



Performance Against the Service Standards for Central Government

Standard 5

Provide clear and straightforward information about services and related providers along with one or more telephone enquiry number and e-mail address to help you or put you in touch with someone who can.

How DVA has met this standard:

Driver & Vehicle Licensing Enquiries: 0845 4024000
 International Enquiries: +44 1204 770768
 Trade Premium Line: 0906 5161666
 RTLD Enquiries: (028) 90254100
 Website: www.dvani.gov.uk
 24 hour Automated Information Line: 0845 4024000
 e-mail: dvlni@doeni.gov.uk

How DVA provided clear and straightforward information to the public:

1. DVA "Statement of Charter Standards"
2. DVA Customer Services Guides
3. DVA Customer Complaints Leaflet
4. DVA Leaflets in minority languages
5. 24 hour Automated Information Line
6. Trade Enquiry Line
7. Internet/e-mail
8. Telephone Enquiry Sections (9-5pm)
9. Corporate and Business Plans
10. Annual Reports and Accounts
11. Scrolling Information Screens in Local Offices
12. Forms Information Line
13. Website

Standard 6

Do everything reasonably possible to consult users and make services available to everyone, including people with special needs.

How DVA has met this standard:

1. Market Research
2. Focus Groups
3. Meetings with:
 - Retail Motor Industry Federation
 - Customer Surveys
 - Cherished Number Plate Dealers
 - Farmers Groups
 - Heart Out-Patients Groups
 - Disability Action
 - NI Independent Coach Operators Association (NIICOA)
 - Freight Transport Association (FTA)
 - Road Haulage Association (RHA)
 - National Association of Taxi and Private Hire and Licensing and Enforcing Officers (NATPHLEO)
 - Public and private taxi representatives
4. 8 Local Vehicle Licensing Offices (LVLOs); 1 Road Transport Licensing Office (RTLD) and 150 Post Offices®
5. Introduction of technology in LVLOs & Driver Licensing Division to aid those with hearing difficulties
6. Training of staff in sign language/deaf awareness
7. Ramps and specialised accessibility to DVA buildings for disabled customers
8. Commitment to "identifying customer needs and improving the quality of service to meet those needs as far as possible"
9. Forms are available on our website
10. Expanded outlets for application forms
11. Equality Impact Assessments of existing and new policies

