



Enforcement Operations Agreement

Schedule 2

Appendix 30 – Manual DVLA Enquiries

tfl_scp_000555

Service Operations Directorate
Transport for London
4th Floor, Palestra
197 Blackfriars Road
Southwark London SE1 8NJ

Copyright on the whole and every part of this document is owned by Transport for London. No reproduction of the whole or any part of this document is to be made without the authority of Transport for London. This document is confidential to Transport for London. No part of this document or information contained in this document may be disclosed to any party without the prior consent of Transport for London.

Table of Contents

2.0	Target Audience	2
2.1	Why you need to read this	2
2.1	Introduction, background and purpose	2
2.1	Scope.....	3
3.0	Manual DVLA Enquiries (General, Temporary Import and Trade Plates)	3
4.0	TfL Manual DVANI Enquiries.....	4
5.0	Authorised users table and their contact details.....	5
6.0	Second DVLA check prior to Debt Registration	6
6.1	When to proceed with Debt Registration following a Second DVLA check	6
6.2	Example of when to re-issue a PCN after a second DVLA check	7
6.3	Example of when to cancel a PCN after a second DVLA check.....	8
6.4	Example of when to escalate to TfL after a 2 nd DVLA check.....	8
7.0	Example circumstance in which Debt Registration must be reapplied for	8
8.0	Managed Returns	9
	Appendix I - TfL Manual DVLA Enquiry Form	10

2.0 Target Audience

2.1 Why you need to read this

In order to ensure all Licensing Authority enquiries (DVLA and DVANI) are processed in accordance with Transport for London's (TfL's) policy guidelines for Web Enabled Enquiry and Manual Processes.

2.1 Introduction, background and purpose

There is an agreement in place between the Driver and Vehicle Licensing Agency, the Driver and Vehicle Agency (Northern Ireland) and Transport for London for services to support the London Road User Charging (LRUC) operation.

This agreement relates to the transfer of information concerning vehicles and Registered Keepers to support the seven key business processes of LRUC which include:

- the management of sales;
- supply of vehicle data to maintain the Green List;
- supply of data to assist in verifying the automatic interpretation of number plates;
- the maintenance and update of vehicle/keeper data;
- supply of information relating to registered keepers, against which TfL or their agents will process penalty charge notices and enforcement action including appeals;
- supply of microfilmed documents for verifying vehicle and keeper details; and
- The supply of selected vehicle data to support monitoring of the effectiveness of the LRUC Scheme.

The main method for the requesting and provision of information is via the Web Enabled Enquiry (On-Line and Batch system).

In certain circumstances, detailed in Section 3, further information is required to support LRUC. Although certain information is available via the Web Enabled Enquiry system there are circumstances when the data required is not accessible via this route and so a manual process is available.

This policy guidance outlines TfL's reasons for such manual enquiries and sets down the operational process to be adhered to when such requests are made.

2.1 Scope

This document clarifies TfL's policy for Web Enabled Enquires and manual DVLA enquiries for the CC and LEZ Schemes only.

3.0 Manual DVLA Enquiries (General, Temporary Import and Trade Plates)

All requests are made in order to effectively administer and enforce the LRUC Scheme.

Such requests include, but are not limited to:-

- Verifying current Registered Keeper details;
- Requesting current Registered Keeper details;
- Obtaining detailed information about the change of a Registered Keeper;
- Obtaining detailed information regarding the Cherished Transfer of a Vehicle Registration Mark (VRM); and
- Verifying current and historic Vehicle Taxation Class information.

All requests for information relating to a vehicle or the Registered Keeper of a vehicle must be made on the relevant Enquiry Form (see Appendix I) and submitted by e-mail to the appropriate DVLA contact as follows:-

General Enquiries: Catherine Salmon – catherine.salmon@dvla.gsi.gov.uk
Carbon copy to (cc) Letitia Lloyd - lettia.lloyd@dvla.gsi.gov.uk

Tel: 01792 788518
Fax: 01792 783211

Trade Plate Enquiries: Catherine Salmon – catherine.salmon@dvla.gsi.gov.uk
Carbon copy to (cc) Letitia Lloyd - lettia.lloyd@dvla.gsi.gov.uk

Tel: 01792 788518
Fax: 01792 783211

Temporary Import Plate Enquiries:
Catherine Salmon – catherine.salmon@dvla.gsi.gov.uk
Carbon copy to (cc) Letitia Lloyd - lettia.lloyd@dvla.gsi.gov.uk

Tel: 01792 788518
Fax: 01792 783211

NB: Contact telephone numbers have been provided for emergency use only and must not be circulated as general telephone numbers.

All requests received by the DVLA will originate from the email addresses of any of the authorised personnel.

On receipt of the request, the DVLA will investigate and provide the required information where available and send the response by fax (or e-mail to the originating e-mail address) to the appropriate location as defined in the table below, detailing the authorised personnel.

4.0 TfL Manual DVANI Enquiries

All requests are made in order to effectively administer and enforce the LRUC Scheme.

Such requests include, but are not limited to:-

- Verifying current Registered Keeper details;
- Requesting current Registered Keeper details;
- Obtaining detailed information about the change of a Registered Keeper;
- Obtaining detailed information regarding the Cherished Transfer of a Vehicle Registration Mark (VRM); and
- Verifying current and historic tax class information.

All requests for information relating to a vehicle or registered keeper of a vehicle must be made on the relevant DVANI Enquiry Form, and submitted by fax to the appropriate DVANI contact as follows :-

Driver & Vehicle Agency
Vehicle Licensing Division
County Hall
Coleraine
BT51 3TA

Tel: 0845 402 4000

Fax: 028 7034 1422

On receipt of the request, the DVANI will investigate and provide the required information, when available. DVANI will send the response by post, addressing their response to the Service Provider Team Leader designated for the handling of DVANI enquiries (as show below).

6.0 Second DVLA check prior to Debt Registration

A DVLA Check is normally first conducted in the days immediately following the capture of an image of a vehicle that it is believed has contravened the CC or LEZ. It is this DVLA sourced information that is initially used to determine who a PCN should be issued to.

Occasionally, PCNs may be subject to a Representation of an Appeal in which it is identified that the vehicle has been sold, or was on hire. When these Representations and Appeals are successful the PCN will be reissued to the new Keeper or Hirer.

The second DVLA Check is conducted when PCNs fall due for Debt Registration and is a key stage during London Road User Charging (LRUC) PCN progression. The interpretation of the results of the DVLA Check and comparison with the name and address of the person currently recorded as being liable for the PCN will determine whether Debt Registration should proceed, the PCN should be reissued or some other action should be taken.

It is imperative that results of the second DVLA Check are processed correctly to ensure PCNs progress in the correct way and Penalty Charges can be enforced correctly.

6.1 When to proceed with Debt Registration following a Second DVLA check

Care must be taken to ensure the second DVLA Check includes only information regarding the DVLA Registered Keeper/Person Liable as at the date of contravention (rather than for the date the second DVLA check was undertaken).

- If the data supplied by the second DVLA Check exactly matches that included in the PCN record for the current Registered Keeper/Person Liable.
- If the data supplied by the second DVLA Check does not match that recorded as the current Registered Keeper/Person Liable but investigations identify the vehicle is owned by a Hire Company and was on hire at the time of contravention. Further investigations indicate the same name and address details for the Hire Company have been returned for both first and second DVLA Checks.
- Investigation reveals the name and address recorded against the PCN as the current Registered Keeper/Person Liable is the same person/organisation as that recorded by the second DVLA Check, but there are slight formatting differences in how the name and/or address have been recorded.
- If only the address for the Registered Keeper/Person Liable varies from the first DVLA Check to the second DVLA Check, but there has been contact from the Registered Keeper/Person Liable.

- If the current 'Person Liable' as recorded against the PCN is not the same as that recorded as the Registered Keeper/Person Liable by the second DVLA Check and the investigation also indicates the same Registered Keeper/Person Liable details were returned for both the first and second DVLA Checks, but the Registered Keeper/Person Liable made a Representation or an Appeal in which it was claimed the vehicle was sold to a Third Party (no communication has been received from that party). Proceed to Debt Registration using the Registered Keeper/Person Liable details provided in the Representation or Appeal.

If there is any doubt as to how to proceed the case should be escalated to a Team Leader for a decision. If the Team Leader is unable to make a decision the case should be escalated to TfL.

6.2 Example of when to re-issue a PCN after a second DVLA check

Care must be taken to ensure the second DVLA Check includes only information regarding the DVLA Registered Keeper/Person Liable as at the date of contravention (rather than for the date the second DVLA check was undertaken).

- If only the address for the Registered Keeper/Person Liable varies from the first DVLA Check to the second DVLA Check and there has been no contact from the Registered Keeper/Person Liable, the PCN should be reissued to the Registered Keeper/Person Liable address, as identified in the second DVLA Check.
- If the name and address of the Registered Keeper/Person Liable has been altered as a result of a Representation or an Appeal when it was claimed the vehicle was sold and the name and address of a new Keeper was supplied. But the updated Registered Keeper/Person Liable information (supplied by the party making the Representation or an Appeal) does not match that provided by either the first or second DVLA Checks. The PCN should be reissued to the Registered Keeper, as identified in the second DVLA Check.
- If the PCN has not been the subject of a Representation or an Appeal, but the name and address of the Registered Keeper/Person Liable returned by the second DVLA Check is different to that returned by the first DVLA Check the PCN should be reissued to the Registered Keeper/Person Liable, as identified in the second DVLA Check.

If there is any doubt as to how to proceed the case should be escalated to a Team Leader for a decision. If the Team Leader is unable to make a decision the case should be escalated to TfL.

6.3 Example of when to cancel a PCN after a second DVLA check

Care must be taken to ensure the second DVLA Check includes only information regarding the DVLA Registered Keeper/Person Liable as at the date of contravention (rather than for the date the second DVLA check was undertaken).

- No example available at this time.

6.4 Example of when to escalate to TfL after a 2nd DVLA check

Care must be taken to ensure the second DVLA Check includes only information regarding the DVLA Registered Keeper/Person Liable as at the date of contravention (rather than for the date the second DVLA check was undertaken).

- 1st DVLA check returns Registered Keeper details however the 2nd DVLA check reports no Registered Keeper details.

If there is any doubt as to how to proceed the case should be escalated to a Team Leader for a decision. If the Team Leader is unable to make a decision the case should be escalated to TfL.

7.0 Example circumstance in which Debt Registration must be reapplied for

The TEC code of practice states that the Order for Recovery must be produced within seven days of receipt of the authorisation from TEC but requirement E5.4.9 of the Enforcement Operations Statement of Requirements states that: *The SP shall print all Orders for Recovery on the day of receipt of authority from the TEC except for the following cases:*

- *Where full payment has been received since the request for Debt Reg: or*
- *Where the PCN has been suspended pending further action*

If a PCN has been suspended at the time authorisation is received from TEC and it is still suspended 8 days later, the Service Provider must reapply to TEC for the debt registration.


8.0 Managed Returns

If investigation shows PCN has been subject to a managed return. Refer to the Managed Returns Process.

Appendix I - TfL Manual DVLA Enquiry Form

DVANI – Vehicle details and Registered Keeper enquiry form

Transport for London



Office Number P20	Access code: 00036079 TLEN
-------------------	----------------------------

Please provide the following information for the Vehicle Registration Mark (VRM) listed below:

- Make
- Model
- Primary Colour
- Taxation Class
- Body Type
- Registered Keeper Name
- Registered Keeper Address

VRM	Make	Primary Colour
.....

Please send your response to:

Transport for London
 PO Box *****
 Lancing
 West Sussex
 BN** *****

Authorised Signature:	Date:
-----------------------	-------	-------------

Telephone number for queries relating to this enquiry:
--	-------

TFL ENQUIRY REFERENCE CODE:
------------------------------------	-------

DVLA - Request for information about a vehicle's history



Request for information about a vehicle's history

The DVLA will only accept original copies of this form. Do not send scanned, photocopied or amended versions.



7/09

An executive agency of the
Department for
Transport



Request for information about a vehicle's history

Please read the notes over the page before you fill in this form
For general information go to www.direct.gov.uk/motoring

VQ615

Use BLACK INK and CAPITAL LETTERS when filling in this form.

1 Organisation details (see note B over the page)

Name of organisation _____

Address (not PO Box addresses): _____

Postcode: _____

Contact phone number (in case we need to get in touch with you): _____

Email address: _____

Type of organisation: _____

Data protection registration number: _____ Expiry date: (dd/mm/yy) _____

Your reference number (if applicable): _____

Are you acting on behalf of another organisation? Yes No
If yes, please give the following details
Name of organisation: _____

See note B for the evidence you need to provide us with.

2 Details of the vehicle you want information about (see note B over the page)

Vehicle Registration Number: _____

Make and Model: _____

3 What information do you need? (see note B over the page)

Please continue on a separate sheet if necessary.

4 Why do you want the information? (see note B over the page)

Please continue on a separate sheet if necessary.

5 How are you going to use the information? (see note B over the page)

Please continue on a separate sheet if necessary.

6 What legislation are you requesting this information under? (see note B over the page)

7 Declaration

I declare that all the information given in this request is correct to the best of my knowledge. I will not use the information that I am given for any other purpose than that stated in Section 5. I am aware that, under Section 55 of the Data Protection Act 1998, it is an offence to unlawfully procure or sell personal information.

Title: Mr Mrs Miss Ms

Full name: _____

Position in organisation: _____

Signature: _____ Date: _____



An executive agency of the Department for Transport

7/09

A Important information

- We have a duty under the Data Protection Act 1998 to protect personal data.
- It is a criminal offence under Section 55 of the Data Protection Act 1998 to unlawfully procure or sell personal data. The maximum penalty is a fine not exceeding £5000.
- We will carry out the necessary checks to make sure the information you have provided is correct.
- We or an agent acting on our behalf must have access to your organisation's operational areas to check your processing methods. Your organisation must make available any files and records that we ask for so that we can make sure that the information is only used for the purposes for which it has been requested.
- The registered keeper of the vehicle in Section 2 may be provided with a copy of this request if they ask for it.

B How to fill in the form

Section 1 – Organisation details

Give all the details asked for.

If you are acting on behalf of another organisation, we need written confirmation from them that you are acting on their behalf.

Type of organisation

You must tell us what type of organisation you are, for example, police, trading standards or Her Majesty's Revenue and Customs and so on.

Section 2 – Details of the vehicle you want information about

Give all the details asked for. If you cannot give all these details, we may not be able to process your request.

Section 3 – What information do you need?

You need to tell us what specific information you need from the vehicle's history. You should include any relevant dates and tell us if you need copies of documents.

Section 4 – Why do you want the information?

You need to give as much information as possible about the situation that has led to you wanting information about the history of the vehicle in Section 2.

You need to explain how our failure to disclose any information will prejudice your investigation.

If you have been appointed by a court you will also need to give us the name of the court you are representing and a copy of the court order.

You can continue on a separate sheet if necessary.

Section 5 – How are you going to use the information?

To consider your request, we need as much detail as you are able to provide about how you are going to use the information.

You can continue on a separate sheet if necessary.

The information you ask for should be used in a fair and responsible way and only for the purpose for which it is requested.

If we get a legitimate complaint about information obtained unlawfully or we have evidence that information has been obtained or used inappropriately we will pass it to the Information Commissioner to consider prosecution.

Section 6 – What legislation are you requesting this information under?

You need to tell us the section and the legislation under which you are requesting the information.

Section 7 – Declaration

You must sign and date the declaration, otherwise we cannot process your request for information.

C Where to send your request

Send this form with any additional documents to:

Vehicle Record Enquiries
DVLA
Swansea
SA99 1AN.

D Further information

You can find further details on the release of information from our records on our website www.direct.gov.uk/dvldataprotection

DVLA – Request for vehicle Registered Keeper information



Request for vehicle keeper information at a specific date

Please note. The DVLA will only accept original copies of this enquiry form.
Do not send scanned, photocopied or amended versions.



An executive agency of the
Department for
Transport

7/09



Request for vehicle keeper information at a specific date

Please read the notes over the page before you fill in this form
For general information go to www.direct.gov.uk/motoring



Use BLACK INK and CAPITAL LETTERS when filling in this form.

1 Information you can request (see note B over the page)

You can only request the name and address of the registered keeper of a vehicle at a specific date.
You can also make a request for more than one vehicle. See note B over the page for how to do this.

2 Organisation details (see note B over the page)

Name of organisation: _____

Address (not PO Box addresses): _____

Postcode: _____

Contact phone number (in case we need to get in touch with you): _____

Email address: _____

Type of organisation: _____

Data protection registration number: _____ Expiry date: (dd/mm/yy) _____

Your reference number (if applicable): _____

Are you acting on behalf of another organisation? Yes No
If yes, please give the following details
Name of organisation: _____

See note B for the evidence you need to provide us with.

4 Why do you want the information? (see note B over the page)

Please continue on a separate sheet if necessary.

5 How are you going to use the information? (see note B over the page)

Please continue on a separate sheet if necessary.

6 What legislation are you requesting this information under? (see note B over the page)

7 Details to support your request (see note B over the page)

Date of incident: (dd/mm/yy) _____

Location of incident (including postal address) _____

You can only use the information you have requested in relation to the incident on the date you have given above.

3 Details of the vehicle you want information about (see note B over the page)

Vehicle Registration Number: _____

Make and Model: _____

8 Declaration

I declare that all the information given in this request is correct to the best of my knowledge. I will not use the information that I am given for any other purpose than that stated in section 5. I am aware that, under Section 55 of the Data Protection Act 1998, it is an offence to unlawfully procure or sell personal information.

Title: Mr Mrs Miss Ms
Full name: _____
Position in organisation: _____
Signature: _____ Date: _____



An executive agency of the Department for Transport

A Important information

- We have a duty under the Data Protection Act 1998 to protect personal data.
- It is a criminal offence under Section 55 of the Data Protection Act 1998 to unlawfully procure or sell personal data. The maximum penalty is a fine not exceeding £5000.
- We will carry out the necessary checks to make sure the information you have provided is correct.
- We or an agent acting on our behalf must have access to your organisation's operational areas to check your processing methods. Your organisation must make available any files and records that we ask for so that we can make sure that the information is only used for the purposes for which it has been requested.
- The registered keeper of the vehicle in section 3 may be provided with a copy of this request if they ask for it.

B How to fill in the form

Section 1 – Information you can request

Multiple requests

You can make a request for information for more than one vehicle, as long as the reason given in sections 4 and 5 and the location given in section 7 are the same for all vehicles.

You can send with this form, a list of up to 15 vehicles per sheet on letter headed paper. For each vehicle you must give us the Vehicle Registration Number, make and model, the date of incident and your reference number.

You do not need to fill in section 3 or the date of incident in section 7.

Section 2 – Organisation details

Give all the details asked for.

If you are acting on behalf of another organisation, we need written confirmation from them that you are acting on their behalf.

Type of organisation

You must tell us what type of organisation you are, for example, court appointed bailiff, central ticket office, local authority and so on.

Section 3 – Details of the vehicle you want information about

Give all the details asked for. If you cannot give all these details, we may not be able to process your request.

You do not need to fill in this section if you are making a multiple request – see note B, section 1 for information about multiple requests.

Section 4 – Why do you want the information?

You need to give as much information as possible about the situation that has led to you wanting the name and address of the registered keeper of the vehicle in section 3, and how the vehicle was directly involved in the situation.

If known, you must give us the name and address of the individual who is the subject of your enquiry.

You need to explain how our failure to disclose any information will prejudice your investigation.

If you are a court appointed bailiff you will also need to give us the name of the court you are representing and a copy of the court order. You must also tell us if the vehicle has been seized by the powers of the court.

If you are making a request for information on more than one vehicle, the information you give must apply to every vehicle.

You can continue on a separate sheet if necessary.

Section 5 – How are you going to use the information?

To consider your request, we need as much detail as you are able to provide about how you are going to use the information.

If you are making a request for information on more than one vehicle, the information you give in must apply to every vehicle.

You can continue on a separate sheet if necessary.

The information you ask for should be used in a fair and responsible way and only for the purpose for which it is requested.

If we get a legitimate complaint about information obtained unlawfully or we have evidence that information has been obtained or used inappropriately we will pass it to the Information Commissioner to consider prosecution.

Section 6 – What legislation are you requesting this information under?

You need to tell us the section and the legislation under which you are requesting the information.

Section 7 – Details to support your request

Give all the details asked for. If you cannot give all these details, we may not be able to process your request.

You do not need to give the date of incident in this section if you are making a multiple request – see note B, section 1 for information about multiple requests.

If the vehicle has been involved in more than one incident you will need to make a separate request for each incident.

Section 8 – Declaration

You must sign and date the declaration, otherwise we cannot process your request for information.

C Where to send your request

Send this form with any additional documents to:

Vehicle Record Enquiries
DVLA
Swansea
SA99 1AN.

D Further information

You can find further details on the release of information from our records on our website www.direct.gov.uk/dvlataprotection