



Passing Information to DVSA

DVSA carries out a wide range of enforcement activities across Great Britain. DVSA's approach is to be intelligence led, information from members of the RHA can assist in this approach.

What type of Information are we talking about?

There is a wide range of information that could be of use to DVSA. Some examples of how information can be grouped are as follows:

Drivers

Abuse of Driver's Hours regulations
Making false records or manipulating tachograph equipment
Abuse of the Working time Directive
Driver Licencing
Driver CPC

Operators

Maintenance issues
Transport managers
Operating centre usage
Finance
Material changes (Directors etc.)
Illegal operation of vehicles on journeys that would appear to require a goods vehicle operator's licence
Manipulation of Speed limiters
Parking away from designated operating centres
Breach of Traffic Commissioners Conditions

Operations

Overloading of vehicles
Breach of carriage of dangerous goods legislation
Abuse of Special Types General Orders

Non GB Operations

Cabotage
Parking

Information? What do DVSA need?

To enable DVSA to investigate the information provided, it helps if the following questions can be answered.

Who?	Who is doing mischief?
What?	What mischief is the person, company, operator doing?
Where?	Where are they doing the mischief?
When?	When are they doing the mischief?
Why?	Why are they doing what they are doing?
How?	How are they doing the mischief?



Driver & Vehicle Standards Agency

The more information that can be provided the more likely it is that DVSA can take action. For instance, a single report of a goods vehicle suspected of being parked on a side street is unlikely to be taken further. However, details (times and dates) of when the same vehicle has been seen parked on a side street over a period of time is very likely to result in action being taken.

Supplying information alleging illegal activity to DVSA.

Before providing information to DVSA about individuals, or companies who may be committing offences it's important that members of the public are aware of the actions DVSA may take with the information and as the result, our relationship with them.

What to expect

DVSA looks at all the information it receives from members of the public.

The information you provide will be recorded by DVSA's Intelligence Unit who will make a decision on an appropriate course of action based on the information provided and other information available to DVSA.

Cases for investigation will be forwarded to DVSA's local enforcement teams for further action.

Sometimes, your information can form part of a much larger picture and needs to be considered in relation to the case in question. In these circumstances, it will not always be evident that action has or is being taken and it may also be the case that more information may be required before action can be taken.

We also work in close partnership with other government departments, agencies and organisations such as the Police. If the information you have given is relevant to any of these, we may pass it on but we will not pass on your details unless you give us permission to do so.

For your own safety

- *do not actively seek further information about the offences you are reporting on or any other criminal activity*
- *ensure that no one else knows you are passing information to us*
- *do not encourage others to commit a crime or become involved in an offence so that you can give us more information*

When you contact DVSA to provide information you have the opportunity to remain anonymous.

Ensuring your anonymity

What we mean by anonymous

- *you will never be asked for your name or to provide contact details*
- *your call will not be traced*
- *you will not have to make a statement or be called as a witness*
- *you will not appear in court*



Driver & Vehicle Standards Agency

If you do provide your contact details, you can request to remain anonymous however;

- *We may contact you to understand more about the information you have provided*
- *You may be required to be a witness*
- *You may be asked to provide a statement*
- *We cannot ensure your anonymity however, we do have a duty of care to you*
- *You may be asked to appear in court*

Requesting feedback on the information that you have supplied

To ensure confidentiality DVSA will only provide feedback on a case where either an e-mail or postal address has been supplied. Feedback is only provided once DVSA has finished its investigation and any criminal or other regulatory proceedings have been completed. This includes any opportunity that a defendant has to appeal outcomes from a case. Members of the public should be aware that criminal investigations can take some time to conclude and DVSA will not be able to provide feedback on an ongoing case.

Handling of data

DVSA is required to comply with the requirements of the General Data Protection Regulations and the Data Protection Act 2018. How DVSA collects and handles any personal data you provide is contained in DVSA's personal information charter which can be found at:

<https://www.gov.uk/government/organisations/driver-and-vehicle-standards-agency/about/personal-information-charter>

CONTACT DETAILS

There are three ways to provide information to DVSA's Intelligence Unit:

Phone: DVSA National Enquiry Line Tel: 0300 123 9000 and select the option to pass information

Email: intelligenceunit@dvsa.gov.uk

Mail: Intelligence Unit, DVSA, Berkeley House, Croydon Street, Bristol, BS5 0DA