

2<sup>nd</sup> February 2005

# Despatch Express



## Are you ready?

In the next issue of *Despatch* you will find a new DVD entitled 'Are you Ready?'

It is based upon a free information CD ROM which we have been sending out to theory test candidates. Feedback on the theory test version shows that it has provided a clearer understanding of the content of the theory test, and it has been a great success. We are concerned that some practical test candidates are not really ready when they come to us, and would benefit from further training. In order to relay this message to all learners we have updated the content of the information CD to include information about practical test standards, and produced it in the new format you will see attached to *Despatch*. Those of you taking a hazard perception assessment will also find useful information on the disc.

The DVD is designed to provide valuable information for people coming to us for tests – however it is not designed to be a training aid.

'Are you ready' comes in DVD format because it can hold more information than its CD ROM predecessor. You can play it on a DVD player, PlayStation 2, Xbox or a computer with a DVD drive.

From 1 Feb all theory test candidates will receive one of these DVDs.

We are piloting 'are you ready' for six months and we welcome feedback on it.

To give feedback on the theory test content please contact Richard Chapman, Theory Test Unit on 0115 901 5933 or email: [richard.chapman@dsa.gsi.gov.uk](mailto:richard.chapman@dsa.gsi.gov.uk).

To feedback on any of the practical test content please contact Peter Burton on 0115 901 2535 or email: [peter.burton@dsa.gsi.gov.uk](mailto:peter.burton@dsa.gsi.gov.uk)

### **SALE OF DSA MOTORCYCLES**

DSA is replacing part of its motorcycle fleet in March and the bikes that are replaced will be sold through Witham (Specialist Vehicles) Ltd based at Grantham.

The motorcycles being disposed of are mostly T registration Honda ST 1100 Pan Europeans and W registration BMW R850 RT bikes.

The motorcycles will be available for sale from mid March 05 and details can be obtained direct from Witham Specialist Vehicles by visiting their web site [www.witham-sv.com](http://www.witham-sv.com) or by contacting their Sales Director – Douglas Landy on 01476 861361.



## **Internet Booking Service**

The online test booking service is going well, with around a third of bookings being taken through our website.

Work is progressing on the next phase of Internet booking for practical tests which will allow candidates to:

- amend booked details;
- change an existing booking to an earlier date;
- change an existing booking to a later date;
- make any necessary additional payment; and
- cancel an existing booking and obtain a fee refund.

There will also be an improved search facility and access to all test centre information. We are looking to have this new functionality live by the early summer.

When complete, the new online services will be an alternative to our telephone based automated speech recognition service. It will also offer more functions than the move to an earlier date available through the automated phone service.

**David Wiles**  
**Major Projects**

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## **Driving instructors sit the hazard perception assessments**

A total of 147 driving instructors sat the hazard perception part of the theory test on 5 January – the first day available for taking the new assessment.

A total of 87 passed and 56 failed, making the pass rate 60.84 per cent.

Nearly 700 instructors are booked to take the exam by the end of March.

Ministers decided last year that driving instructors who had never experienced the hazard perception part of the theory test during their initial assessments should take the exam so that learner drivers could have extra confidence in the standard of instruction they receive.

All driving instructors need to have passed the assessment by 31 December 2006. The pass mark is 57 out of 75 whereas the learner driver pass mark is 44.

Newly qualified instructors who have already taken the assessment as part of the qualifying process will not need to repeat it. Every instructor who needs to take HPT will be given a free attempt but if they fail, the fee is £20.50 for each subsequent attempt.

| <b>Customer Service – Key Priorities</b>   |  |       |
|--|--|-------|
| ☺ Deliver 6 week national average car practical test waiting time from January 2005.   |  | 7.3   |
| ☺ Maintain and improve levels of candidate satisfaction against the baseline of 90%  |  | 90%   |
| ☺ E-enable our services by using Automated Driving Licence Issue system to send test pass results to DVLA which enables drivers to automatically receive updated licences from June 2004.                        |  | ✓     |
| ☺ Introduce Advanced Speech Recognition for customers booking by telephone in August 2004  |  | ✓     |
| <b>Improved Road Safety – Key Priorities</b>   |  |       |
| ☹ Help learners, particularly those in the vulnerable 16-24 year old age group, to achieve a safe level of competence by delivering a national programme of 6,000 Arrive Alive presentations to 16-19 year olds. |  | 3,496 |

The underlying customer service targets up to and including December were as follows

| <b>PRACTICAL TEST</b>   |        | <b>THEORY TEST</b>   |              |
|---|--------|--|--------------|
| ☹ Appointments will be available within 9 weeks at 99% of permanent car driving test centres: | 55.7%  | ☺ Provide 95% of candidates with a test at their preferred centre within 2 weeks of their preferred date | <b>91.9%</b> |
| ☹ Keep 99.5% of appointments in place 2 days prior  | 98.6%  | ☺ Keep 99.5% of appointments   | <b>99.7%</b> |
| ☹ We will keep 98.75% of all appointments   | 97.35% |  |              |

| <b>PRACTICAL TEST APPOINTMENT AVAILABILITY</b>            |          |   |            | <b>TRAINER APPOINTMENT AVAILABILITY</b>            |            |
|---|----------|---|------------|--|------------|
| ☺ Motorcycle national average waiting time within 4 weeks | <b>4</b> | ☹ Vocational national average waiting time within 3 weeks | <b>4.2</b> | ☹ ADI national average waiting time within 5 weeks | <b>7.2</b> |

| <b>TELEPHONE TARGETS</b>   |     |
|--|-----|
| After a call has gone through our automated call-handling system, we will answer 90% of all incoming calls to booking offices in no more than 20 seconds by a human voice for; |     |
| ☹ Theory Test  | 76% |
| ☺ Practical Test   | 91% |
| ☺ 90% of calls to enquiry lines answered within 30 seconds   | 94% |

\* Combined figures for CSU and TTU are not yet available