## Report of the joint quarterly meeting with DVSA held in November 2024 at the DVSA, Berkley House, Bristol.

This was a face to face meeting attended by senior members of the DVSA and the three NASP associations, the following report is a summary. The purpose of this meeting was for:

- DVSA to review and provide updates on the previous action points.
- DVSA to provide NASP with updates on reducing driving test waiting times, a driver policy update, an ADI services update, DVSA Ready to Pass? and communications update and AOB.

DVSA will clean up the action log, with a new updated copy to be sent out to NASP, separated by priority and longer-term action points. The outstanding DVSA organisational structure chart along with an updated contact directory will be sent to NASP.

**DVSA updates:**

**Driving test waiting times:**

- The DVSA confirmed that the car driving test waiting times for October were:
    - England – 20.5 weeks
    - Scotland – 15.6 weeks
    - Wales – 12.8 weeks
- DVSA confirmed the October national waiting time was 19.5 weeks.
- There has been a slight increase in test slot availability as resources allocated to testing full-time have moved back to business as usual, at 13.44%.
- There are circa 94k tests currently available to book.
- DVSA confirmed their focus is on getting 450 new driving examiners into post, where targeted recruitment efforts are ongoing.
- NASP were told the focus in on getting 450 new driving examiners into post, where demand has vastly outpaced the provision of testing.
- Factoring attrition, at around 130 per year, in real terms we should see an increase of more than 300 examiners across Great Britain.
- NASP were supportive of DVSA's enhanced reporting efforts, and looks forward to seeing the new driving examiners in the field.
- NASP asked about challenges seen for the first time in North Wales, where average waiting times have gone up. DVSA is in contact with the North Wales ADI teams and had offered support, and are putting in provision to help resolve the issue.

- NASP asked when the 450 new examiners will be in place, DVSA replied that this would be dependent on the recruitment process.
- NASP asked about longer term resource management, as to whether once test times go down, those hired full time would be reallocated to other roles. DVSA said this had been considered, with a plan in place for natural attrition and redeployment.

**Driver policy update:**

- DVSA have added a function, where vehicles presented for test are checked for valid MOTs with the aim of supporting examiner and driver health and safety.
- DVSA to share MOT reminder service link with NASP so it can be available for ADIs.
- DVSA are reviewing the guidance for sitting in on driving tests.
- DVSA is carrying out a review of the end-to-end ADI qualification journey
- DVSA are also reviewing the fleet training scheme.
- NASP was very supportive of the DVSA's work to look at how time spent on emergency vehicle quality checks can be better utilised.
- NASP asked for data on last minute cancellations for tests.
- NASP felt the system is being overcome by people cancelling a test when they've changed it 5 times and then re-booking with a new booking number.
- DVSA's own cancellation booking service is part of the list of requirements for the new IT booking system. Work is progressing on designing a service for the future.
- NASP clarified that when ADIs and PDIs swap tests using data from new pupils they must tell the pupils that they are using their data.
- NASP asked about the whistleblowing policy for those reporting ADIs who were fraudulently offering learners tests for financial benefit. DVSA stressed the balance of confidentiality vs gathering of evidence.
- DVSA to supply guidance on whistleblowing policy to support NASP helpdesk teams.

**ADI services update**

- DVSA reported that volumes of applications for ADI part 2 and 3 tests have stabilised, with an average of 1,500 starting the qualification process per month.
- Demand however remains very high, with the service under pressure. An appeals coordinator will be appointed to relieve pressure with the new appeals process.
- A large number of part 3 tests are being cancelled. NASP said this was concerning and DVSA plan to explore this and see what can be done to help reduce this.
- The number of ADIs on the register as of 4.11.24 was 41,484.
- Interest remains high for joining the ORDIT scheme.
- Standards checks are continuing to be prioritised for those who are considered a higher risk

- DVSA is looking into the data from the ADI qualification test survey and will hold a follow up workshop with NASP, reviewing how theory can be better integrated into practice.

**DVSA Ready to Pass? and communications update**

- DVSA's annual ADI survey took place from the 1st to the 30th September 2024, it received 5,620 responses.
- The results will be published in December.
- DVSA communications are looking to conduct research with the parents of learner drivers, pre and post-test, benchmarked against a 2019 survey to test parental awareness of the learning to drive process.
- New ADIs are less aware of Ready to Pass? so DVSA will need to publicise more, along with other resources that are available to them.
- 2019 research with parents showed they wanted more guidance and support from ADIs on when private practice will be safe.
- DVSA are looking to develop communications to encourage driving instructors to act as advocates to amplify learner/ parent communications.

**AOB**

- NASP asked if DVSA would be looking to reinstate the endorse and recognise scheme. DVSA said that the scheme had been paused and the concept of accreditation was being discussed with DfT
- NASP asked about using QR codes to record data from ADIs. DVSA said that whilst this could be looked at, this would form part of a wider digital change as display is within legislation.
- NASP said that the ADI theory booking system does not retain information, so when booking for a second time all information has to be re-entered.
- NASP said there was some confusion over the use of cruise control on Part 2 tests. DVSA stated eco safe driving is an opportunity to demonstrate fuel efficiency and to see that the car is running smoothly. It should be used and demonstrated when possible on test and not just when required as a show me question.

DVSA will suggest and provide potential meeting dates for 2025.