



Driver and Vehicle Licensing
Standard Operating Procedure

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Contents

1. Purpose
2. Driver Record Requests
3. Custody/Undertaking Reports
4. Persons Having Two or More Driver Records
5. Medical Conditions
6. New Drivers
7. Vehicle Record Requests
8. Notification by Police/Insurer of Total or Potential Loss of Vehicle
9. Police Notification to Update Driver Licence/Vehicle/Keeper Information
10. Miscellaneous

Appendices

Appendix 'A'	List of Associated Legislation
Appendix 'B'	List of Associated Reference Documents
Appendix 'C'	DVLA Area Identifier Codes
Appendix 'D'	Glossary of Terms
Appendix 'E'	Contact Details

1. Purpose

- 1.1 This Standard Operating Procedure (SOP) supports the Police Service of Scotland (hereafter referred to as Police Scotland), policy for Road Policing.
- 1.2 The purpose of this Standard Operating Procedure (SOP) is to provide instruction on the information that is held by the Driver and Vehicle Licensing Agency (DVLA) and to inform staff of what is required to make enquiries in order to access this information.
- 1.3 The DVLA holds all driver and vehicle licence records for Scotland, England and Wales, except for Military licences and those for vehicles temporarily imported into the country. Any correspondence to the DVLA should be addressed to DVLA, Longview Road, Swansea SA99 1AP.
- 1.4 Vehicle records for Northern Ireland have been transferred to the DVLA and should be available to all forces on the Police National Computer (PNC). Some historic vehicle information is also available via the DVLA police liaison team.
- 1.5 Northern Ireland driver records remain the purview of the Driver and Vehicle Agency (DVA) and all requests for information from these records should be made directly to DVA or in liaison with the Police Service of Northern Ireland (PSNI).
- 1.6 Military vehicles may be traced by telephoning the contact number listed against the vehicle registration number on the PNC. This function would normally be undertaken by the DVLA Liaison Officer or the Duty Officer.
- 1.7 DVLA Driver and Vehicle Records (Form DQ3/VQ1) are dispatched to authorised addresses, each of which has been allocated an enquirer code. The 4 digit enquirer code identifies the location from where the request is made.
- 1.8 Accurate use of the Enquirer Code permits DVLA staff to post replies directly to divisional addresses rather than to the DVLA Liaison Officer.
- 1.9 See Appendix 'C' for local codes.

2. Driver Record Requests

2.1 Form DQ1

- 2.1.1 Form DQ1 need only be submitted to the DVLA if a certified hard copy driver record is required for court purposes (Driver records should be retained in line with the Record Retention SOP). A certified copy that is also acceptable for court can be obtained from authorised users of the DVLA Driver Internal Portal Site (DVS). Officers seeking driving licence information for ongoing traffic enquiries should utilise the #DL facility on PNC using the subject's name and

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date of birth. Full postcode searches are also available on PNC but must follow a double figure format e.g. G02 4JS not G2 4JS.

2.2 Reply to DQ1 Enquiry

- 2.2.1 A DQ3 Driver Record will be returned from DVLA in response to the DQ1 enquiry. The original DQ1 is not returned, instead, the section headed "Enquiry Details" on the DQ3 quotes those particulars to allow the enquirer to make reference to his/her original enquiry.

2.3 Definition of Reply Headings

- 2.3.1 The reply message will be one of the following:

Details of driver's record herewith

Self-explanatory.

No trace of driver's record

This means that no record exists for the driver number or personal details specified on the DQ1.

Record is skeleton record full details not available

A skeleton record (driver number, record type and document trail details) is left behind when a record is pruned from the main file. Normally pruning takes place ten years after the date of expiry of the last full licence or, in the case of a provisional licence, which has not been renewed, two years after the date of expiry. However, records can also revert to a skeleton record after points are time expired or DVLA receive a Notification of Death – this will normally revert within a couple of weeks of the action. Skeleton records remain on the file permanently.

Record is cross reference full details to follow

Where an enquiry reveals a cross reference record the computer will re-direct the enquiry to the original record created for that driver. A full report from that record will be printed on the next print run and forwarded to the enquirer in due course. It is worth noting that it is not necessarily the original record that is kept – when merging records, DVLA may merge to the newer record, especially if a vocational entitlement is recorded on the newer record.

Main file record corrupt, please refer to ADP driver's branch, DVLA

Contact the DVLA Liaison Officer.

2.4 Record Type

- 2.4.1 There are 16 types of record. The descriptions are abbreviated on the printout but are expanded below:
- **Provisional:** Provisional licence holder.
 - **Substantive:** Full licence holder.

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- **Expired Provisional:** Provisional licence withdrawn following revocation or disqualification.
- **Provisional not re-issued:** After revocation or disqualification.
- **Expired Substantive:** Full licence has been withdrawn following disqualification, revocation, or licence holder's 70th birthday.
- **Substantive not re-issued:** After revocation or disqualification.
- **Revoked/Refused:** A person whose last licence was withdrawn. Either the licence was revoked or an application was refused for medical reasons. Where a licence is revoked on medical grounds or under the terms of the New Drivers Act 1995, the effect of the revocation is immediate.

Where revocation results from a failure to surrender a licence for endorsement, it will take effect 28 days after DVLA first instructs the licence holder to surrender the document. In practical terms DVLA will write to the person at the address held under that record. The letter sent requires the driver to surrender their licence and deliver it to DVLA within 28 days. DVLA of course give drivers a minimum of 28 days plus at least 3 days to allow for postage and if the licence is not received at DVLA Swansea within that timescale then it is revoked with immediate effect. If the person continues to drive without renewing the licence then they are guilty of an offence contrary to The Road Traffic Act 1988 Section 87.

The licence holder may lawfully drive during this 28 day period.

- **Revoked/refused within entitlement remaining:** A licence has been revoked or an application for a further licence refused for medical reasons but an application for a restricted full or provisional licence would be entertained. (Often applies to persons with notifiable medical conditions, which are under investigation and/or those seeking Category C or D entitlement) i.e. a vocational entitlement may be revoked without effecting other category entitlements such as category 'B'.
- **Disqualified until test passed:** The person has been disqualified from holding a licence but may obtain a provisional licence in order to sit a driving test once the disqualification period has passed.
- **Foreign licence holder:** The person does not hold a Great Britain licence and has at some time produced a non-Great Britain licence in court in connection with an endorsement or disqualification. DVLA creates a driver record for endorsement purposes.
- **Non-licence holder:** A person who does not hold a licence and who has at some time been convicted of an endorsable offence. DVLA creates a driver record for endorsement purposes.
- **Non-licence holder - Refused:** A person who has not held a licence and whose application for a licence has been refused, normally on medical grounds.
- **Notified Death:** DVLA has been notified that the record holder is deceased.

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- **Surrendered:** A person has surrendered his/her provisional/full licence voluntarily, usually on medical grounds.
- **Tie-Breaker Issued Record:** Notification that two or more licence holders' share the same name and date of birth.
- **Cross Reference Record:** Notification that a person has more than one driver record. This can also occur where we have notification of a change of name, date of birth details or gender.

2.5. Standard Details on Form DQ3

2.5.1 Information supplied on Form DQ3 includes:

Names and Addresses

Current names and addresses quoted are those that appear on the driver record and driving licence.

Titles

Titles may be quoted by individuals instead of forenames and these will be quoted. A driver may elect to have a gender neutral title (e.g. Mx, Mix or Mex)

A.D.I. Register

The Approved Driving Instructor (ADI) Register will be noted if the holder has applied for inclusion on the register of approved driving instructors.

Date First Provisional Licence Issued

Date first provisional licence issued will only be quoted where that licence was issued by DVLA.

Licence Issued Number

The licence issue number will be within the range 01 – 99 (applications are processed in batches of 99) and is printed on the licence, beside the Driver Number. Subsequent licences issued to an individual will number sequentially from that starting point e.g. 1st licence; Issue No 79, 2nd licence; Issue No 80 etc.

2.6 Licence Details

2.6.1 The licence details are shown as follows:

Last/Current Licence

The latest licence issued. Any duplicate or exchange licence issued subsequently will be shown separately.

Previous Licence

The licence issued immediately prior to the current licence (where applicable).

Duplicate/Exchange Licence

A duplicate licence has been issued since the last/current licence, normally after a reported loss or theft. The duplicate provided will be a copy of the licence record, but with a higher issue number to reflect that this is the most recently issued licence and should be regarded as the current document.

An exchange licence is issued when something is changing on the record (photo, adding provisional categories).

Category Passed

Category passed will indicate the categories of vehicle which may be driven by the licence holder.

Restricted Entitlement Details

Restricted entitlement details are completed when restrictions apply to the type of vehicle that may be driven by the holder due to a medical restriction, to show weight limits, eyesight or hearing restrictions (not classed as a medical restriction), or to show that a vehicle cannot be driven for Hire or Reward.

2.7 Additional Information Fields on DQ3

Enforcement stop in force

Prevents the issue of a further licence unless the application has been cleared by DVLA Enforcement section.

Medical papers held

Indicates the existence of a medical section file in addition to the computer record.

Restricted eyesight declared

Indicates that the person's eyesight is such that he/she is only eligible to obtain a licence for a mower or pedestrian controlled vehicle (Category K).

Licence has been surrendered

A licence has been surrendered either as a result of disqualification/revocation or voluntarily by a person not wishing to drive again.

Cross references

There may be up to nine sets of cross-references. Each set will show the driver number, forenames and surnames under which a cross reference record will contain a reference to this principal record but no other details. Any enquiry using a cross reference will be redirected to the principal record.

Medical restrictions

Will be indicated on the record and will be an exact copy of the text on the licence.

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Document trail data

Provision is made on the driver record for up to 20 document numbers. The type of document will be stated in plain language against each number. This list of document numbers is the sole means by which copies of documents, from which the record has been compiled, may be obtained from original microfilm storage. Copies of these microfilmed documents can be obtained, utilising Form CL0504 (see Section 10.1). The term "other update" on the document trail relates to an endorsement from court. Electronic updates cannot be obtained but if the courts have made a manual update then these may be retrievable.

Endorsement details

Will be supplied on a separate sheet and authenticated if the original enquiry indicated that was required. The details supplied may include:

- **Overlength endorsements held manually**
Indicates that over 32 endorsements are recorded.
- **Disqualified until test passed**
The person has been disqualified from holding a licence but may obtain a provisional licence in order to sit a driving test once the disqualification period has passed.
- **Disqualified for life**
Self-explanatory.
- **Disqualified until**
Indicates a current disqualification.
- **Disqualified stop set**
Indicates that a driver is disqualified and that application for a replacement licence may only be made from the period beginning 56 days before the end of the disqualification period.
- **Disqualified stop not set**
Indicates the end of a disqualification period and that application for a new licence may be made at any time. Where an individual was disqualified until test passed, a provisional licence will be issued in response to the application.
- **Number of endorsements below**
Gives the number of valid current endorsements held. Details of endorsements are listed on Form DQ3. A list of endorsement codes can be viewed at the DVLA website (requires internet access).
- **End of record**
Self-explanatory. Multi-page records have sequentially numbered sheets.

3. Custody / Undertaking Reports

- 3.1 A copy of the driver record will be forwarded to the relevant court prior to the accused appearing from custody or on undertaking. A certified copy that is also acceptable for court can be obtained from authorised users of DVS.

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4. Persons Having Two or More Driver Records

- 4.1 DVLA creates a driver record for every individual who is granted or refused a licence, or where a non-licence holder is convicted of an endorsable offence. This single driver record normally stays with that individual for life. Where an individual obtains a second or subsequent driver record, these records require to be cross referenced with the principal record.
- 4.2 Multiple records can legitimately occur where a person changes their name, date of birth, gender and notifies DVLA of that change. They can also emerge where an individual illegally obtains a second or subsequent licence and fails to declare the existence of the first licence. If the individual is later stopped by police or convicted in court, they may produce the subsequent licence to avoid endorsement of the legitimate licence.
- 4.3 Where an officer discovers the existence of two or more driver records for the same person, which are not known to the DVLA, Swansea is to be notified in order that the records may be cross referenced. DVLA Form **D137** is used for this purpose and contains fields for the subject's full name and address and all driver numbers relating to that person. Evidence supporting why the listed records relate to the same person must also be given on the form.

5. Conditions/Fitness to Drive

- 5.1 Police officers may encounter driving licence holders apparently suffering from a medical condition which compromises their fitness to drive. Where such a person has been involved in a collision, is reported to have been driving erratically or has taken ill at the wheel, Form **D751** is to be submitted to the DVLA Drivers Medical Unit without delay. Where a driving licence holder is involved in a non-driving incident and the police officer believes that the licence holder has a medical condition that may affect their fitness to drive, Form D751/A is to be submitted to the DVLA Drivers Medical Unit. This allows the medical investigation team to consider whether it is necessary to revoke a licence. It is worth noting that this is not an "instant" process by any means, as often the investigation can require medical assessments or liaison with the General Practitioner (GP) of the licence holder.
- 5.2 Where a driver fails a roadside eyesight test and officers consider that allowing the driver to continue will compromise the safety of the driver and/or other road users, officers can submit electronic form D751E directly to the DVLA. If the incident occurs Monday – Friday between 0800 hours and 2100 hours the DVLA should be contacted by telephone to alert them to the imminent arrival of a form and to the seriousness of the situation. The telephone numbers for eyesight referrals are listed at Appendix 'E'.

6. New Drivers

6.1 The Road Traffic (New Drivers) Act 1995

6.1.1 From 1 June 1997 all drivers who pass a driving test are subject to a two year probationary period. During which time, if they accumulate six or more penalty points, the DVLA will automatically revoke their licence, on being notified by a court. Following revocation, their licence status is expired substantive revoked till test pass. They are **not** disqualified. To regain their licence they must:

- obtain a provisional licence,
- comply with the conditions of the provisional licence, and
- pass the theory and practical tests again.

6.1.2 Penalty points counting towards the total of six include any incurred before passing the test, provided the original endorsable offence took place not more than three years before the latest endorsable offence.

6.1.3 Points imposed after the probationary period will also count if the offence was committed during that period. Passing the retest does not remove penalty points from the licence.

7. Vehicle Record Requests

7.1 Vehicle record requests from DVLA are undertaken using Form VQ1. Form VQ1 will obtain details of the registered keeper and the current vehicle registration particulars on the date specified. It should be used to enquire into vehicle records where a reply is not urgently required.

7.2 Additional information from vehicle history

Form VQ615/616 should be used when the details required cannot be obtained by using form VQ1, or a registered keeper's details on or between specific dates is required. Additional information and/or copies of documents can also be obtained using this form. Information provided by DVLA will be on Form VQ13 and will include a copy of any relevant documents.

8. Notification by Police/Insurer of Total or Potential Loss of Vehicle

8.1 Form V23 should be completed when the submitting officer attends an incident and believes the vehicle in question is so badly damaged that it is likely to be written off as an economic total loss. A V23 marker is then placed on PNC to alert officers, should a vehicle carrying this identity be stopped in future.

9. Police Notification to Update Driver Licence / Vehicle/Keeper Information

- 9.1 Form V79 is used to notify the DVLA when either a driver or vehicle record is incorrect or there is no trace of the vehicle registration mark on PNC. It can also be used to update a driver and/or vehicle record with new information. Together with the submission of Form V79 the reporting officer should also initiate a DVLA Correction Report (COR) on the PNC to record any correction to the DVLA record details.
- 9.2 Officers should ensure that all relevant fields on the V79 form are completed correctly using block letters, and that the declaration is signed and dated. (Failure to do this will mean the information cannot be used). If present, the driver/keeper should be given the accompanying information leaflet (V79 Flyer) instructing them on how to obtain an up to date driver licence/registration certificate, and the possible implications if they fail to do so.

10. Miscellaneous

10.1 Microfilm Record Requests

- 10.1.1 Full vehicle record information is stored on microfilm by the DVLA. Information held on microfilm records can be obtained using Form CL0504. On receipt of this form, microfilm copies will be sent showing particulars of the vehicle's registration and licensing as requested.

10.2 Lost Driving Licences

- 10.2.1 Lost driving licences reported to the police should be recorded in the normal manner as lost property and the loser advised to wait a few days in case it is found. Thereafter it is the loser's responsibility to apply to DVLA for a replacement.

10.3 Out of Hours Enquiries

- 10.3.1 The following services are available out of normal hours for strictly limited requests where any delay would pose a risk to life. Requests may only be made via the control room, on the authorisation of senior officer and should only be made via the DVLA Liaison Officer or control room supervisor.
- 10.3.2 The Control Room Supervisor will contact the DVLA and arrange for the "on call" DVLA enquiry personnel to be contacted, to conduct the appropriate enquiry. The DVLA Police Enquiry Team will speak directly with the Duty Officer in such circumstances.

(a) Microfilm Retrieval

Microfilm retrieval of documents where the actual document number can be quoted i.e. a disposal notification, where the number is shown on the PNC or a completed application form for a driving licence or registration document, where the document number is shown on the licence or V5.

(b) Search of the Driver/Vehicle Records

A search of driver records using a full name and date of birth or driver number can provide the address of a licence holder. Their name and date of birth can also be ascertained if only the driver number is known.

DVLA can also provide certain vehicle keeper information that may not be readily available on PNC.

(c) Contact

Contact should be made with the DVLA Security Control Room giving full particulars of the enquiry officer, the authorising officer and sufficient information to enable the enquiry to be made.

(d) Immediate Replies

Immediate replies under this system are not always possible as DVLA staff attend on an 'on call' basis and may not be able to access all information systems outside of business hours. It may be considered expedient to attempt to trace an individual by other means.

List of Associated Legislation

- Road Traffic Act 1988
- Road Traffic (New Drivers) Act 1995
- Vehicle Excise and Registration Act 1994

List of Associated Reference Documents

Policy

- Road Policing

Standard Operating Procedures

- Record Retention SOP

Forms

- DVLA Driver Enquiry Form (DQ1)
- DVLA Driver record (DQ3)
- Notification by the police/court of 2 or more driving licence records at DVLA for the same person (D137)
- DVLA Notification of possible medical condition (D751)
- DVLA Notification of possible medical condition to non-driving incident (D751/A)
- Referral to DVLA for failure to read a number plate (D751E)
- Notification by police/insurer of total or potential loss of vehicle (V23)
- Failure to notify DVLA on change of owner (V79)
- DVLA Vehicle record (VQ1)
- Request for information about a vehicles history (VQ615)
- Request for vehicle keeper at specific date (VQ616)
- DVLA Microfilmed document request (CL0504)

DVLA Area Identifier Codes

Central Scotland	
Clackmannanshire Council	84 Followed by Division
Falkirk Council	84 Followed by Division
Stirling Council	84 Followed by Division
Dumfries and Galloway	
Dumfries & Galloway Council	70HQ
Fife	
Fife Council	78HQ
Grampian	
Aberdeen City Council	
Aberdeen	82AB
Bucksburn	82B1
Queen Street	82C1
Central Reports	82CR
PNC Bureau	82DB
Firearms Licensing	82F1
PNC Training	82FT
VISOR BRC	82FV
Fixed Penalty Administration	82GR
HQ CID	82HC
HQ Records	82RO
Road Policing	82TD
Warrants Office	82WO
Aberdeenshire Council	
Peterhead	82A2 / 82N1
Banff	82A3
Stonehaven	82D1
Inverurie	82D2 / 82S1
Road Policing	82TD
Moray Council	
Moray	82A1 / 82M1
Road Policing	82TD
Lothian and Borders	
Edinburgh City Council	76 Followed by Station Code
East Lothian Council	76 Followed by Station Code
Midlothian Council	76 Followed by Station Code
Scottish Borders Council	76 Followed by Station Code
West Lothian Council	76 Followed by Station Code

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Northern	
Orkney Islands Council	
Orkney	87BD
Road Policing	87RP
Shetland Islands Council	
Shetland	87AB
Road Policing	87RP
Highland Council	
Alness	87DB
Badenoch	87GC
Dornoch	87CH
HQ	87HQ
HQ CID	87HC
Inverness	87IA
Lochaber	87FB
Nairn	87IE
Skye & Lochalsh	87DC
Thurso	87CE
Wick	87CA
Road Policing	87RP
Comhairle nan Eilean Siar (Western Isles Council)	
Southern Isles	87EI
Stornoway	87ED
Road Policing	87RP
Strathclyde	
Argyll & Bute Council	74LZ
East Ayrshire Council	74UZ
East Dunbartonshire Council	74LZ
East Renfrewshire Council	74KZ
Glasgow City Council	74AZ
Inverclyde Council	74KZ
North Ayrshire Council	74UZ
North Lanarkshire Council	74QZ
Renfrewshire Council	74KZ
South Ayrshire Council	74UZ
South Lanarkshire Council	74QZ
West Dunbartonshire Council	74LZ
Road Policing	74TZ
Tayside	
Angus Council	80ED
Dundee City Council	80CD
Perth & Kinross Council	80WD

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Glossary of Terms

ADI	Approved Driving Instructor
DVA	Driver & Vehicle Agency
DVLA	Driver and Vehicle Licensing Agency
DVS	Driver Internal Portal Site
GP	General Practitioner
PNC	Police National Computer
PSNI	Police Service of Northern Ireland

Contact Details

Contact telephone numbers for eyesight referrals:

Between 0800-1600 hours:	Information has been removed due to its content being exempt in terms of the Freedom of Information (Scotland) Act 2002, Section 35 (1)(a) and (b) Law Enforcement
Between 1600-2100 hours:	Information has been removed due to its content being exempt in terms of the Freedom of Information (Scotland) Act 2002, Section 35 (1)(a) and (b) Law Enforcement