations should comply with the following code:

- Consult widely throughout the process, allowing a minimum of 12 weeks for written consultation at least once during the development of the policy
- Be clear about what your proposals are, who may be affected, what questions are being asked and the timescale for responses
- Ensure that your consultation is clear concise and widely accessible
- Give feedback regarding the responses received and how the consultation influenced the policy
- Monitor your department's effectiveness at consultation, including through the use of a designated consultation co-ordinator
- Ensure your consultation follows better regulation best practice, including carrying out an Impact Assessment if appropriate

<h2 style="text-align: center;">Annex A: Partial Impact Assessment</h2> <h3 style="text-align: center;">Summary: Intervention & Options</h3>		
Department /Agency: Driver and Vehicle Licencing Agency	Title: Impact Assessment of continuation of the restructuring of fees	
Stage: Consultation	Version: 1	Date: 2 August 2007
Related Publications:		

Available to view or download at:

<http://www.dvla.gov.uk/consultations>

Contact for enquiries: finance.dvla@gtnet.gov.uk

Telephone:

What is the problem under consideration? Why is government intervention necessary?

Currently different driver transaction streams have different fees which are becoming increasingly complex for both customers and for DVLA administratively and is moving in an opposite direction to that desirable for introducing and encouraging electronic services. The proposals are to introduce a common fee level for 5 key driver transactions instead of the two levels of fees in place – although DVLA will retain free licence issue for those transactions that are currently undertaken free of charge.

What are the policy objectives and the intended effects?

To continue with the revision of the Agency’s simplification of fee structures commenced in 2003 and move towards a closer alignment between the cost of activities, fees levied and funding the costs involved together with a simpler customer proposition with greater clarity in terms of what is involved.

The main changes proposed are contained purely to five of the drivers fees and move these to a common fee for simplification. All other driver and vehicle fees are unchanged from levels agreed as a result of the two consultations in 2006-07. Any changes resulting from this consultation will affect motorists in the UK. This will not affect driver licensing fee structure in Northern Ireland.

What policy options have been considered? Please justify any preferred option.

Two options have been considered - 1) to leave fees as they are, or 2) introduce the suggested standardised fee for the five licensing transactions in question. The proposals do not seek to increase the overall amount of money received by DVLA. Licences currently issued free of charge will continue to be provided for free. Those licences which have a range of fees from £10 - £25 (in 2008) will be standardised at £17.50. Those incurring the fees will be those who incur the costs such as removal of endorsements, requests for replacement and duplicate licences, 'vanity' replacements, transfers from paper to photocard licences and 10-year renewal applications.

When will the policy be reviewed to establish the actual costs and benefits and the achievement of the desired effects? During 2007-08 DVVLA is undertaking a major review and consultation exercise for the whole set of fees, including reconsideration of introducing an annual fee. This will probably retain a common fee level as proposed here but the level may drop considerably if an annual fee is introduced.

Ministerial Sign-off For consultation stage Impact Assessments:

I have read the Impact Assessment and I am satisfied that, given the available evidence, it represents a reasonable view of the likely costs, benefits and impact of the leading options.

Signed by the responsible Minister:

..... **Date:**

Summary: Analysis & Evidence

Policy Option:	Description:
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COSTS	ANNUAL COSTS		Description and scale of key monetised costs by 'main affected groups' There are no additional costs as the fees are already set to change in 2008 and therefore all printing costs, etc. are already budgeted for.		
	One-off (Transition)	Yrs			
	£ N/A				
	Average Annual Cost (excluding one-off)				
	£ N/A		Total Cost (PV)		£ N/A
Other key non-monetised costs by 'main affected groups'					

BENEFITS	ANNUAL BENEFITS		Description and scale of key monetised benefits by 'main affected groups' Fees received by DVLA will not be affected as overall income (over a two year horizon) will remain the same		
	One-off	Yrs			
	£ N/A				
	Average Annual Benefit (excluding one-off)				
	£ N/A		Total Benefit (PV)		£ N/A
Other key non-monetised benefits by 'main affected groups' Standardised pricing leading to less confusion and inconvenience (through rejected transactions) and the need to seek guidance for drivers and reduced complexity and administrative costs for DVLA.					

Key Assumptions/Sensitivities/Risks Current licences supplied free of charge will continue unchanged. Differential fees for driving licences will better reflect the resources needed rather than the reason for the transaction. Drivers who request duplicate or replacement documents for "vanity reasons" will continue to bear the cost of production so as not to burden the compliant.

Price Base Year	Time Period Years	Net Benefit Range (NPV) £	NET BENEFIT (NPV Best estimate) £ N/A
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What is the geographic coverage of the policy/option?					GB
On what date will the policy be implemented?					1 st April 2008
Which organisation(s) will enforce the policy?					DVLA
What is the total annual cost of enforcement for these organisations?					£ N/A
Does enforcement comply with Hampton principles?					Yes
Will implementation go beyond minimum EU requirements?					No
What is the value of the proposed offsetting measure per year?					£ N/A
What is the value of changes in greenhouse gas emissions?					£ N/A
Will the proposal have a significant impact on competition?					No
Annual cost (£-£) per organisation (excluding one-off)			Micro N/A	Small N/A	Medium N/A
Are any of these organisations exempt?			N/A	N/A	N/A

Impact on Admin Burdens Baseline (2005 Prices)				(Increase - Decrease)	
Increase	£ 0	Decrease	£ 0	Net	£ 0

Key: Annual costs and benefits: Constant Prices (Net) Present Value

Evidence Base (for summary sheets)

Title of proposal

The continuation of the restructuring of fees. These changes commenced with the 2003 review of fees and have continued in 2004 and 2006. The proposed changes are given in Annex A.

Purpose and intended objectives of the measures

To continue with the revision of the Agency's simplification of fee structures commenced in 2003, continued in 2006-07, and moving towards:

- a closer alignment between the cost of activities, fees levied and funding the costs involved;
- a simpler customer proposition with greater clarity in terms of what is involved.

The principles established in last year's review are consistently observed in these proposals. The main changes proposed are contained within five of the drivers fees and move these to a common fee for simplification. Any changes resulting from this consultation will affect drivers in GB. Any changes affecting the driver licensing fee structure in Northern Ireland will be dealt with by the DoENI. It is expected that Northern Ireland will maintain driver fee levels broadly at parity with Great Britain.

Objectives

The 10-yearly renewal cycle for photocard licences will commence in 2008. Photographs have to be renewed every 10 years to ensure that the card continues to contain an accurate likeness of the licence holder.

Differential fees have been in place for some time, but it is likely that with the new 10-yearly renewal transaction coming on stream then there will be increasing numbers of transactions featuring more than one element and complexities and anomalies may arise because of the differential fees.

Background

The fee review, conducted in 2003, brought together the costs of the driver licensing and vehicle registration systems that had historically been considered separately and this joint consideration was underpinned by legislation. The new fee structure was set to recover the combined costs by considering the driver and vehicle costs as a consolidated whole and allowing fees to be set overall to cover the full costs envelope. This principle was continued in 2006 and the current proposals do not vary this regime.

The principles established within the 2003 and 2006 consultations were:

- to simplify processes for the motoring public and DVLA
- to encourage driver registration and learning to drive
- to facilitate e-services through simplified transactions and
- to ensure offenders cover the full processing costs of issuing of new licences.

Risks

The proposals seek to minimise the confusion for drivers and the complexity possible for DVLA in maintaining differential fees for driving licences better reflect the resources consumed rather than the reason for the transaction.

OPTIONS

Option 1

- **Ten Year Renewal of Photocard Driving Licences and Transfer from Paper to Photocard Licence.** The agreed fee level for these two transactions is £10. The transactions are very similar in nature and result, after renewal of the medical confirmation and identity validation with photograph, in the issue of a driving licence with a validity date 10 years from the reissue / transaction date.
- **Replacement of a driving licence lost, stolen or destroyed, Voluntary Replacement for “vanity” reasons with a new photograph and Removal of Endorsements.** The agreed fee level for these three transactions is £25. Whilst similar in nature for DVLA, there was an incentivisation consideration in setting the fee levels and these were differentiated. They result in the issue of a driving licence with the same validity date as for the original issued, but could result in the issue of a licence with a 10-year validity if accompanied by identity validation / current photograph and medical declaration.

Option 2

- **Ten Year Renewal of Photocard Driving Licences and Transfer from Paper to Photocard Licence, Replacement of a driving licence lost, stolen or destroyed, Voluntary Replacement for “vanity” reasons with a new photograph and Removal of Endorsements.** The proposed fee level for five these transactions is to be common at £17.50.

The first two transactions will continue to require the identity and health validations, resulting in the issue of a licence with a 10 year future validity, whilst the last three are regarded as administrative renewals and retain the original licence validity. However, if the option is exercised of also providing a new photograph and medical declaration for the last three, a full 10 year validity will be provided for the new driving licence issued.

COSTS AND BENEFITS

Business Sectors Affected

It is the assumption in this proposal that driving licence fees are a matter for individual drivers. We acknowledge that some organisations choose to pay their drivers' fees but, in the overall context of this consultation and with the continuing free issuing of vocational licences and processing of additional entitlements, the effects on the various business sectors will be negligible.

Assumptions

The two options are framed to recover the same level of funding overall. The financial model used to compare income with costs contain the following main assumptions about the volume of transactions that DVLA will process in 2008-09:

- | | |
|--|---------|
| • Replacement of lost, stolen or destroyed | 980,000 |
| • Removal of endorsements | 205,000 |
| • “Vanity” exchanges | 30,000 |
| • 10 year renewals | 150,000 |
| • Transfers from paper to POL | 120,000 |

The calculations are thus simple in terms of revenue generated under Option 1 and Option2, but we have rounded the figures for ease of handling. The projections for 2009-10 are similar for each category, but the 10 Year renewals should increase to nearly 1.8 million.

Benefits

Option 1: Stability of current arrangements.

Option 2: Greater simplicity for customers and DVLA in handling transactions. For example, it may be that a driver enters a 10-year renewal transaction having not previously notified us of a change in details and having lost the driving licence. The principle to be adopted is that if there is a chargeable element to a transaction then a fee should be levied. Through unifying the fee levels, customers will be clear what it will cost. This also avoids “game playing” on the part of customers and reduces enquiry call levels and administrative costs for DVLA, which can be reflected in future fee levels in terms of reduced costs for DVLA.

Costs

Option 1: No change for businesses or drivers. This option represents the status quo.

Option 2: There is no change for businesses – vocational licences remain free and the average transaction fee will remain unchanged as the total fee income and transaction numbers remains constant. **For individual drivers, there will be changes from the current agreed position – but on average the fees encountered will remain the same.** The proposals mean the same fee being charged for the different transactions, but clearly in reaching a common level some fees reduce and others increase. This overall concept – a common charge for a new card issued – is far simpler than currently where different transaction streams bear different fee levels.

EQUITY AND FAIRNESS

The amendments proposed continue with the principle of fair and equitable recovery of costs, whilst ensuring that changes in fees do not impede policy delivery.

Option 1: This represents the current position.

Option 2: All drivers in receipt of a new driving licence card will pay the same - other than the first provisional applicants / exchange from another jurisdiction or reissue of licences to offenders, all of which represent different circumstances and resources applied. For example, the first provisional or overseas exchange involve additional checking and initial registration and the first provisional actually covers two driver licence issues – the first provisional and then the upgrade to the full driving licence. There remains some differentiation in that those who undertake transactions outside the 10-yearly renewal or paper exchange retain the original validity date rather than a new 10 year period – unless they exercise the option of providing a new photograph and renew their medical declaration.

SMALL FIRMS IMPACT TEST

There appears to be no impact from these proposals.

COMPETITION ASSESSMENT

There appears to be no impact from these proposals.

ENFORCEMENT AND SANCTIONS

There appears to be no impact from these proposals.

MONITORING AND REVIEW

DVLA monitors its own financial position continuously. Its fees structure is formally reviewed on an annual basis. Interested parties are consulted as part of this review process.

Specific Impact Tests: Checklist

Type of testing undertaken	<i>Results in Evidence Base?</i>	<i>Results annexed?</i>
Competition Assessment	No	No
Small Firms Impact Test	No	No
Legal Aid	No	No
Sustainable Development	No	No
Carbon Assessment	No	No
Other Environment	No	No
Health Impact Assessment	No	No
Race Equality	No	No
Disability Equality	No	No
Gender Equality	No	No
Human Rights	No	No
Rural Proofing	No	No

Summary

DVLA wishes to amend its fees structure to continue the restructuring begun in 2003 and continued in 2006. The fees must be set so as to continue to meet the objective of recovering the costs of DVLA's activities. In this consultation we are responding to representations made to DVLA that we should simplify the fee structures to provide greater clarity and reduce potential confusion for customers. In doing so we will reduce our own administrative complexity and costs to constrain future fees.

ANNEX B: CODE OF PRACTICE ON WRITTEN CONSULTATION

The consultation is being conducted according to the principles of the Government's Code of Practice on Consultation, which applies to all UK public sector consultations, by government departments and agencies, including consultations on EU directives.

Though the code does not have legal force, and cannot prevail over statutory or other mandatory external requirements (e.g. under European Community Law), it should otherwise generally be regarded as binding unless Ministers conclude that exceptional circumstances require a departure.

The following six criteria must be reproduced within all consultation documents.

1. Consultation Criteria

- Consult widely throughout the process, allowing a minimum of 12 weeks for written consultation at least once during the development of the policy.
- Be clear about what your proposals are, who may be affected, what questions are being asked and the time-scale for responses.
- Ensure that your consultation is clear, concise and widely accessible.
- Give feedback regarding the responses received and how the consultation process influenced the policy.
- Monitor your Department's effectiveness at consultation, including through the use of a designated consultation co-ordinator.
- Ensure your consultation follows better regulation best practice, including carrying out an Impact Assessment if appropriate.

A full version of the code of practice is available on the Cabinet Office web-site at:

<http://www.cabinet-office.gov.uk/regulation/consultation/code.asp>

If you consider that this consultation does not comply with the criteria or have comments about the consultation process please contact:

Lynette Rose
Consultation Co-ordinator
Policy and External Communications Directorate
DVLA
Longview Road
Swansea
SA6 7JL

ANNEX C: List of Those Consulted

3Ms
 Age Concern Cymru
 Age Concern England
 Age Concern Scotland
 Alliance of Small Firms & Self Employed People
 Amateur Motor Cycle Association Ltd
 Ambulance Service Association
 Ambulance Service Institution
 Approved Driving Instructors
 Approved Driving Instructors of Scotland
 Association of British Chambers of Commerce
 Association of British Drivers
 Association of Car Fleet Operators
 Association of Chief Police Officers Scotland
 Association of Independent Road Safety Officers
 Association of Loading & Elevation Equipment Manufacturers
 Association of Local Bus Managers
 Association of Local Governments
 Association of London Authorities
 Association of London Boroughs Road Safety Officers
 Association of London Government
 Association of National MOT Testers
 Association of Retired and Persons Over 50
 Association of Street Lighting Engineers
 Association of Tanker Container Operators
 Association of Vehicle Recovery Operators
 Arthritis Care
 Auto Economics Salvage
 Benefits Agency
 BMI Health Services Ltd
 Bradford Transport Training
 BRAKE
 British Association for Service to the Elderly
 British Association of Amusement Catering
 British Association of Removers
 British Chambers of Commerce
 British Deaf Association
 British Historical Vehicle Club Federation
 British Institution of Traffic & Education Research
 British Numberplate Manufacturers Association
 British Safety Council
 British School of Motoring
 BSI
 BT Safety Unit
 Building Employers Federation
 Building Merchants Federation
 Bus & Coach Council
 Business in the Community
 Campaign Against Drink Driving
 Campaign for Homosexual Equality
 CBI
 CBI Scotland
 CBI Wales
 Central Scotland Roads AIU
 Chairman Transport Committee
 Cherished Number Dealers Association
 Citizens Advice (Scotland)
 Civil Service Motoring Association
 Civil Service Pensioners Alliance
 Commercial Motor Magazine
 Commission for Racial Equality
 Community Development Foundation
 Community Transport Association
 Confederation of British Road Passenger Transport UK
 Confederation of Passenger Transport UK
 Construction Plant Hire Association
 Consumer Congress
 Consumer's Association
 Contractors & Mechanical Plant Engineers
 Convention of Scottish Local Authorities
 Co-operative UK
 Countryside Agency
 County Road Safety Officers Association
 County Trading Standards
 Credit Industry Fraud Avoidance System
 Croners Coach and Bus Operators
 Dairy Trade Federation
 Dale Farm Dairy Group
 Department for Transport
 Department of Culture, Media and Sport
 Department of Education and Skills
 Department of Health
 Department of International Development
 Department of Trade and Industry
 Department of Work and Pensions
 Direct Line Group
 DPTAC
 Drivers Action Movement
 Driving Instructors Association
 Driving Instructors Scottish Council
 DVLNI
 DVO Group
 e-Government Unit
 Environmental Transport Association
 Equal Opportunities Commission
 European Secure Vehicle Alliance
 Exel Ltd
 Federation of British Historic Vehicle Clubs
 Federation of Manufacturers
 Federation of Public Passenger Transport Employers

Federation of Small Businesses	Motor Insurers Bureau
Film & TV Lighting Contractors	Motor Schools Association of GB Ltd
Fire Brigades Union	Motor Vehicle Dismantlers Association of GB
Fire Fighting Vehicles Manufacturers Association	Motor Vehicles Repairers Association
Fire Services Unit	National Advisory Unit for Community Transport
First European Numberplates (UK) Ltd	National Alliance of Womens Organisations
Fleet & Leasing Association	National Association of Agricultural Contractors
Foreign & Commonwealth Office	National Association of Citizens Advice Bureaux
Forum of Private Businesses	National Association of Driving Instructors
General Consumer Council for NI	National Association of Funeral Directors
Glass' Information Services Ltd	National Association of Local Government Officers
Green Flag Motoring Assistance	National Association of Street Clubs
Guild of Experienced Motorists	National Association of Vintage Tractor & Engine Club Archivists
Halfords Ltd	National Association of Waste Disposal Contractors
Health & Safety Commission	National Chamber of Commerce and Industry
Health & Safety Executive	National Consumer Council
Heavy Transport Association	National Consumer Federation
Historic Commercial Vehicle Society	National Council on Inland Transport
HM Customs & Excise	National Federation of Post Office and BT Pensioners
HM Treasury	National Federation of Self Employed Business
Home Office	National Freight Consortium (Now Exel)
INF	National Guild of American Vehicle Clubs & Traders
Information Commissioner	National Joint Committee for Young HGV Drivers
Inland Revenue	National Outdoor Events Association
Innovative Training Concepts	National Owner Drivers Association UK
Institute of Advanced Motorists	National Pensioners Convention
Institute of Directors	National Playbus Association
Institute of HGV Driving Instructors	National Salvage Group Ltd
Institute of Race Relations	National Street Rod Association
Institute of Registration Agents and Dealers (MIRAD)	National Union of General & Municipal Workers
Institute of Road Safety Officers	National Union of Road Transport Operatives
Institute of Road Transport Engineers	Nationwide Auto Salvage Amalgamation
Institute of Transport Administration	Newport Transport Ltd
Institution of Highways & Transportation	NHS Supplies
Institution of Municipal Transport	North East Vocational
Institution of Trading Standards	North Lancs Training School
International Powered Access Federation	Northern Ireland Office
Joint Committee on Mobility for the Disabled	Norwich Union
Justices' Clerks' Society Wrexham	Office of Fair Trading
Keep Deaths Off Our Roads	Office of Paymaster General
LACORS	Police Federation of England and Wales
LIBERTY	Police Science & Technology
Lifting Equipment Engineers Association	Police Service NI
Local Authority Road Safety Officers Association	Post Office Ltd
Local Government Association	RADAR
Local Government Information Unit	Register of Private Ambulances
London Association of Independent Businesses	Retired Persons Action Group
MD Autoglass	Road Haulage & Distribution
Ministry of Agriculture	Road Rescue Recovery Association
Ministry of Defence	Road Safety Council in Wales
Motability	

Road Safety Markings Association
 Road Transport (Industry)
 Road Transport Association
 Royal National Institute for Deaf People
 Royal Scottish Automobile Club(Motor Sport) Ltd
 Royal Society for the Prevention of Accidents
 Safety Standards Commission Inst
 Scotland Office
 Scottish Consumer Council
 Scottish Executive Development Dept
 Showman's Guild of Great Britain
 Society of Allied & Independent Funeral Directors
 Society of Independent Roundabout Proprietors
 Society of Motor Auctions
 St Ivel Westway Ltd
 St John's Ambulance
 Standing Conference of Fixed Penalty Clerks
 Sun Alliance
 TGWU
 The Approved Driving Instructors
 The British Agricultural & Garden Machinery Association
 The British Ambulance Association
 The British Chambers of Commerce
 The British Motorcyclists Federation
 The British Retailers Consortium
 The British Road Federation
 The Camping and Caravanning Club
 The Caravan Club
 The Chartered Institute of Logistics & Transport
 The Chief and Assistant Chief Fire Officers Association
 The Coach Operators Federation
 The Disabled Drivers Association
 The Disabled Drivers Motor Club
 The Disabled Motorists Federation
 The Environment Agency
 The Federation of British Vehicles Club
 The Jill Dando Institute of Crime Science
 The Motorcycle Action Group
 The National Council for Voluntary Organisations
 The Trading Standards Institute
 The Transport Association
 The Vintage Motorcycle Club Ltd
 Trade Union Congress
 Transport 2000
 Transport Policy Division
 Transport Registration Branch
 Transport Research Laboratory
 Transport Week Magazine
 Truck & Driver
 Union of Independent Companies

UNISON Convenor
 United Road Transport Union
 Universal Salvage
 Vehicle Certification Agency
 Vehicle Industry Consultants
 Veteran Car Club
 Wales Community Transport
 Wales Community Transport Consultative Committee
 Welsh Consumer Council
 Welsh Counties Committee
 Welsh Local Government Association
 Welsh Office
 Welsh Office Library

Industry Liaison Group Members

Agricultural Engineers Association
 Association of British Insurers
 Automobile Association
 British Car Auctions Ltd
 British Industry Motor Trade Association
 British Vehicle Rental and Leasing Association
 British Vehicle Salvage Federation
 Finance & Leasing Association
 Fleet Audits Ltd
 Freight Transport Association
 Manheim Auctions
 Motorcycle Industry Federation Ltd
 National Farmers Union
 Retail Motor Industry Federation
 Scottish Motor Trade Association
 Society of Motor Manufacturers & Traders
 The Road Haulage Association Ltd
 Vehicle Builders & Repairers Association

Courts Liaison Group

Barnstaple Magistrates Court
 Courts Service HQ
 Crown Office
 Crown Prosecution Service
 Department for Constitutional Affairs
 District Courts Association
 District Judges (Magistrates Court)
 Driving Standards Agency
 Justices' Clerks' Society
 MCC Management & Training Centre

Newcastle Magistrates Court
Scottish Courts Service
Scottish Executive
Scottish Executive (Justice Department)
The Districts Courts Association
The Magistrates Association
Vehicle and Operator Services Agency

Consumer Liaison Group

City and Council of Swansea
Consumer Association
RAC Foundation
RAC Motoring Services
Race Equality
Trading Standards

Police Liaison Group

Association of Chief Police Officers
Avon and Somerset Police
Derbyshire Constabulary
Durham Constabulary
Lancashire Constabulary
Metropolitan Police
Metropolitan Police
National Criminal Intelligence Service
Norfolk Constabulary
Police Information Technology Organisation
South Wales Police
Staffordshire Police
Strathclyde Police
Tayside Police