Information on driving licences

For more information go to www.direct.gov.uk/driving

Please check your photocard and counterpart carefully and keep this leaflet safe.
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Your driving licence

Please check your photocard and paper counterpart carefully. This is especially important if there is a mistake in your name, address, date of birth or vehicle categories. The address shown is in the format preferred by Royal Mail and may not be identical to the one you gave on your application form.

If there is anything wrong with the licence or paper counterpart, send both parts back to us at DVLA, Swansea, SA99 1BN. Include a letter explaining what is wrong.

Give your full name and date of birth or driver number whenever you contact us about your licence. This helps us to find your details.

We will send your licence and identity documents separately. If you do not get your identity documents back within two weeks of receiving your photocard licence, please phone us on 0300 790 6801.

What to do if you lose your photocard licence or paper counterpart

If the details on the photocard licence have not changed and one or both parts have been lost or stolen, you can apply for a replacement licence by phoning 0300 790 6801 between 8am and 7pm Monday to Friday, and between 8am and 2pm on Saturdays. We accept payment by Visa, MasterCard, Maestro or Delta. This can also be done online at www.direct.gov.uk/replacelicence

Or you can apply for a replacement licence using form ‘Application for a driving licence’ (D1), which is available to order as a pack from www.direct.gov.uk/motoringforms and to pick up at Post Office® branches.

If your photocard licence or the paper counterpart has been lost or stolen you should also tell the police. If you lose either your photocard or your paper counterpart, we will issue replacements of both parts. You need to send any part you still hold back to us.

How to renew your photocard licence or photo

Photocard driving licences are only valid for up to 10 years. The expiry of the photo on a drivers’ licence does not affect the validity period of the entitlement shown on the licence. You will need to renew the photo on your photocard licence at least every 10 years to keep your photo up to date. We will send you a reminder when your photo is due to be renewed, you may have to pay a fee. After the age of 70, you will have to update your photo once only. This will be when you renew your actual licence. We will send a reminder for this. If you have to renew your licence more regularly (for example, for medical reasons or because you are entitled to drive
buses or lorries) you will not have to renew your photo each time you renew your licence. We will send you a reminder when your photo or licence is due for renewal.

**Changing your personal details**

You must immediately tell us about any change to your personal details.

To change your address you must fill in the section provided on the paper counterpart. The address must be one in Great Britain where we can contact you at any time (we do not accept PO box addresses). This can also be done online at www.direct.gov.uk/changeofaddress

Send both your photocard and paper counterpart to us at DVLA, Swansea, SA99 1BN.

If your name has changed you will need to fill in form D1 which is available to order from www.direct.gov.uk/motoringforms or to pick up at Post Office® branches and send it to us. You will also need to send proof of your new name.

You could be fined up to £1000 if you do not tell us about these changes.

**What to do when a licence holder dies**

If you are responsible for dealing with the estate of the person who has died, send their photocard and paper counterpart to us at DVLA, Swansea, SA99 1AB.

To prevent any unnecessary correspondence which may cause distress, please send a covering letter that includes the full name, address and date of birth or driver number of the person who has died and the date they died. **You do not need to send in the death certificate.** If the licence is not available, a letter giving the driver number or full name and date of birth will be sufficient.

**When a licence is no longer needed**

If you no longer want to drive you should return your licence to us at DVLA, Swansea, SA99 1AB. Include a letter explaining that you no longer want a licence.

**Your health**

You must let us know if you have ever had, or currently suffer from, any medical condition that could affect your ability to drive. If you need to tell us that you have a medical condition you will need to fill in a questionnaire that you can get from www.direct.gov.uk/driverhealth or we can send you one by calling 0300 790 6806 (car drivers and motorcyclists) or 0300 790 6807 (lorry and bus drivers).

You can find information about relevant health conditions on our website at www.direct.gov.uk/driverhealth or in our ‘Driving licences’ (D100) booklet – which you can download from www.direct.gov.uk/motoringleaflets and is also available to pick up at Post Office® branches.
Eyesight

A new format for number plates was introduced on 1 September 2001. This means that the characters displayed on all new and replacement number plates must be 50mm wide instead of 57mm wide.

To drive you must be able to read a number plate, in good daylight, from 20.5 metres (67 feet) for old-style characters or 20 metres (65 feet) for new-style characters. If you need to wear glasses or corrective lenses to do this, you must wear them every time you drive.

There are higher eyesight standards for those who drive medium or large vehicles, minibuses or buses.

Bioptics (telescope) are not currently acceptable for use while driving in Great Britain and it is not acceptable to use a Bioptic device to meet the prescribed eyesight standard. A Bioptic device cannot be used to pass the number plate test.

Further information is available in our ‘Driving licences’ (D100) booklet or from www.direct.gov.uk/driverhealth

If you have any questions about standards for eyesight, or any other medical condition, you can contact us in the following ways:

By phoning 0300 790 6806 between 8am and 5.30pm Monday to Friday, and between 8am and 1pm on Saturdays.

If you are deaf or hard of hearing and have a textphone you should phone 0300 123 1278. This number will not respond to an ordinary phone.

By sending an email to eftd@dvla.gsi.gov.uk

By writing to DVLA, Drivers Medical Unit, Swansea, SA99 1TU.

By sending a fax to 0845 850 0095.

When you contact us, please give your full name and address, and your date of birth or driver number. Also give us as much information as possible about your medical condition.

General information

Your driving licence

Your driving licence is made up of a photocard and a paper counterpart. The photocard will show your photo, signature and the categories of vehicle you are entitled to drive. The paper counterpart will show the vehicles you are entitled to drive as a learner, driving offences and other relevant information.

The new licence has improved security features not available on the older licence. One of the main differences between the two is the new version has a black and white photo while the older version had a colour one.
If you have to show your licence to the police you should show them the photocard and the paper counterpart. You should not cover the photocard or paper counterpart with any stickers.

An example of the front of a photocard licence

A letter L on the provisional photocard confirms that the holder is a learner driver. The symbol is shown on all provisional photocard driving licences we have issued since September 1999.

An example of the back of a full photocard licence

The steering wheel is a security feature. It changes colour when viewed at a different angle.

The date your entitlement to drive each category of vehicle ends. The last two figures refer to the year (for example, 34 is 2034). Categories you have provisional entitlement to drive are shown on the paper counterpart document.
An example of a counterpart document

(Front)

Barcode.

Your driver number.

Full Licence Holders: Categories of vehicle you are entitled to drive provisionally (that is, before you pass the relevant test).

Provisional Licence Holders: Your entitlement will not show on the D740 (paper counterpart) only on the plastic photocard licence.

Entitlement history (that is, previous entitlement which has been replaced by a higher category).

Endorsements (as supplied by the convicting court).

The counterpart also has an area for you to tell us about a change of address. (Both the photocard and counterpart must be returned in this case).

Signature box for confirming change of address.

(Back)

We no longer issue plastic wallets with photocard driving licences.

We cannot return old plastic wallets sent in to us.

The categories of vehicle

Maximum weights

Except for category B1, all weights quoted in the table on pages 8, 9 and 10 relate to ‘maximum authorised mass’ (MAM). This is the total weight of the vehicle when loaded. It may also be described as the ‘gross vehicle weight’.

This is normally shown on a plate fitted to the vehicle.
## Descriptions of vehicle categories

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
<th>Minimum age</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>A1</td>
<td>Motorcycles</td>
<td>17</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Light motorcycles with an engine size of up to 125cc and a power output of up to 11kW (14.6bhp).</td>
<td></td>
<td></td>
</tr>
<tr>
<td>A</td>
<td>Medium-sized motorcycles up to 25kW (33bhp) and a power to weight ratio of up to 0.16kW/kg. Motorcycles with a sidecar and a power to weight ratio of up to 0.16kW/kg.</td>
<td>17</td>
<td></td>
</tr>
<tr>
<td>A</td>
<td>Any size motorcycle, with or without a sidecar if you have completed the large motorcycle Direct Access Scheme.</td>
<td>21</td>
<td>See note 1</td>
</tr>
<tr>
<td>B1</td>
<td>Three or four-wheeled light vehicles</td>
<td>17</td>
<td>See note 2</td>
</tr>
<tr>
<td></td>
<td>Motor tricycles, quadricycles and three or four wheeled vehicles with an unladen weight no more than 550kg.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>B</td>
<td>Cars</td>
<td>17</td>
<td>See note 2</td>
</tr>
<tr>
<td></td>
<td>Motor vehicle with a MAM of up to 3,500kg, no more than eight passenger seats with or without a trailer weighing no more than 750kg. As category B but with a trailer weighing more than 750kg. The total weight of the vehicle and trailer together can’t weigh more than 3,500kg. The weight of the trailer, when fully loaded, can’t weigh more than the unladen weight of the vehicle.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>B auto</td>
<td>Automatic cars</td>
<td>17</td>
<td>See note 2</td>
</tr>
<tr>
<td></td>
<td>As category B with automatic transmission.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>B+E</td>
<td>Cars with trailers</td>
<td>17</td>
<td>See note 9</td>
</tr>
<tr>
<td></td>
<td>As category B but with a heavier trailer that isn’t covered in the descriptions for category B.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Category</td>
<td>Description</td>
<td>Minimum age</td>
<td>Notes</td>
</tr>
<tr>
<td>----------</td>
<td>-------------</td>
<td>-------------</td>
<td>-------</td>
</tr>
<tr>
<td>C1</td>
<td>Medium-sized vehicles</td>
<td>18</td>
<td>See note 9</td>
</tr>
<tr>
<td></td>
<td>Vehicles weighing between 3,500kg and 7,500kg, with or without a trailer weighing no more than 750kg.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C1+E</td>
<td>Medium-sized vehicles with trailers</td>
<td>21</td>
<td>See notes 3, 4 and 9</td>
</tr>
<tr>
<td></td>
<td>As category C1 but with a trailer weighing more than 750kg. The total weight of the vehicle and the trailer can’t weigh more than 12,000kg. The weight of the trailer, when fully loaded, can’t weigh more than the unladen weight of the vehicle.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C</td>
<td>Large vehicles</td>
<td>21</td>
<td>See note 4</td>
</tr>
<tr>
<td></td>
<td>Vehicles over 3,500kg, with a trailer up to 750kg.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C+E</td>
<td>Large vehicles with trailers</td>
<td>21</td>
<td>See note 4</td>
</tr>
<tr>
<td></td>
<td>As category C but with a trailer over 750kg.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D1</td>
<td>Minibuses</td>
<td>21</td>
<td>See notes 5 and 9</td>
</tr>
<tr>
<td></td>
<td>Vehicles with a minimum of nine and a maximum of 16 passenger seats, with or without a trailer weighing no more than 750kg.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D1+E</td>
<td>Minibuses with trailers</td>
<td>21</td>
<td>See notes 5 and 9</td>
</tr>
<tr>
<td></td>
<td>As category D1 but with a trailer over 750kg. The total weight of the vehicle and the trailer together can’t weigh more than 12,000kg. The weight of the trailer, when fully loaded, can’t weigh more than the unladen weight of the vehicle.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D</td>
<td>Buses</td>
<td>21</td>
<td>See notes 5 and 8</td>
</tr>
<tr>
<td></td>
<td>Any bus with more than eight passenger seats, with a trailer up to 750kg.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Category</td>
<td>Description</td>
<td>Minimum age</td>
<td>Notes</td>
</tr>
<tr>
<td>----------</td>
<td>-----------------------------------------------------------------------------</td>
<td>-------------</td>
<td>--------------------------------------------</td>
</tr>
<tr>
<td>D+E</td>
<td>Buses with trailers</td>
<td>21</td>
<td>See note 5 and 8</td>
</tr>
<tr>
<td></td>
<td>As category D but with a trailer over 750kg.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>f</td>
<td>Agricultural tractors</td>
<td>17</td>
<td>See note 6</td>
</tr>
<tr>
<td>g</td>
<td>Roadrollers</td>
<td>21</td>
<td>See note 7</td>
</tr>
<tr>
<td>h</td>
<td>Tracked vehicles</td>
<td>21</td>
<td>See notes 4 and 10</td>
</tr>
<tr>
<td>k</td>
<td>Mowing machines or vehicles controlled by someone on foot</td>
<td>16</td>
<td></td>
</tr>
<tr>
<td>p</td>
<td>Mopeds with an engine size of up to 50cc and a maximum speed of up to 50km/h.</td>
<td>16</td>
<td></td>
</tr>
</tbody>
</table>

**Note 1**
You can ride a large motorcycle at any age, two years after passing a test on a medium-size motorcycle.

**Note 2**
Age 16 if you are currently getting Disability Living Allowance at the higher rate (mobility component).

**Note 3**
You can drive at age 18 if you had your driving licence before 10 September 2009 and the weight of the vehicle and trailer together is under 7,500kg.

**Note 4**
You can drive at age 17 if you are a member of the armed services. You can drive at 18 if one of the following apply:
- you passed your driving test and Driver Certificate of Professional Competence (Driver CPC) initial qualification
- you are learning to drive or taking a driving test for this category or Driver CPC initial qualification
- you are taking a national vocational training course to get a Driver CPC initial qualification, or
- you had your driving licence before 10 September 2009, you must take the CPC periodic training within 5 years of this date.

**Note 5**
You can drive at age 17 if you are a member of the armed forces.
You can drive these vehicles at age 18 if one of the following apply:
(i) You are learning to drive or taking a PCV test or Driver CPC initial qualification
(ii) Having passed a PCV driving test and Driver CPC initial qualification, you can drive under any of the following conditions:
• driving on a regular service where the route doesn’t exceed 50km
• not engaged in the carriage of passengers, and
• driving a vehicle of a class included in sub-category D1.

(iii) Having passed a PCV test before 10 September 2008 and driving under a bus operator’s licence, or minibus permit, or community bus permit and any of the following conditions:
• driving on a regular service where the route doesn’t exceed 50km
• not engaged in the carriage of passengers, and
• driving a vehicle of a class included in sub-category D1.

You can drive at age 20 after passing a PCV driving test and Driver CPC initial qualification.

For further advice you can contact the Driving Standards Agency by phoning 0300 200 1122 or by email at drivercpc@dsa.gsi.gov.uk

Note 6
At 16 you can drive tractors less than 2.45m wide. The tractor must only pull trailers less than 2.45m wide with two wheels, or four wheels that are close-coupled.

Note 7
At 17 you can drive small road rollers with metal or hard rollers. They must not be steam powered, weigh more than 11.69 tonnes or be made for carrying loads.

Note 8
You need category D entitlement to drive an articulated bus (for example, a ‘bendibus’). You can get more details from us.

Note 9
If you passed your test for category B or B automatic before 1 January 1997 your licence will already show entitlement to C1, C1E (8.25 tonnes), D1 and D1E (not for hire or reward).

Note 10
You can drive at 17 if the Maximum Authorised Mass of the tracked vehicle is not more than 3,500kg.

Information codes
Listed below are descriptions of the information codes on your driving licence. These tell you any restrictions to your driving entitlement.

01 eyesight correction
02 hearing/communication aid
10 modified transmission
15 modified clutch
20 modified braking systems
modified accelerator systems
combined braking and accelerator systems
modified control layouts
modified steering
modified rear-view mirror(s)
modified driving seats
modifications to motorcycles
(1) single operated brake
(2) (adjusted) hand operated brake (front wheel)
(3) (adjusted) foot operated brake (back wheel)
(4) (adjusted) accelerator handle
(5) (adjusted) manual transmission and manual clutch
(6) (adjusted) rear-view mirror(s)
(7) (adjusted) commands (direction indicators, braking light, etc.)
(8) seat height allowing the driver, in sitting position, to have two feet on the road at the same time
motorcycle only with sidecar
exchange of licence
duplicate of licence
restricted to vehicles with automatic transmission
restricted to vehicles in conformity with the specifications stated in brackets
not for hire or reward
drawbar trailers only
not more than 5.5m long
restricted to vehicles with automatic transmissions
not more than 8250kg
subject to minimum age requirements
limited to invalid carriages
limited to 16 passenger seats
limited to 16 passenger seats except for automatics
with any special controls required for safe driving
organ donor
start date is for earliest entitlement
weight limit does not apply
complies with health standard for category D1
restricted to conditions specified in the Secretary of State’s notice
valid on successful completion: Basic Moped Training Course (CBT)
limited to not more than 5.5m long except for automatics
limited to drawbar trailers only except for automatics
Foreign country codes

The relevant codes will appear in the ‘Information codes’ section of the driving licence if you have exchanged your licence from any of these countries for a GB licence.

<table>
<thead>
<tr>
<th>Foreign Country Code</th>
<th>Country</th>
</tr>
</thead>
<tbody>
<tr>
<td>AUS</td>
<td>Australia</td>
</tr>
<tr>
<td>A</td>
<td>Austria</td>
</tr>
<tr>
<td>BDS</td>
<td>Barbados</td>
</tr>
<tr>
<td>B</td>
<td>Belgium</td>
</tr>
<tr>
<td>VGB</td>
<td>British Virgin Islands</td>
</tr>
<tr>
<td>BG</td>
<td>Bulgaria</td>
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<tr>
<td>CDN</td>
<td>Canada</td>
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<tr>
<td>CY</td>
<td>Cyprus</td>
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<tr>
<td>CZ</td>
<td>Czech Republic</td>
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<td>DK</td>
<td>Denmark</td>
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<td>EST</td>
<td>Estonia</td>
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<tr>
<td>FK</td>
<td>Falkland Islands</td>
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<td>FO</td>
<td>Faroe Islands</td>
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<tr>
<td>FIN</td>
<td>Finland</td>
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<td>F</td>
<td>France</td>
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<td>D</td>
<td>Germany</td>
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<td>GBZ</td>
<td>Gibraltar</td>
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<td>GR</td>
<td>Greece</td>
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<td>GBG</td>
<td>Guernsey</td>
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<td>HK</td>
<td>Hong Kong</td>
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<td>H</td>
<td>Hungary</td>
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<td>IS</td>
<td>Iceland</td>
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<tr>
<td>IRL</td>
<td>Ireland</td>
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<td>GBM</td>
<td>Isle of Man</td>
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<td>I</td>
<td>Italy</td>
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<td>J</td>
<td>Japan</td>
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<td>GBJ</td>
<td>Jersey</td>
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<td>LV</td>
<td>Latvia</td>
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<td>FL</td>
<td>Liechtenstein</td>
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<td>LT</td>
<td>Lithuania</td>
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<td>L</td>
<td>Luxembourg</td>
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<td>M</td>
<td>Malta</td>
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<td>MC</td>
<td>Monaco</td>
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<td>NL</td>
<td>Netherlands</td>
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<td>NZ</td>
<td>New Zealand</td>
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<td>N</td>
<td>Norway</td>
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<td>PL</td>
<td>Poland</td>
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<td>P</td>
<td>Portugal</td>
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<td>ROK</td>
<td>Republic of Korea</td>
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<td>RO</td>
<td>Romania</td>
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<td>SGP</td>
<td>Singapore</td>
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<td>SK</td>
<td>Slovakia</td>
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<td>SLO</td>
<td>Slovenia</td>
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<td>ZA</td>
<td>South Africa</td>
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<td>E</td>
<td>Spain</td>
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<td>S</td>
<td>Sweden</td>
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<td>CH</td>
<td>Switzerland</td>
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<tr>
<td>ZW</td>
<td>Zimbabwe</td>
</tr>
</tbody>
</table>

Driving in other countries

Visiting another country

Your GB licence allows you to drive in all other countries in the European Community (EC) or European Economic Area (EEA). Check with a motoring organisation if you want to drive in a country that is not in the EC or EEA. They will tell you whether you need an International Driving Permit (IDP). IDPs are issued by the AA, the RAC and the Post Office®.

You must live in Great Britain, have passed a driving test and be over 18.

Moving to another country

If you move to another country, you should get information about driving there from the relevant authority in that country.

If you return here from a country that is not in the EC or EEA and you do not have a GB licence, you may:

- drive for up to 12 months on a valid licence that is not a GB licence; or
- apply for a replacement of your previous GB licence by paying the appropriate fee and giving up any foreign licence you hold.
Learner drivers and provisional licence holders

Provisional licence conditions and restrictions (cars)

Learner drivers must be supervised. To supervise a learner driver you must be at least 21 and have a current full Great Britain (GB), Northern Ireland or European Community/European Economic Area (EC/EEA) driving licence, which you must have held for at least three years.

Learner drivers must have ‘L’ plates on the vehicle they are driving and the plates must be clearly visible from the front and back of the vehicle. In Wales, learner drivers can use ‘D’ plates on their vehicles instead of ‘L’ plates (in other parts of Britain all learner drivers must have ‘L’ plates, even if they are also using ‘D’ plates).

If you:

• have provisional entitlement to drive cars with trailers (category B+E) and have passed a test for car (category B); or
• hold unrestricted provisional entitlement to drive a lorry or bus, and you got that entitlement after 1 January 1997;

you may drive on the motorway as long as you are supervised and are displaying ‘L’ plates. If you do not meet these conditions you could be fined up to £1000, be disqualified (banned) from driving or have three to six penalty points on your licence.

Entitlement for 16 year-olds

If you are 16, provisional category B entitlement (motorcar) will be shown on your licence but it will not be valid until your 17th birthday (age 16 if you receive a Disability Living Allowance (mobility component) at the higher rate).

Applying for a full licence after passing your test

Once you have passed a driving test you must send the test pass certificate to us in order to claim your new entitlements on your driving licence.

You must return your current driving licence. If you are unable to return your driving licence please complete ‘Application for a driving licence’ (D1) and tell us why in section 1.

If your name is correct on your photocard driving licence, you may be able to have a new licence issued automatically once you pass your driving test. Your driving examiner will tell you if you qualify for this.
Compulsory Basic Training (CBT)

Provisional licence for motorcycles
All learner riders must complete a CBT course before riding a moped or motorcycle on the road.

You do not need to complete CBT if:

- you have already got full moped entitlement as a result of passing a moped test on or after 1 December 1990; or
- you have already got a full licence for one class of motorcycle entitlement and want to upgrade to another. (For example, if you are entitled to ride light motorcycles, (category A1), you do not need to repeat CBT to get a provisional category A entitlement).

However, you will need to take a further training course on the larger machine if your full licence limits you to riding modified motorcycles and you want to ride motorcycles that haven’t been modified.

If you have any questions about CBT, phone the Driving Standards Agency on 0115 936 6547 and ask for the CBT section.

Full car driving licence holders riding mopeds
Since 1 February 2001, a person who has passed a driving test for a car, must take a CBT riding course before they can ride a moped on the road.

People who passed a car test before 1 February 2001 do not need to take training before riding a moped on the road, but we encourage them to do so.

Motorcycle specification for learner riders
Learner riders can ride motorcycles with an engine size of up to 125cc and a power output of up to 11kW (14.6bhp).

Types of motorcycle for tests

Riders under 21
A learner motorcycle rider under 21 can take two types of test.

- Category A1 light motorcycle – this allows you to ride motorcycles up to 125cc (11kW/14.6 bhp).
- Category A – this allows you to ride any motorcycle with a power output of up to 25kW (33bhp) and a power to weight ratio of no more than 0.16kW for every kg. You will be entitled to ride larger powered motorcycles after two years of passing your test.

Riders over 21
Learner motorcyclists aged 21 or over can choose to:

- take one of the tests set out above for riders under 21; or
- take a test to ride bikes over 25kW.
Training to ride a large motorcycle (direct access)

So that learners aged 21 or over can practise for the test for large motorcycles, they can ride any motorcycle on the road when accompanied (on another motorcycle) by an approved motorcycle instructor.

The practical test can only be taken by riders aged 21 or over and completed on a motorcycle of at least 35kW (46.6bhp).

Minibuses, lorries and buses

Driving a minibus

If you were entitled as a full driver to drive cars before 1 January 1997 (group A or B on old-style licences or category B on new-style licences) you can drive a minibus as long as:

• you are 21 or over;
• the minibus has no more than 16 passenger seats; and
• you are not using the minibus to carry fare-paying passengers for profit.

If you are 70 or over, or have a short-period licence for medical reasons you will be allowed to drive these vehicles only if you meet the higher medical standards.

To drive a minibus with over eight passenger seats, or to carry fare-paying passengers, you will normally need entitlement under category D1 or D. To get this you must meet higher medical standards and take a further driving test.

Since January 1998, your minibus entitlement will remain valid in the UK and on temporary visits abroad until your licence is next renewed at the age of 70. When this happens, your minibus entitlement (category D1 and D1+E not for hire or reward) can only be issued if you make a special application which will involve meeting higher medical standards. You will need to fill in form ‘Application for a lorry or bus driving licence’ (D2) and provide a filled-in ‘Medical Examination Report’ (D4). You can get both forms from us, Traffic Area Offices and DVLA local offices.

The D4 is available to download from our website at www.direct.gov.uk/motoringforms and you can also order a D2 application pack online.

In general, category B driving licences (cars) have to be renewed when drivers reach the age of 70. Younger drivers with declared medical conditions will also be affected by the rules when their licences are renewed.

But all holders of category B driving licences may drive minibuses in the circumstances explained below.

If your driving licence does not allow you to drive minibuses (does not show category D1), there are certain circumstances where you may still be able to do so.
You may drive a minibus with up to 16 passenger seats as long as:

- you are driving for social purposes for a non-commercial body but do not make a profit;
- you are 21 or over;
- you have held a category B driving licence for at least two years;
- you are providing your services on a voluntary basis; and
- the minibus weighs no more than 3.5 tonnes (not including any specialist equipment for carrying disabled passengers) or no more than 4.25 tonnes in certain circumstances.

When driving a minibus under these conditions you:

- must not receive any payment other than your out-of-pocket expenses;
- must not tow any trailer; and
- can only drive in GB.

If you are 70 or over you will need to make a special application which involves meeting higher medical standards.

Note: you cannot take a minibus permit abroad if it is used to make a profit unless you hold either bus D1 or D entitlement (minibus permits allow some organisations that give a service of benefit to the community, to make a charge without having to comply with the full passenger carrying vehicle entitlement (bus) operator licensing requirements and without the need for their drivers to have bus entitlement).

If you need more information you can download leaflet – ‘Driving a minibus’ (INF28) from www.direct.gov.uk/motoringleaflets or get a copy from us.

Driving a lorry or bus

You must pass a driving test in a car before you take a test for either of these categories.

If you want to drive lorries you must get category C entitlement. To drive buses you must get category D entitlement. You can apply for both entitlements. To do this you must send us an ‘Application for a lorry or bus licence’ (D2) together with a ‘Medical Examination Report’ (D4) filled in by a doctor. You must also take and pass a driving test in a lorry or bus.

Supervising learner lorry and bus drivers

If you want to supervise a learner lorry or bus driver you will need to meet either of the following conditions.

- You must have held a full licence for the category of vehicle you are travelling in for at least three years; or
• you must have held a full licence for the category of vehicle you are travelling in for at least one year and have held a full licence in the other category (lorry or bus as appropriate) for at least three years.

For example, a person supervising a bus learner driver must either have held a full bus licence for at least three years, or a full lorry licence for three years and a full bus licence for at least one year.

As of 6 April 2010, the supervising driver in category C1 or D1 vehicles (including trailer combinations) must:
• hold a full (post 1997) licence for the same category of vehicle being driven by the learner, and
• have held that right for the relevant period of time – usually three years*.

* Those who pass the relevant driving test(s) before 6 April 2010 will also be considered to have held that right for the length of time required.

You can get more information on supervising a learner lorry or bus driver from the Driving Standards Agency (DSA). Visit www.direct.gov.uk/motoring or phone 0115 936 6666.

Towing trailers
If you want to tow a heavy trailer, you must first pass a test in the vehicle you would be using to tow the trailer.

Learner drivers in categories B, C1, C, D1 and D cannot tow any trailer of any size.

If you need more information on entitlement to tow trailers, read leaflet ‘Driving licence requirements for towing trailers in Great Britain’ (INF30). You can download the leaflet from www.direct.gov.uk/motoringleaflets or you can order it from us.

Motorhomes
When driving a motorhome it is the Maximum Authorised Mass (the total weight of the vehicle plus the maximum load it can carry) which is relevant to the driving entitlement you need.

To drive a motorhome with a Maximum Authorised Mass of between 3.5 and 7.5 tonnes, you need a category C1 licence.

To drive a motorhome with a Maximum Authorised Mass of over 7.5 tonnes, you need a category C licence.

Vehicles which do not need lorry or bus entitlement
If you passed your category B or B automatic test before 1 January 1997 your licence will already show D1, D1+E which can be driven, but not for hire or reward. Your licence will also show entitlement C1, C1+E (not more than 8250kg). There is no hire or reward restriction for C1, C1+E. You normally need category C or D entitlement to drive a large lorry or bus on the road.
However, the following apply:

- Category D licence holders can drive bus recovery vehicles.
- Category C licence holders can also drive buses for testing or repair, as long as they have held their full licence for two years.
- Category B licence holders can drive some large vehicles as long as they meet certain conditions.

You can get more information from leaflet ‘Large vehicles you can drive using your car or lorry licence’ (INF52) which you can download from www.direct.gov.uk/motoringleaflets

Vehicles a person can drive without lorry or bus entitlement include:

- steam powered vehicles;
- lorries built before 1 January 1960 and used unloaded and not pulling a loaded trailer;
- road construction machines, industrial tractors, agricultural motor vehicles, engineering equipment, works trucks and digging machines;
- vehicles with an unloaded weight of up to 3.05 tonnes and fitted with equipment for raising a disabled vehicle;
- buses more than 30 years old carrying no more than eight passengers and not to make a profit;
- play buses and exhibition buses;
- any vehicle being driven away by the police; and
- vehicles used for carrying lifeboats.

**Penalty points and disqualifications**

If you do not surrender your licence to the court or DVLA to update endorsement details, your licence could be revoked and your entitlement to drive removed.

**Penalty points and disqualifications stay on the paper counterpart for the following periods:**

Penalty points and disqualifications are valid for either three or 10 years depending on the offence, but stay on your licence for an extra year. If you commit another driving offence that might have to go to court, this extra year allows any previous penalty points and disqualifications (that were valid at the time of the offence) to be taken into account by the court.

- **11 years** from the date of the conviction for offences relating to driving while under the influence of drink or drugs, causing death by careless driving while under the influence of drink or drugs, or causing death by careless driving and failing to provide a specimen to be tested.
- **Four years** from the date of the conviction for reckless or dangerous driving and offences resulting in disqualification.
- **Four years** from the date of the offence in all other cases.
After the appropriate period, you can apply to have your penalty points taken off your paper counterpart by filling in an ‘Application for a driving licence’ (D1) which you can order from www.direct.gov.uk/motoringforms or get from Post Office® branches. **You will also need to send us the photocard and paper counterpart.**

**Penalty point codes**

The following is a guide to the number of penalty points a court could give for offences. It does not reflect the fact that some offences may lead to you being disqualified from driving. These codes are recorded on licences from information supplied by the courts. If you have any questions about points you receive, contact the relevant court.

<table>
<thead>
<tr>
<th>Code</th>
<th>Accident offences</th>
<th>Penalty points</th>
</tr>
</thead>
<tbody>
<tr>
<td>AC10</td>
<td>Failing to stop after an accident</td>
<td>5 to 10</td>
</tr>
<tr>
<td>AC20</td>
<td>Failing to give particulars or to report an accident within 24 hours</td>
<td>5 to 10</td>
</tr>
<tr>
<td>AC30</td>
<td>Undefined accident offences</td>
<td>4 to 9</td>
</tr>
</tbody>
</table>

**Disqualified driver**

<table>
<thead>
<tr>
<th>Code</th>
<th>Accident offences</th>
<th>Penalty points</th>
</tr>
</thead>
<tbody>
<tr>
<td>BA10</td>
<td>Driving while disqualified by order of court</td>
<td>6</td>
</tr>
<tr>
<td>BA30</td>
<td>Attempting to drive while disqualified by order of court</td>
<td>6</td>
</tr>
</tbody>
</table>

**Careless driving**

<table>
<thead>
<tr>
<th>Code</th>
<th>Accident offences</th>
<th>Penalty points</th>
</tr>
</thead>
<tbody>
<tr>
<td>CD10</td>
<td>Driving without due care and attention</td>
<td>3 to 9</td>
</tr>
<tr>
<td>CD20</td>
<td>Driving without reasonable consideration for other road users</td>
<td>3 to 9</td>
</tr>
<tr>
<td>CD30</td>
<td>Driving without due care and attention or without reasonable consideration for other road users</td>
<td>3 to 9</td>
</tr>
<tr>
<td>CD40</td>
<td>Causing death through careless driving when unfit through drink</td>
<td>3 to 11</td>
</tr>
<tr>
<td>CD50</td>
<td>Causing death by careless driving when unfit through drugs</td>
<td>3 to 11</td>
</tr>
<tr>
<td>CD60</td>
<td>Causing death by careless driving with alcohol level above the limit</td>
<td>3 to 11</td>
</tr>
<tr>
<td>CD70</td>
<td>Causing death by careless driving then failing to supply a specimen for alcohol analysis</td>
<td>3 to 11</td>
</tr>
<tr>
<td>CD80</td>
<td>Causing death by careless, or inconsiderate driving</td>
<td>3 to 11</td>
</tr>
<tr>
<td>CD90</td>
<td>Causing death by driving: unlicensed, disqualified or uninsured drivers</td>
<td>3 to 11</td>
</tr>
</tbody>
</table>

**Construction and use offences**

<table>
<thead>
<tr>
<th>Code</th>
<th>Accident offences</th>
<th>Penalty points</th>
</tr>
</thead>
<tbody>
<tr>
<td>CU10</td>
<td>Using a vehicle with defective brakes</td>
<td>3</td>
</tr>
<tr>
<td>CU20</td>
<td>Causing or likely to cause danger by reason of use of unsuitable vehicle or using a vehicle with parts or accessories (excluding brakes, steering or tyres) in a dangerous condition</td>
<td>3</td>
</tr>
<tr>
<td>Code</td>
<td>Accident offences</td>
<td>Penalty points</td>
</tr>
<tr>
<td>-------</td>
<td>-----------------------------------------------------------------------------------</td>
<td>----------------</td>
</tr>
<tr>
<td>CU30</td>
<td>Using a vehicle with defective tyres</td>
<td>3</td>
</tr>
<tr>
<td>CU40</td>
<td>Using a vehicle with defective steering</td>
<td>3</td>
</tr>
<tr>
<td>CU50</td>
<td>Causing or likely to cause danger by reason of load or passengers</td>
<td>3</td>
</tr>
<tr>
<td>CU80</td>
<td>Breach of requirements as to control of the vehicle, mobile telephones and so on</td>
<td>3</td>
</tr>
</tbody>
</table>

**Reckless or dangerous driving**

<table>
<thead>
<tr>
<th>Code</th>
<th>Accident offences</th>
<th>Penalty points</th>
</tr>
</thead>
<tbody>
<tr>
<td>DD40</td>
<td>Dangerous driving</td>
<td>3 to 11</td>
</tr>
<tr>
<td>DD60</td>
<td>Manslaughter or culpable homicide while driving a vehicle</td>
<td>3 to 11</td>
</tr>
<tr>
<td>DD80</td>
<td>Causing death by dangerous driving</td>
<td>3 to 11</td>
</tr>
<tr>
<td>DD90</td>
<td>Furious driving</td>
<td>3 to 9</td>
</tr>
</tbody>
</table>

**Drink or drugs**

<table>
<thead>
<tr>
<th>Code</th>
<th>Accident offences</th>
<th>Penalty points</th>
</tr>
</thead>
<tbody>
<tr>
<td>DR10</td>
<td>Driving or attempting to drive with alcohol level above limit</td>
<td>3 to 11</td>
</tr>
<tr>
<td>DR20</td>
<td>Driving or attempting to drive while unfit through drink</td>
<td>3 to 11</td>
</tr>
<tr>
<td>DR30</td>
<td>Driving or attempting to drive then failing to supply a specimen for alcohol analysis</td>
<td>3 to 11</td>
</tr>
<tr>
<td>DR40</td>
<td>In charge of a vehicle while alcohol level above limit</td>
<td>10</td>
</tr>
<tr>
<td>DR50</td>
<td>In charge of a vehicle while unfit through drink</td>
<td>10</td>
</tr>
<tr>
<td>DR60</td>
<td>Failure to provide a specimen for analysis in circumstances other than driving or attempting to drive</td>
<td>10</td>
</tr>
<tr>
<td>DR70</td>
<td>Failing to provide specimen for breath test</td>
<td>4</td>
</tr>
<tr>
<td>DR80</td>
<td>Driving or attempting to drive when unfit through drugs</td>
<td>3 to 11</td>
</tr>
<tr>
<td>DR90</td>
<td>In charge of a vehicle when unfit through drugs</td>
<td>10</td>
</tr>
</tbody>
</table>

**Insurance offences**

<table>
<thead>
<tr>
<th>Code</th>
<th>Accident offences</th>
<th>Penalty points</th>
</tr>
</thead>
<tbody>
<tr>
<td>IN10</td>
<td>Using a vehicle uninsured against third party risks</td>
<td>6 to 8</td>
</tr>
</tbody>
</table>

**Licence offences**

<table>
<thead>
<tr>
<th>Code</th>
<th>Accident offences</th>
<th>Penalty points</th>
</tr>
</thead>
<tbody>
<tr>
<td>LC20</td>
<td>Driving otherwise than in accordance with a licence</td>
<td>3 to 6</td>
</tr>
<tr>
<td>LC30</td>
<td>Driving after making a false declaration about fitness when applying for a licence</td>
<td>3 to 6</td>
</tr>
<tr>
<td>LC40</td>
<td>Driving a vehicle having failed to notify a disability</td>
<td>3 to 6</td>
</tr>
<tr>
<td>LC50</td>
<td>Driving after a licence has been revoked or refused on medical grounds</td>
<td>3 to 6</td>
</tr>
<tr>
<td>Code</td>
<td>Accident offences</td>
<td>Penalty points</td>
</tr>
<tr>
<td>--------</td>
<td>-----------------------------------------------------------------------------</td>
<td>----------------</td>
</tr>
<tr>
<td><strong>Miscellaneous offences</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MS10</td>
<td>Leaving a vehicle in a dangerous position</td>
<td>3</td>
</tr>
<tr>
<td>MS20</td>
<td>Unlawful pillion riding</td>
<td>3</td>
</tr>
<tr>
<td>MS30</td>
<td>Play street offences (where a road has been officially closed to vehicles to allow it to be used as a ‘street playground’)</td>
<td>2</td>
</tr>
<tr>
<td>MS50</td>
<td>Motor racing on the highway</td>
<td>3 to 11</td>
</tr>
<tr>
<td>MS60</td>
<td>Offences not covered by other codes as appropriate</td>
<td>3 to 6</td>
</tr>
<tr>
<td>MS70</td>
<td>Driving with uncorrected defective eyesight</td>
<td>3</td>
</tr>
<tr>
<td>MS80</td>
<td>Refusing to submit to an eyesight test</td>
<td>3</td>
</tr>
<tr>
<td>MS90</td>
<td>Failure to give information as to identity of driver and so on</td>
<td>6</td>
</tr>
<tr>
<td><strong>Motorway offences</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MW10</td>
<td>Contravention of Special Road Regulations (excluding speed limits)</td>
<td>3</td>
</tr>
<tr>
<td><strong>Pedestrian crossings</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PC10</td>
<td>Undefined Contravention of Pedestrian Crossing Regulations</td>
<td>3</td>
</tr>
<tr>
<td>PC20</td>
<td>Contravention of Pedestrian Crossing Regulations with moving vehicle</td>
<td>3</td>
</tr>
<tr>
<td>PC30</td>
<td>Contravention of Pedestrian Crossing Regulations with stationary vehicle</td>
<td>3</td>
</tr>
<tr>
<td><strong>Speed limits</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SP10</td>
<td>Exceeding goods vehicle speed limit</td>
<td>3 to 6</td>
</tr>
<tr>
<td>SP20</td>
<td>Exceeding speed limit for type of vehicle (excluding goods or passenger vehicles)</td>
<td>3 to 6</td>
</tr>
<tr>
<td>SP30</td>
<td>Exceeding statutory speed limit on a public road</td>
<td>3 to 6</td>
</tr>
<tr>
<td>SP40</td>
<td>Exceeding passenger vehicle speed limit</td>
<td>3 to 6</td>
</tr>
<tr>
<td>SP50</td>
<td>Exceeding speed limit on a motorway</td>
<td>3 to 6</td>
</tr>
<tr>
<td><strong>Traffic directions and signs</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TS10</td>
<td>Failing to comply with traffic light signals</td>
<td>3</td>
</tr>
<tr>
<td>TS20</td>
<td>Failing to comply with double white lines</td>
<td>3</td>
</tr>
<tr>
<td>TS30</td>
<td>Failing to comply with a ‘Stop’ sign</td>
<td>3</td>
</tr>
<tr>
<td>TS40</td>
<td>Failing to comply with direction of a constable warden</td>
<td>3</td>
</tr>
<tr>
<td>TS50</td>
<td>Failing to comply with a traffic sign (excluding ‘Stop’ signs, traffic lights or double white lines)</td>
<td>3</td>
</tr>
<tr>
<td>TS60</td>
<td>Failing to comply with a school crossing patrol sign</td>
<td>3</td>
</tr>
<tr>
<td>TS70</td>
<td>Undefined failure to comply with a traffic direction sign</td>
<td>3</td>
</tr>
</tbody>
</table>
Special code
TT99  To signify a disqualification under ‘totting up’ procedure. If the total of penalty points reaches 12 or more within three years, the driver will be disqualified. **Note:** The individual offences which lead to this disqualification are removed from both the drivers’ record and driving licence upon issue of a new driving licence.

**Theft or unauthorised taking**
UT50  Aggravated taking of a vehicle  3 to 11

**Aiding, abetting, counselling or procuring**
A person who ‘aids, abets, counsels or procures’ another person to commit an offence (that is helps or causes them to commit an offence, or gives them advice on how to do so) will be punished as if they had committed it. ‘Aiding, and so on’ has its own offence code and is set apart from the other offences in this leaflet.

Offences are coded as set out in section ‘penalty points and disqualifications’, but with the 0 changed to 2 (for example, LC20 becomes LC22). The penalty points for the conviction are the same.

**Causing or allowing someone to commit an offence**
Offences are coded as set out in section ‘penalty points and disqualifications’, but with the 0 changed to 4 (for example, LC20 becomes LC24). The penalty points for the conviction are the same.

**Encouraging or persuading someone to commit an offence**
Offences are coded as set out in section ‘penalty points and disqualifications’, but with the 0 changed to 6 (for example, DD40 becomes DD46). The penalty points for the conviction are the same.

**Non-endorsable offences**
A non-endorsable offence is an offence which courts do not endorse onto your paper counterpart. No penalty points are attributed to these offences but these offences do carry a period of disqualification. At the end of the disqualification (56 days or over) you will have to apply for a renewal licence together with the appropriate fee. The offence codes detailed below are used by us to record the offence on the drivers’ database so that the status of the individual’s driving entitlement can be confirmed.

NE96  Disqualification imposed under the Child Support, Pensions & Social Security Act 2000
NE97  Non-endorsable offence with a possible on-going reduction in the disqualification period. Non endorsable offence as a result of interim disqualification not being sentenced within 6 months
Non endorsable miscellaneous offences from 1 January 2004. Power under Section 146 of the Power of Criminal Courts (Sentencing) Act 2000 to order a defendant to be disqualified from driving – Anti-Social Behaviour.


**The Road Traffic (New Drivers) Act 1995**

You will lose your licence if you get six or more penalty points within two years of the following:

- Passing a first driving test in GB.
- Exchanging a licence issued in the EC, the Channel Islands, the Isle of Man or Gibraltar. The two-year period begins from the date you first passed a driving test in your home country.
- Exchanging a driving licence from a designated country and passing a GB driving test to gain additional driving entitlements. The two year period begins from the date you passed a driving test in GB.

Any valid penalty points you receive before the two-year period before passing your test will count towards the total of six. Points you get after the two-year period will also count if you committed the offence during that period.

You cannot appeal against revocation under the Act. The only thing you can appeal against is the conviction that led to the penalty points. The relevant court will be able to give you advice on how to appeal. Once the court tells us you have made an appeal, we will not revoke (withdraw) your licence while the appeal is continuing. If you accept a fixed penalty notice you cannot appeal.

To get your full licence back, you must:

- get a provisional licence and drive as a learner; and
- pass the theory and practical tests again.

Passing the theory and practical tests does not remove the penalty points from your licence, and if the total reaches 12 within three years you may be disqualified from driving.

**High-risk offenders**

If you have been disqualified for having a level of alcohol in the body of:

- 87.5 microgrammes or more in every 100 millilitres of breath;
- 200 milligrammes or more in every 100 millilitres of blood; or
- 267.5 milligrammes or more in every 100 millilitres of urine; or if you have:
- been disqualified twice within 10 years for drink-driving; or
- been disqualified for failing to provide a specimen for analysis.
We will send you a letter before the disqualification ends to explain that you will need to have a medical examination to get your licence back.

**Mutual recognition of driving – penalty points and disqualifications between:**

**Great Britain (GB) and Northern Ireland (NI)**

Since 11 October 2004, the following has applied.

- Disqualifications given in Northern Ireland will apply in Great Britain.
- As a result of a change in legislation, from April 2009 Northern Ireland licence holders will no longer need to apply for a GB counterpart to take advantage of the fixed penalty system as they had to do previously.
- A NI licence can be withdrawn under the Road Traffic (New Drivers) Act 1995.
- A NI licence can be withdrawn because of a disability.

Similar rules came into force in Northern Ireland at the same time as those made in Great Britain.

**Isle of Man**

Since 23 May 2005, disqualifications recognised between Great Britain and Northern Ireland have also been recognised in the Isle of Man.

This means that drivers disqualified from holding a driving licence in Great Britain or Northern Ireland since 23 May 2005 will also be disqualified from driving, holding or getting a driving licence in the Isle of Man.

Similarly, if a court in the Isle of Man disqualifies a driver they will also be disqualified from driving in Great Britain and Northern Ireland.

**Offences recognised under mutual recognition for GB licence holders**

NI09 GB drivers disqualified in Northern Ireland
NR09 GB drivers revoked under the New Drivers Act in Northern Ireland
QI09 GB drivers disqualified in Isle of Man.

**Mutual recognition of driving – disqualifications between:**

**United Kingdom (UK) and Ireland (IRL)**

Mutual recognition of driving disqualifications between UK (Great Britain and Northern Ireland) and IRL came into force on 28 January 2010.

- A driver normally resident in UK but disqualified in IRL will also be disqualified in UK. Likewise, a driver normally resident in IRL but disqualified in UK will also be disqualified in IRL.
- When DVLA or DVA(NI) is notified that a UK driver has been disqualified in IRL the licence is endorsed for a period of 4 years from the date of conviction.
- Disqualification as a result of accumulating penalty points (trotting-up) are not included in this scheme.
Offences falling within 6 categories of driver behaviour are mutually recognised between UK and Ireland. These are:

MR09 Reckless or dangerous driving (whether or not resulting in death, injury or serious risk).
MR19 Wilful failure to carry out the obligation placed on drivers after being involved in road accidents (hit and run).
MR29 Driving a vehicle while under the influence of alcohol or other substance affecting or diminishing the mental and physical abilities of the driver.
MR39 Driving a vehicle faster than permitted speed.
MR49 Driving a vehicle whilst disqualified.
MR59 Other conduct constituting an offence for which a driving disqualification has been imposed by the state of offence of a duration of 6 months or more.

Short-period disqualifications (SPD)
If you are disqualified for less than 56 days, the court will stamp your paper counterpart and give it back to you. The stamp will tell you how long you are disqualified for. You do not need to renew your licence when the disqualification ends. You can drive again the day after the disqualification ends.

Further information

The Data Protection Act (DPA) 1998 and you
The DPA gives you the right to see the information we hold about you. To see the information you should write to us, enclosing a cheque for £5 (made payable to DVLA, Swansea) at:

Driving Licence Validation Team
Central Casework Group – Drivers
DVLA, Swansea SA6 7JL

You must include your full name, address, and driver number.

DVLA processes personal information in accordance with the requirements of the Data Protection Act 1998 and associated legislation. Your personal information will not be shared with other government departments unless we are satisfied that legal powers allow this. Personal data will not be shared with private sector organisations for entitlement checking without your consent.

Freedom of Information Act 2000 explained
Since 1 January 2005, the Freedom of Information Act (2000) has given you a general right of access to information held by public authorities.

To ask for information you should write to DVLA, Swansea SA99 1AW or email: foi@dvla.gsi.gov.uk

We will provide the information that we hold, unless it is exempt, within 4 weeks. Examples of when information cannot be released include where it would be sensitive to a business, relates to security or law enforcement or if it relates to personal information.

Under the Freedom of Information Act, public authorities have to provide a ‘Publication Scheme’. This is simply a list of the types of information that a public authority make routinely available, and how you can access that information. DVLA's Publication Scheme can be found on our website at: www.dvla.gov.uk/foi/DVLAPublicationscheme.aspx
Where to get more advice on driving licences

If you have any questions about driving licences, you can find more details on our website at: www.direct.gov.uk/driverinfo and in booklet ‘Driving licences’ (D100) which is also available on the website or from Post Office® branches, DVLA local offices and Traffic Area Offices.

You can also contact us in the following ways:

Phone (Customer Enquiries): 0300 790 6801 (lines are open between 8am and 7pm Monday to Friday, and between 8am and 2pm on Saturdays).

Fax: 0300 123 0784 (from the UK), + 44 1792 786369 (from abroad)

Email go to: www.direct.gov.uk/emaildvla

We cannot provide driver numbers or personal information from a driver’s record by email.

If you are deaf or hard of hearing and have a textphone, you should phone 0300 123 1278. This number will not respond to an ordinary phone.

DVLA service standards

We aim to always give you the best possible service. If you are not satisfied with our service, get in touch with the person or section you have been dealing with.

If you would like a copy of our ‘Customer Service Guide and what to do if things go wrong’ (INS101), contact Carole Evans (contact details shown below) or download it from our website at: www.direct.gov.uk/motoringleaflets

So we can monitor our service, please tell us:

• when we have done something well;
• if we have failed to meet our service standards;
• how we could improve our services; or
• if you have any comments on this or any other DVLA document.

Please write to:

Carole Evans
Customer Services Manager
DVLA, Swansea SA7 0EE

Fax: 01792 766416  Email go to: www.direct.gov.uk/emaildvla

How to become a blood donor

The National Blood Service (NBS) collects blood from nearly two million donors each year to deliver to hospitals for them to use in life-saving operations. The NBS depends on its donors to give blood regularly.

People are encouraged to become blood donors through a national campaign based on the theme ‘Do something amazing today. Save a life. Give blood’.

If you are interested in becoming a blood donor, or you want to find out more details you can contact the NBS or the Welsh Blood Service in the following ways:

Visit the website at: www.blood.co.uk or www.welshblood.org.uk

Phone: 0300 123 2323 or 0800 25 22 66 (Welsh Blood Service)