Department for Communities and Local Government

Local Digital Programme

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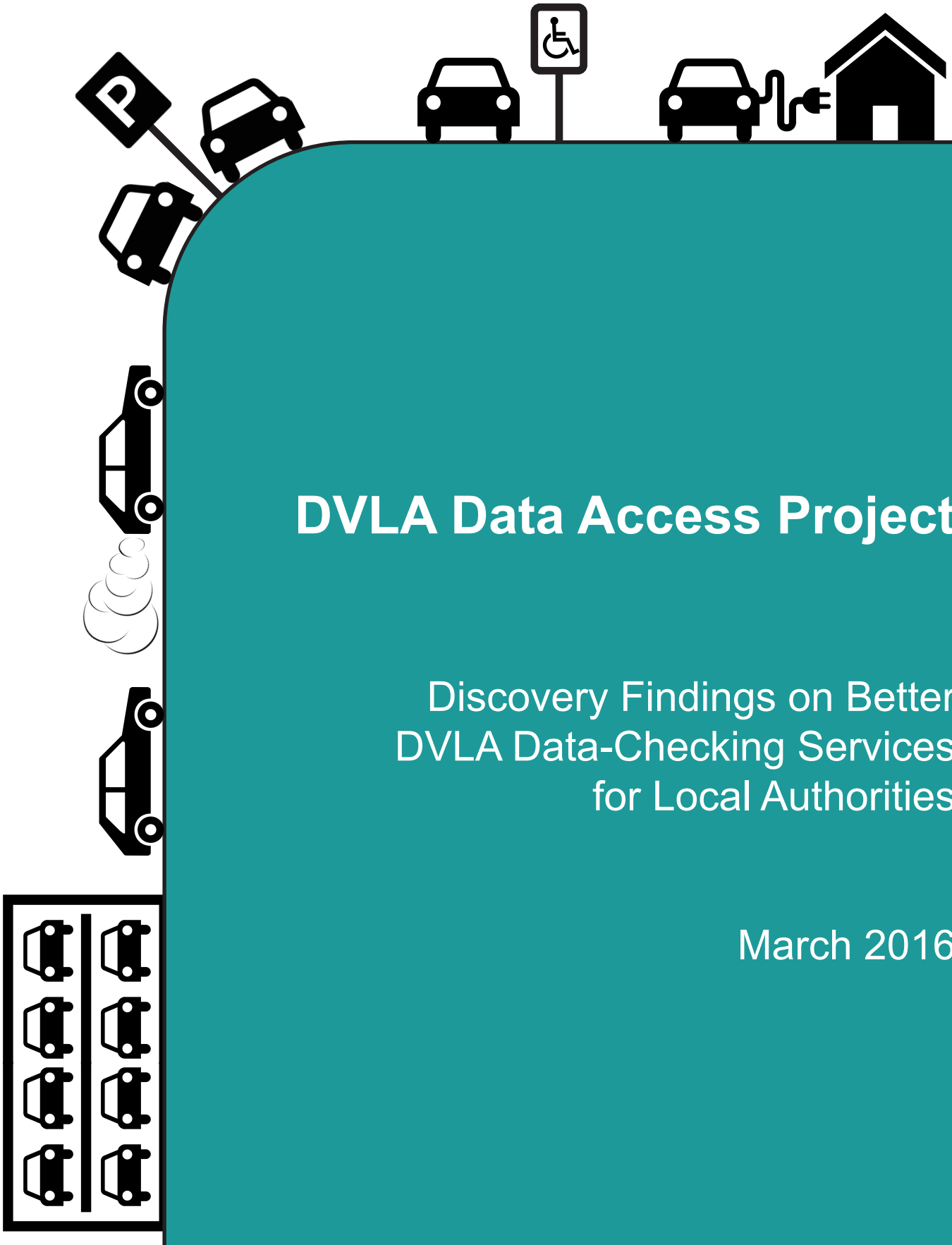

DVLA Data Access Project

Discovery Findings on Better DVLA Data-Checking Services for Local Authorities

March 2016

OVERVIEW

The digital transformation of the DVLA took an important leap forward in 2014. Road tax discs no longer need be displayed, and the paper counterparts to UK driving licenses have been withdrawn.

While these changes have opened up new ways of working, they have also led to some unintended consequences. Some local authorities are finding it more difficult to access and use certain DVLA information that was previous visible on paper documentation, meaning extra resources are re quired to perform manual checks, or to outsource these checks to others.

DVLA has already introduced some new digital services to provide this information but there is a lack of awareness and take-up across local government

There are several key areas where digital checks of DVLA data can save local authorities significant time and costs.

Our discovery work suggests in the region of **£24 million** could be saved every year, within three years. This is from a suggested initial investment of £3 million, yielding a return on investment of **700%**.

Parking permits:	£8.7 million per annum
Taxi driver licensing:	£4.4 million per annum
Fleet management:	£10.8 million per annum
Abandoned Vehicles:	£132,000 per annum

The findings presented in this document came out of a series of discovery and co-design events with local authorities, DCLG, DVLA and other key public sector stakeholders.

They do not claim to be a precise indication of the savings to be made in these services, but simply a first step in identifying DVLA data querying as an avenue worth pursuing that would deliver a significant return on investment.

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1. INTRODUCTION

In 2014 the DVLA made two significant changes to key documentation. Road tax disks are no longer being issued for display, and the paper counterpart to UK driving licenses has been abolished and replaced by an electronic data register. Tasks like renewing road tax can now be done online, which is great news for citizens, but the changes have had unintended consequences for local authorities.

Local authorities need to consult DVLA data for many services, such as checking parking permits, issuing parking fines, and running fleets of vehicles. Often this simply involves an eligibility check, which has previously been possible by physically presenting valid documents in person. The digitisation of DVLA documentation is part of a drive to simplify services, but in reality manual processing may go up, not down in many councils.

The DCLG's Local Digital Programme invited members of the DVLA and local authorities to come together to talk about the impact of DVLA's transformation at the local level. While these changes pose challenges, they also present an opportunity to make local authority services more user-friendly and cheaper to deliver. Through our discovery work, we began to consider how a common technology solution could enable local authorities to directly query high-value pieces of DVLA information.

A set of secure APIs (application programming interfaces) could enable real-time, digital checking of DVLA data on driver licenses, vehicle registrations and road tax, for example. In doing so it could cut through the bureaucracy to provide citizens with better, simpler, faster services.

We have attempted to quantify where money could be saved and what these savings might look like, based on samples from some of the local authorities who participated in our events.

These suggest that local authorities could save over **£24 million each year** – for the four areas of work we were able to gather data. Given that these are just four of nine identified local services, this figure may be a conservative estimate, though further detailed research is needed.

2. METHODOLOGY

Between July 2014 and February 2015 we ran two discovery events and one co-design event in London and Bristol. Over 90 people attended one or more of these events. Among them were heads of parking, debt recovery controllers, transport officers, fleet engineers, licensing managers, customer service managers and web managers.

The discovery events gave the DVLA team an opportunity to discuss the impact of their digital transformation with local authority representatives, who in turn revealed the areas of work that rely on DVLA data.

These include: taxi driver licensing; abandoned vehicles; parking fines; parking permits; van permits; commercial waste; enforcement/debt collection; local congestion charging; and fleet management.

We followed up on several of these areas of work in interviews with staff representing six local authorities – during which we put a figure on the cost of a service where possible.

The figures have been extrapolated to the national scale according to responsibilities of councils of different sizes and the average number of households in these areas. A fuller explanation of this can be found in Appendix A.

In all instances we have erred on the side of caution with our estimations, and have rounded our estimates to the nearest ten thousand. Further detail on individual figures is provided in the Findings and Appendices.

The co-design day and follow up work imagined precisely the type of DVLA data that would be queried in the different requests, and what the responses might look like. These are detailed in Appendix B.

3. KEY FINDINGS

Our discovery days identified three types of routine checks that are regularly undertaken by local authorities. These are detailed below, with one use case highlighted for each. In Part 4 the specific checks for each of the nine services are listed under data to be checked.

We envisage three common APIs that undertake the specific checks listed below could be used across the different services presented in the subsequent sections.

We have identified that numerous services consistently need to check:

1. Driver license information
2. Vehicle registration information
3. Road tax status

3.1 Driver License Checks

Information required:

Query	Data to be checked
Is the driver who they say they are?	Identity of license holder [name, date of birth and address]
Have they presented the correct driver license number?	Driver license number
Is the driver license in-date?	Validity of driver license
Is the driver license clean?	Whether there are points on the license

Services impacted: fleet management and taxi licensing

Example of savings: **£10.6 million** in fleet management

Before the removal of the paper counterpart, driver licenses were checked visually, but a copy of the paper document also needed to be filed away. Now the data is held in an electronic register. When the discovery events related to this work were held, Local authority staff were not aware of any driver license checking service offered by the DVLA, and said that enabling them to query this data directly themselves could save them time and money.

Use Case: Managing council fleets

A London Borough Council we worked closely with has 800 council drivers. Each driver requires six monthly license checks, with copies filed for reference. The checks take around one hour, and include the following steps:

1. The driver provides original documents.
2. Their manager checks, photocopies, signs, scans and sends the copies to Fleet Management.
3. The fleet managers process the received documents and update their records accordingly.

Current cost: Currently the council makes license checks twice per year at an annual cost of between £50,000 and £100,000. Applying the more conservative value to 152 English authorities of a similar size (which includes London; metropolitan; unitary; and county councils) projects an annual spend of £10.6 million.[1]

1. This figure is for staff costs and does not include back office costs.

3.2 Vehicle Registration Checks

Information required:

Query	Data to be checked
Is the user who they say they are?	Identity of user [name, date of birth and address]
Has the correct vehicle registration number been given?	Vehicle registration number
Has correct make of the vehicle been given?	Manufacturer information: make
Has the correct model of the vehicle been given?	Manufacturer information: model
Are the vehicle's registered keeper details correct?	Name, postcode, house name/number

Services impacted: parking permits, abandoned vehicles, debt recovery, parking fines and local congestion charging.

Example of savings: **£8.7 million** in parking permit applications

To approve a parking permit council staff need to see a vehicle's ownership history via a V5C vehicle registration certificate. A resident will apply online for a parking permit, though one important step still requires manual officer intervention. The V5C document must be verified against the resident's name and current address; time could be saved using a digital checking service that provides a real-time result to confirm vehicle registration information.

The DVLA do not currently make their data available to local authorities, however bulk datasets are sold on to private companies who make it available to local authorities for a fee. Opening up this data to local authorities would save public money and could speed up data queries if it could be accessed directly via an API. At our discovery event councils indicated that as many of them already pay third parties for access to the data, they would be willing to pay DVLA for an appropriate digital service.

Use Case: Applying for a parking permit

For one London Borough Council, difficulties arise when the V5C certificate has not been kept up to date following a change in ownership or address. Being able to query the right DVLA data directly, with real-time results, could see parking permits approved instantly and without the need for manual officer intervention.

Current cost:

1. Currently this council employs two full time officers on processing permit applications at a combined cost of around £80,000 per year. We do not have precise figures for the number of permits they process each year, however.
2. A different, more populous London borough, process around 20,000 permit applications each year and estimates the cost of doing so to be around £63,000 per annum in terms of staff time. There are currently further costs of storing the digital copies of paperwork, which they are unable to quantify.
3. A third London Borough spends approximately £9,000 per year on vehicle registration checks, but are unable to provide estimates of staff costs involved.

These examples illustrates the difficulties in getting a holistic view of the current costs across the service.

At least 224 councils are involved in parking, so a nationwide extrapolation using the most conservative figure [£63,000 p.a.] available as a benchmark, is £8.7 million per year.

3.3 Road Tax Status

Information required:

Query	Data to be checked/matched
Has the correct vehicle registration number been given?	Vehicle registration number
Has correct make of the vehicle been given?	Manufacturer information: make
Has the correct model of the vehicle been given?	Manufacturer information: model
Are the vehicle's registered keeper details correct?	Name, postcode, house name/number
Is the vehicle road tax valid?	Road tax status

Services impacted: fleet management, parking permits, parking fines and abandoned vehicles.

Example of savings: £255,000 on road tax checks for council fleets

Before the tax disc was abolished this was an easy visual check; now this requires a check via DVLA. Individual lookups can be done online via DVLA's existing Vehicle Enquiry Service. However local authorities, "this can only be performed one vehicle at a time, and so would come at a great cost for staff to check. An existing alternative would be to pay a third-party company to perform the checks for us periodically." (*A London Borough Council*)[2]

There are two main reasons councils need to check road tax status:

1. When managing their own fleets of vehicles
2. When looking up the road tax status of other people's vehicles. This is needed when responding to abandoned vehicles in their locality, and has relevance across other services such as administering parking fines, and congestion charging.

Our research suggests that the bulk datasets are generally accessed via third party providers at a cost of anywhere between £2 and £20 per enquiry. The process works out either time consuming or expensive. Councils would like to be able to query this data directly.

Vehicle searches on GOV.UK are free, but the process cannot be automated and vehicles can only be checked one-by-one. Some councils enter into contracts with private companies who purchase bulk datasets from the DVLA. A look up via Shercar, a data provider that has been used by one city council who participated in our work, costs £2 per search.

2. DVLA are awaiting investment approval to develop an API equivalent of the VES – see Appendix D.3 – with the aim of making the vehicle details available on VES easier to access in bulk, rather than the current service, which only allows individual look ups.

Use Case: Managing Council Fleets

Ensuring road tax is up to date in vehicles fleets used to be a simple and cost free exercise for councils. Their drivers would visually check the road tax was in date before leaving, but now it will require a digital check of DVLA data. The DVLA have introduced a View Vehicle Record service for councils, and others, to manage their fleets. Our research, which primarily took place in early 2015, suggested that there was not widespread awareness or use of this free service at that time.

In many cases, therefore, councils are still paying for a service that is now available via the DVLA. On London Borough Council's fleet is 600 vehicles strong, and across England, 152 authorities are of a similar size. If each have to perform annual checks on similarly sized fleets – at £2 per check – the national cost would be £255,000, which does not include the staff time and other resources involved.

4. POTENTIAL BENEFITS OF AN IMPROVED SERVICE

An API that allows local authorities to query the DVLA datasets detailed above can be embedded in and reused across a variety of areas to enable end-to-end digital services.

These services include: parking permits; taxi drive licensing; fleet management; abandoned vehicles; parking fines; van permits; commercial waste; enforcement/debt collection; local congestion charging.

We have estimated monetary savings for four of these to be around **£24.18 million per annum**. Though we acknowledge that the data we have collected is not a precise representation of the country overall, we believe our estimates are conservative. In all cases, including those for which we have been able together information, more research is required.

Service	Current Cost
Parking Permits	£8,740,000
Taxi Driver Licensing	£4,412,000
Fleet Management	£10,888,000
Responding to Abandoned Vehicles	£132,000
Total	**£24,172,000**

4.1 Parking Permits

Data to be queried: vehicle registration

Number of local authorities impacted: at least 224

Benefits of digital service:

- Simpler and quicker service for citizens
- More efficient process
- Reduced cost of service delivery
- Reduced risk of fraud
- Verification of vehicle tax
- Verification of category for resident permits
- Improved access to data could open new opportunities. For example: charging based on CO2 emissions

Estimated annual saving: **£8.7 million**[3]

4.2 Taxi driver licensing

Data to be queried: driver license, DBS check

Number of local authorities impacted: 293 councils (excluding county councils, and London boroughs where Transport for London are responsible)

Benefits of digital service:

- Simpler and quicker service for citizens
- More efficient process
- Reduced cost of service delivery
- Reduced risk of fraud

Estimated annual saving: **£4.4 million**[4]

3. Excludes back office costs.
4. Excludes back office costs.

4.3 Fleet Management

Data to be queried: road tax status; driver license

Number of local authorities impacted: 353 English councils

Benefits of digital service:

- More efficient process
- Reduced cost of service delivery

Estimated annual saving: **£10.8 million**

4.4 Responding to Abandoned Vehicles

Data to be queried: vehicle registration; road tax status

Number of local authorities impacted: This varies – in some areas police perform this role

Benefits of digital service:

- Quicker removal of abandoned vehicles
- Safer communities
- More efficient process
- Reduced cost of service delivery

Estimated annual saving: **£132,000**[5]

4.5 Parking fines

Data to be queried: vehicle registration; road tax status

Number of local authorities impacted: at least 224

- Benefits of digital service:
- Simpler and quicker service for citizens
- Increased tracking of debtors
- More efficient process
- Reduced cost of service delivery

Estimated annual saving: More research needed – approximately 8,000,000 parking fines are issued each year.[6]

4.6 Van Permits

Data to be queried: vehicle registration; road tax status

Number of local authorities impacted: This varies subject to local practice

- Benefits of digital service:
- Simpler and quicker service for citizens
- Reduced fraud
- More efficient process
- Reduced cost of service delivery

Estimated annual saving: More research needed.

4.7 Commercial Waste

Data to be queried: vehicle registration; road tax status

Number of local authorities impacted: This varies subject to local practice

Benefits of digital service:

- Simpler and quicker service for citizens
- Reduced fraud

5. Excludes the cost of staff time that could be saved.
6. Figures obtained by Daily Mail FOI request in July 2013.

- More efficient process
- Reduced cost of service delivery

Estimated annual saving: More research needed.

4.8 Enforcement/debt collection

Data to be queried: vehicle registration

Number of local authorities impacted: This varies subject to local practice

Benefits of digital service:

- Enhanced tracking of absconding debtors and identification of debtor's assets
- Reduced fraud
- More efficient process
- Reduced cost of service delivery

Estimated annual saving: More research needed.

4.9 Local Congestion Charging

Data to be queried: vehicle registration; road tax status

Number of local authorities impacted: This varies subject to local practice

Benefits of digital service:

- Enhanced tracking of absconding debtors and identification of debtor's assets
- Reduced fraud
- More efficient process
- Reduced cost of service delivery

Estimated annual saving: More research needed.

5. NEXT STEPS

5.1 Further discovery work needed

Our initial discovery work has identified nine local services that could be improved by better means of checking DVLA data. We have also identified three types of data check that are common across these services: Vehicle registration checks, driver license checks and road tax status checks.

In some cases digital tools have already been created by the DVLA, but our research suggests that many councils are not aware of these services and as such are not making the most of the benefits they offer.

Two important things therefore need to happen in order to maximize the benefits laid out in this document:

1. A concerted effort to effectively communicate and raise awareness about the online tools available for councils to perform key checks of DVLA data.
2. Detailed discovery work focused on better understanding the nine service identified from end-to-end, and the precise data checks that are required.

It has been suggested that common APIs performing checks common to different services could be reused across these services. There are already several digital enquire services offered by DVLA, which are detailed in Appendix D.

At our discovery events local authorities expressed an interest in seeing these and future services extended so they can be queried by councils directly, and via web services (APIs) as well as web pages. Future Discovery work will need to explore this in more detail.

5.2 Central government costs

Based on our work in this space we suggest that funding of £500,000 over three years is required to support a coordinating team to take the project forward. This team would manage the creation and delivery of the API, and be responsible for engaging local authority staff in the product development process.

Private sector suppliers must be brought on board and encouraged to adopt the technological changes – renegotiating costs of services they provide and managing expectations may be an important part of this.

If the development of these APIs were to be taken forward the delivery team would also have to identify and contract a suitable developer.

Finally efforts should be made to communicate with the local public sector throughout in order to raise awareness of the project and drive uptake of the APIs once available. Both integration and use of the API should be monitored and reported upon to evaluate success. In addition to monitoring the progress of the project, a means of automated reporting would be incredibly useful for informing budget and policy decisions.

5.3 Local government costs

There are likely to be two types of one-off costs for local authorities to integrate the API into their systems and practices. These estimates are provided by councils who participating in our work, and will need revising based on a larger sample size.

1. Internal processes: it could take up to 5 working days of web services development work for an online portal and to integrate the API with an existing CRM system. This staff time is costed at approximately £2,000
2. Charges from third party suppliers, such as IT service providers, are estimated at £5,000.

Assuming that every local authority in England will need to make a similar investment, the total amount required nationally is around £2.5 million

5.3 Return on Investment

For an overall investment of around £3 million,[7] savings of at least £24 million could be realised within three years. This marks a projected return on investment of 700%.

5.4 Progress so far

One co-design workshop has already taken place (in February 2015), and participating councils have provided suggestions of how the extended services could look, and the specific data that is required. This needs to be follow up in light of DVLA processes and changes since then. The detailed lists of data requests and responses for suggested DVLA queries can be found in Appendix B.

5.5 Recommended next steps

The DCLG Local Digital Programme closes on 31 March 2016. We recommend that a DVLA team take the work forward from here.

In a formal handover with DVLA staff we have transferred access to project resources including contact information for the stakeholder group that took part in our discovery work. These individuals should be contacted to understand if their interest in the work continues.

Furthermore our discovery work has revealed that in multiple cases the DVLA already offers a digital service for certain data checks – but that many local authorities are not aware that some of these services exist.[8] Better communicating DVLA's work to the local government sector is therefore very important.

Future discovery events, hosted by DVLA will inform their development prioritisation when it comes to new services. The DVLA have already identified opportunities for collaboration around two local authority services, based on some of the information detailed in this document: approving parking permits and taxi licensing.

7. Excluding developer time and/or costs
8. See Appendix D for descriptions of these digital services

APPENDICES

A. Methodology behind extrapolation of figures to the national scale

Across England the average number of households in an administrative area is around 65,126.[9]

However, in some cases certain scales of authority are not responsible for certain activities. For example is it not common for a district council to have a fleet of vehicles. The formula for extrapolating the figures to the national scale has therefore been tweaked to take into account the average number of households in the 152 areas where local authorities do manage their own fleets. These 152 areas consist of London and Metropolitan Borough Councils and Unitary and District councils; the average in these areas is 151,248 households.

We have taken the indicative figures provided to us by participating councils and benchmarked these alongside the estimated number of households under their administration. The figures provided have then been either extrapolated up or down according to the size of an authority's area in relation to the average households in 152 authorities.

In other cases council responsibilities are more discretionary. For example, we know that not every authority is involved in parking in England – but that at least 224 councils are. This inevitably includes some district councils, so in this instance we have calculated our estimates according to the national average (353 authorities). These estimates are likely to be conservative because those councils not responsible for parking will have fewer households, so we would expect authorities responsible for parking to have an above-average number of households in their area.

B. What data do local authorities want to check?

The following vehicle enquiry services are suggested to be of use to Local Government departments. The request and response data is indicated as being Essential or Desirable for the purposes of local authorities requesting the data. There is a preference for this to be an API/web service, but also an online web browser user interface.

B.1 Vehicle Enquiry: Registered Keeper Verification Service

To support: Vehicle registration checks

This service would satisfy the basic requirements of automatically checking registered keeper details for a given vehicle match against an address and/or name.

It would be of value to councils who are required to carry out checks, traditionally via production of a V5C paper document, to verify the customer's vehicle is registered to them and at a given address (e.g., parking permit applications – see use case, 3.2).

It could also be of value for other service areas, such as performing ownership checks if bailiffs believe a vehicle to be owned by someone.

What might the digital service look like?

9. Projected average in 2015 – from DCLG's Open Data Communities: http://opendatacommunities.org/data/households/projections/population

Data needed for request:

Data	Description	Mandatory/ Optional	LA Requirement Level
Registration Number	VRN (Vehicle Registration Number)	Mandatory	Essential
Vehicle Make	Manufacturer of the vehicle	Optional (unless DVLA insist)	N/A
Surname	Surname of the current registered keeper	Optional	Essential
Surname match	Define match type of surname search (eg Exact, Starts With wildcard, Soundex)	Optional (Assume Exact match is default)	Desirable
Forename(s)	Forename(s) of the current registered keeper	Optional	Essential
Forename match	Define match type of forename search (eg Exact, Starts With wildcard, Soundex)	Optional (Assume Exact match is default)	Desirable
Postcode	Postcode of the current registered keeper	Optional (Mandatory if DPA issues)	Essential
House Number	House number of the current registered keeper	Optional	Desirable (else we would have to match to part of the street)
Search Reason	Provide reason the LA is performing the search	Only if DVLA require	N/A – Only if DVLA require a reason to be recorded (eg, Mr Smith resident parking permit application 21/07/2014 11:12:56)

Data needed for response

Data	Description
Match Found	Boolean value to show whether a match was found or not
Error Code	Error code – 0 for no error, numeric value to indicate error (or error type)
Error Description	Description of the error experienced (e.g. invalid data input, mandatory fields not completed in Request).

B.2 Vehicle Enquiry: Retrieve vehicle details and Registered Keeper Details

To support: Vehicle registration checks; road tax status

It is expected that the Registered Keeper Verification Service (A.1) may not always match the details provided by a customer – for example due to misspelt names, or an incorrect postcode. It would be useful to be able to digitally retrieve a customer's vehicle registration details.

This could allow:

- The local authority to perform more extensive automated matching against the customer record (e.g. synonyms on names, address text matching against NLPG address)
- The local authority to manually review the registered details to verify applications (e.g. Parking Permits), without requiring the customer to provide a copy of the paper V5C.

If there are Data Protection type issues, then it is suggested the following are incorporated to address those issues:

- Local authority websites must include a declaration the customer agrees to for the LA to perform a query of their vehicle details to confirm registration under their name and/or address (similar to DVLA's own declaration when a customer views their own driving record).
- DVLA provide a similar concept to the "Share my Driving License Record" that was demonstrated at the DVLA Discovery Day 02/07/2014, and allow the registered keeper to "Share my Vehicle Record" (e.g. with an approval key they provide to the LA).

Even if the registered keeper details don't get included at first, the rest of this suggested service would be useful purely for checking vehicle details.

This service would be of value to councils who are required to carry vehicle checks, traditionally via production of a V5C paper document or by visibility of the vehicle and its tax disc. This could include service areas such as:

- Parking Permits (to verify vehicle details like make, vehicle type, cylinder capacity)
- Fleet/Transport Management (to verify tax & MOT status)
- Parking Enforcement action
- Bailiff enforcement action

Data needed for request

Data	Description	Mandatory/ Optional	LA Requirement Level
Registration Number	VRN (Vehicle Registration Number)	Mandatory	Essential
Vehicle Make	Manufacturer of the vehicle	Optional (unless DVLA insist)	N/A
Request Keeper Details	Boolean to indicate whether response should include the registered keeper's details (name, address, etc).	Optional (default No)	Essential
V5C Document Reference Number	Unique reference number from the V5C is someone's possession	Optional (mandatory if requesting keeper details, to prove to DVLA the request has ultimately been approved by the keeper)	Essential
"Share My Vehicle Record" Key	Unique reference number the registered keeper generated via proposed "Share My Vehicle Record" feature.	Optional (mandatory if requesting keeper details, to prove to DVLA the request has ultimately been approved by the keeper)	Desirable if DVLA have Data Protection issues that this could overcome

Search Reason	Provide reason the LA is performing the search	Only if DVLA require	N/A – Only if DVLA require a reason to be recorded (eg, Mr Smith resident parking permit application 21/07/2014 11:12:56)
Vehicle Result Detail	Specify the level of vehicle details to retrieve. Suggest levels of: *Basic* (the 16 data fields in existing online "Vehicle Enquiry" service. *Extended/Full* (the 47 data fields available from Bulk Data Set).	Optional (defaults to Basic)	Desirable (the basic detail is likely sufficient for most enquiries)

NOTE – For approved activities (e.g. parking enforcement), there would not be a requirement for the V5C Document Reference Number and/or "Share My Vehicle Record" Key. Perhaps DVLA should have a field in the request to record search reason codes if requesting keeper details without customer approval.

Data needed for response

Data	Description
Match Found	Boolean value to show whether a match was found or not
Error Code	Error code – 0 for no error, numeric value to indicate error (or error type)
Error Description	Description of the error experienced (eg invalid data input, mandatory fields not completed in Request).
Registered Keeper Name	Preferable to include as distinct fields (Title, Forename, Middle Name, Surname) if they are stored that way.
Registered Keeper Address	Preferable to include as distinct fields, and preferably in NLPG BS7666 format. If not BS7666 format, then provide all available address fields.
Vehicle Details	All distinct data fields (either the "basic" 16, or the "Enhanced/Full" 47).

B.3 Suggested Driver Licence Enquiry Services

To Support: Driver license checks

The following driver license enquiry services are suggested to be of use to Local Government departments, particularly as the Driving License Counterpart document is being phased out and they will need to continue performing their license checks.

There is a preference for this to be an API/web service, but also an online web browser user interface.

This service would be of value to councils who are required to carry out Employee Driver Checks. It could also be of value for other service areas, such as performing identity checks, Blue Badge applications, concessionary passes, taxi licensing, etc.

Data needed for request

Data	Description	Mandatory/ Optional	LA Requirement Level
Driving Licence Number	Unique Driving Licence Number (found in section 5 of the licence)	Mandatory	Essential
National Insurance Number	National Insurance Number	Optional (if DVLA want the same Identity Assurance mechanism they currently use)	N/A
Postcode	Postcode of the driver's address	Optional (if DVLA require it?)	N/A
ID Assurance Declaration	Declaration confirming licence holder's acceptance of checking personal data against DWP & HMRC systems.	Optional (if DVLA using Identity Assurance)	N/A
"Share My Driver Record" Key	Unique reference number the licence holder generated via proposed "Share My Driver Record" feature.	Optional (this could be used to access a driver's record without having ID assurance, as the ID assurance would have been done by DVLA with driver)	Desirable if DVLA have Data Protection issues that this could overcome
Search Reason	Provide reason the LA is performing the search	Only if DVLA require (if not using a "Share My Driving Record" key)	N/A – Only if DVLA require a reason to be recorded (e.g., Mr Smith employee driver check 21/07/2014 11:12:56)

Data needed for response

(This is the same as the existing "View My Driving Licence" service, with some enhancements in bold)

Data	Description
Match Found	Boolean value to show whether a match was found or not
Error Code	Error code – 0 for no error, numeric value to indicate error (or error type)
Error Description	Description of the error experienced (eg invalid data input, mandatory fields not completed in Request).
Full Name	Title, First name, Middle name, Surname concatenated.

Preferred if split out to each name part in a separate field.	
Date of Birth	
Gender	
Address	Full address, as one field. Preferred if provided as NLPG BS7666 format, split out to each constituent part.
Driving status	Show driving licence level (eg “You have a full driving licence”)
Licence valid from	Date currently issued licence is valid from (ie, photocard start date)
Licence valid to	Date currently issued licence is valid until (ie, photocard expiry date)
Driving licence number	Unique Driving Licence Number (found in section 5 of your licence)
Licence issue number	Incremental issue number (can be used to confirm a counterpart matches the appropriate photocard)
Vehicles you can drive	List of Vehicle category codes, category description, category logo, with start & end date of entitlement.
Vehicles you can provisionally drive	List of Vehicle category codes, category description, category logo, with start & end date of entitlement.
Penalties and disqualifications	Number of current penalty points (any other info?)
Photograph	Digital photo file of driver’s photo as it appears on the licence (could LA’s store/reuse the photo if the gain approval from the licence holder?)

C. Use Case: Road Tax status – Abandoned Vehicles in an outer-London Borough

On average 1,500 abandoned vehicles are reported in one outer-London Borough each year. The council is only permitted to tow away untaxed vehicles, unless a car is ‘burnt out’. The tax disk has provided a simple visual cue, with further verification via gov.uk only required when the disk is missing or out of date.

Data retrieved from individual checks undertaken via gov.uk therefore must be transferred into council forms, adding significant time. This council have looked into automatically screen-scraping the data into their own forms but this still takes time (an estimated 20-30 seconds per enquiry) and any change in the DVLA page coding would break the process. Manual inputting inevitably takes even longer. More research is needed to understand exactly the precise ways through which an improved digital service can support councils in the sometimes arduous process of responding to abandoned vehicles.

The absence of tax discs mean this borough council are expecting the volume of checks and work entailed to increase dramatically.

D. Overview of existing digital services offered by the DVLA

D.1 View, Share, Check Driving Licence

Cost: No cost

Description:

D.1.1 View Driving Licence (VDL)

GB Drivers are able to view their own driving licence record (VDL) on GOV.UK. The service is free, easy to use and available 24hrs a day 7 days a week.

The VDL Citizen Portal allows a Customer to view their driving licence details without the need to register on Government Gateway or to have previously transacted online.
Drivers can:

- Check personal details, licence status, types of vehicles they can drive, any endorsements or disqualifications they may have; and
- Create a 'check code' to share their driving licence information.

D.1.2 Share Driving Licence (SDL)

SDL provides an online alternative to the counterpart for those who need to share driving licence information with a 3rd Party. The service is free, available 24/7 and accessible through GOV.UK.

The Driver has the options to:

1. Provide a check code (generated in VDL) and the last 8 characters of their driving licence number to the 3rd Party.
2. Provide the 3rd Party with a PDF summary of their driving licence information.

The Current Licence Summary/PDF Summary contains the following:

- Full Name
- Last 8 characters of the driving licence number
- Licence issue number
- The date the PDF code was created
- The check code
- Licence status
- Offences
- Vehicles entitled to drive

D.1.3 Check a Driving Licence

This service can be used to check someone's driving licence information, e.g. the vehicles they can drive or any penalty points or disqualifications.

You will need:

- the last 8 characters of their driving licence number
- a check code from the driver

The code must be used within 21 days and it can only be used once. You will have to get another code to do another check.

Further information: How to use the new share a driving licence service explainer video: https://www.youtube.com/watch?v=59w8xqe7foI

D.2 View Vehicle Record (Fleets)

Cost: No cost

Description: The online View Vehicle Record provides fleet operators with electronic access to information currently held on a Vehicle Registration Certificate (V5C).

The service was developed to support the roll out of V5C suppression, working towards a paper-less operation. It allows you to view single and multiple vehicles and apply a range of filters to narrow down your search results. It also highlights the vehicles in your fleet that need taxing or are due an MOT.

You must be registered on DVLA's Fleet Scheme and have a minimum of 50 vehicles.

D.3 Vehicle Enquiry Service

Cost: No cost

Description:
The online Vehicle Enquiry Service (VES) includes information including:

- when its current vehicle tax expires
- when its MOT expires
- the date it was first registered
- SORN status
- colour
- engine size
- year of manufacture
- CO2 emissions

To make an enquiry, customers must enter the vehicle registration number and the vehicle make.

Further Information: https://www.gov.uk/get-vehicle-information-from-dvla

D.4 Vehicle Registration Certificate On-Demand for Fleets

Cost: No cost

Description: This service provides fleet operator's registered on DVLA's fleet scheme the option to opt into the V5C on Demand service. Once a fleet company has opted to suppress, no V5Cs will be issued for any new vehicles they register under their fleet code. Any vehicles registered before opting in will not be suppressed, so if a fleet company already has a V5/C for a vehicle they must use this to transact

D.5 Disposal of Vehicle to Trade

Cost: No cost

Description: This provides for Motor Traders and Registered keepers to tell DVLA electronically that they have sold a vehicle.

Further Information: https://www.gov.uk/sold-bought-vehicle

D.6 Acquire Vehicle from Trade

Cost: No cost

Description: This provides for Motor Traders and Registered keepers to tell DVLA electronically that they have bought a vehicle

D.7 Removing a registration mark from a vehicle

Cost: Fees apply

Description: The online service enables the registered keeper to be able to apply online to take a registration number off a vehicle in order to:

- transfer it to another vehicle
- hold on to it until they want to use it again in the future

Further information: https://www.gov.uk/keep-registration-number

D.8 Adding a registration mark to a vehicle

Cost: Fees apply

Description: The service enables registered keepers to go on line to put a registration number on a vehicle

Further information: https://www.gov.uk/put-registration-number-vehicle

D.9 ADD - Access to Driver Data

Cost: Set up costs apply

Description: A digital service called 'Access to Driver Data' has been introduced which provides real-time driving licence data via a business portal sitting on an Integrated Enquiries Platform (IEP)

- Business to Business API
- Fixed leased line private connection to DVLA
- Permission through driver consent
- Available 24/7
- Set up costs around £15k (inc first year line rental)
- 90p per enquiry
- Real time access
- Yearly line rental approx. £6k
- Best for high volumes

D.10 KADOE – Keeper at Date of Event

Cost: Set up costs apply

Description: KADOE is a vehicle enquiry service to local authorities and Fee paying customers. The service offers external partners a next business-day turnaround via a file transfer mechanism. It is an overnight batch service via Business to Business (B2B) Gateway.

What kind of enquiries?

- Identify keeper of a vehicle
- Provide confirmation
- Chase up an unpaid Parking Charge Notice
- Check a vehicle that has been caught on CCTV
- Local Authority and council's enforcement against vehicle offences