

FINAL Report of Joint NASP/DVSA meeting – June 27th 2019

In attendance:

NASP - representatives from the three ADI associations, which NASP is composed of (those being ADINJC, DIA and MSA)

DVSA – Senior personnel from the Driver Policy Strategy and Policy Directorate, Theory Test Policy & Service Development, the Registrar and Fraud and Integrity

At the end of June, NASP met with representatives from key DVSA operational and policy areas to discuss key issues, initiatives and challenges within the industry, as well as consult with DVSA on new areas of policy or service development. NASP is the only ADI stakeholder group to have such meetings and regular dialogue with DVSA and is considered by the regulator to be the key consultative stakeholder for the driver training industry.

Minutes and actions were discussed from previous meetings before moving onto a packed agenda of items raised by both NASP (responding to concerns, queries or challenges received from the respective memberships of each NASP group member) and DVSA.

1. DVSA Fraud and Integrity Process

- Andy Rice, Head of Fraud Integrity Unit joined the meeting to respond to queries and concerns raised by NASP as to how Fraud and Integrity investigations were conducted.
- **NASP raised specific concerns and made proposals including:**
 - Seeking clarification on policy concerning how interviews under caution are conducted and further clarifying what criteria is used to judge which complaints are escalated to such a level.
 - Feeding back challenges and queries about the wording of the questionnaire sent to pupils when an ADI is under investigation
 - Length of time to feedback results of an investigation to ADIs on results of investigation causing undue stress
 - Wording of letters relating to Fraud and Integrity and Fit and Proper processes
 - Lack of transparency about the process – should ADIs have clearer guidance as to what to expect and their rights?
 - NASP asked for an update on of the results of investigations in terms of outcomes/actions verses number of complaints

- **Response from DVSA**

- DVSA will take on NASP's suggestions regarding how questionnaire is presented and wording
- DVSA acknowledges the length of time to report back on an investigation could be stressful for an ADI caught in limbo and will look as to what can be done to alleviate this
- DVSA clarified criteria and process for case/complaints they investigate.
- NASP recommended a cascade diagram should be produced to show ADIs how the process worked – NASP agreed to produce
- Wording of letters will be reviewed and NASP will be sent copies of letters and questionnaire to provide further feedback
- NASP were asked to continue to feedback any further issues they are aware of as they occur so DVSA is aware of any issues/misunderstanding about policy or process and work to resolve them
- DVSA also feedback that whilst the number of complaints had risen by over 200% year ending April 2019, since then there had been a slight drop. Still a very worrying and significant number of complaints however.
- DVSA will provide NASP with updated stats on number of complaints, how many resulted in what type of action etc.
- DVSA also responded to recent concerns regarding the carrying out of interviews under caution in accordance with PACE and confirmed that as officers granted investigative powers by the Home Secretary, they are eligible to carry out such interviews under Section 67 of the Police Act.

2. Theory Test Update

- Theory Test Policy & Service Development joined the meeting to give an update on research and development into improving Theory Test provision
- Work is ongoing to presentation and display of current theory tests – user groups and testing have been taking place, as well as consultation with key stakeholders on accessibility of tests for the future
- Changes to improve usability and accessibility expected to be implemented into current test later this year
- NASP were given a demonstration of the development of new CGI and its ability to offer a more realistic and impactful experience within HP training for the future

3. Display of ADI Certificates

- The Registrar has been reviewing the statistics and performance of pupils presented in dual control cars with no PRN present as they typically have a lower pass rate.
- DVSA will be sending out a survey to selected ADIs, asking why they remove their badges or not to understand their reasons, NASP have agreed to help distribute the information
- DVSA explained that a particular issue with ADIs not displaying badges, and potentially not being authorised at all, was being tackled by an initiative by 43 police forces who would be stopping training cars and asking to see an ADI/PDI certificates/Licences
- This follows a number of incidents where blue lights training was being delivered by trainers with no certificate

4. Examiner Industrial Disputes

- No current details on disputes or issues to report

5. Test Centre Closures

- NASP raised the issue of local test centres closures, highlighting campaigning they had been supporting across the UK, working with local associations and members to find alternative premises and provision.
- DVSA said they were willing to consider alternatives if there was a strong business case for continuing provision and on a cost basis in terms of operating alternative premises
- DVSA reiterated closures are often prompted by local resident campaigns, landlords selling off premises or changing conditions of tenancy so not viable as a test centre, and beyond DVSA's control on many occasions

6. Practical Test Survey

- A formal survey had been completed and results analysed
- Results expected to be published along with Road Safety statement in the near future

7. ORDIT and Part 3 Update

- DVSA updated that demand for ORDIT was fairly consistent
- Raising standards of ADI training is something DVSA want to focus on
- DVSA feedback that some pupils being presented for Part 3 were not up to standard
- Want NASP and industry to encourage more ORDIT trainers to better prepare pupils
- DVSA reported number of tests risen to c.6,000, against a target of c.5000
- Average part 3 pass rate was 37.1%, up slightly from 33%
- Part 2 pass rate holding steady at around 55%

8. Use of iPads for Examiners

- The focus has been on the digital journal providing the examiner with their daily programmes. This is expected to go out to Examiners over the summer.
- It was agreed that guidance on use of iPads and all handheld devices will be refreshed when the app is launched
- NASP queried current advice and law, DVSA confirmed iPads etc are only useable by instructors when car pulled up at side of road and engine switched off.
- NASP will update advice and develop on NASP website on advice from DVSA

9. Safeguarding

- DVSA highlighted the fact that the National Standards had been updated to reflect safeguarding policy and good practice
- Examiners and frontline personnel were involved in a rolling programme of refresher training in this area
- NASP suggested Safeguarding should be a key element of the ADI qualification but DVSA stated this would have to wait until a wider review of the process (see below). DVSA are very supportive of ADIs engaging in Safeguarding training and have released a recent blog on the subject.

10. Review of ADI Qualification

- NASP queried when an overall review of ADI qualification would be possible to ensure it was fit for purpose in terms of delivering trainers adequately prepared for running an ADI business and real life training

- NASP strongly recommend Safeguarding is a core area of training to be considered, as well as running a business and training pupils with specific needs
- Wider changes would have to wait until a more wholesale review of ADI regulations, expected in next two years or so

11. Standards Check – Update

- The Registrar is looking to allow more second attempts, if a valid reason is given
- These will mainly be open to those who have failed/achieved lower grade on previous attempts for valid reasons (illness on day etc) or those who need to achieve a Grade A for vocational reasons (i.e. NDORS trainers, Road Safety Officer, ORDIT applicant)
- Changes to booking process and increase capacity has allowed for more second attempts to be granted
- DVSA made it clear that the second attempt result will stand – if the ADI fails or achieves worse grade on second try
- DVSA would like NASP to help spread message about investing in training before SC's generally
- SC Failure rate has increased slightly - DVSA would like NASP to help spread the message to ADIs about better preparation and training

12. AOB

- **Training of drivers using electric vans** – NASP has queried why only two LGV training companies have been nominated to deliver this training, precluding ADIs who can train in this class. DVSA apologised for lack of consultation on this matter and are discussing this issue with DfT.
- **Emails to pupils re: tests** - NASP feedback that some pupils are failing to receive emails regarding their test from DVSA and have supplied correct address. DVSA advise pupils check spam and junk emails as they may be going astray. Otherwise NASP should advise members to raise this with CustomerServices@dvsa.gov.uk