

**Action Plan**  
**Call Reduction Survey – June 2010**

Reason for the Call	Actions Required	Update
<b>Vehicle Licensing</b>		
<b>Re-licensing/SORN</b>		
What is the rate of duty – taxing a newly purchased vehicle	<ul style="list-style-type: none"> <li>• Review information on NI Direct website</li> <li>• Review information on V10 renewal form</li> <li>• Consider other options for publishing rates of duty</li> </ul>	<p>Link to rates of duty now added as a featured item on the appropriate page on NI Direct, which will make it easier to find. Search facility also takes you straight to the page.</p> <p>V10 amended to direct the customer to NI Direct/motoring.</p> <p>Rates of duty are printed on V11 reminders.</p> <p>Posters displayed in motor tax offices with rates of duty.</p>
How to tax – new keeper	<ul style="list-style-type: none"> <li>• Review information on NI Direct website</li> <li>• Review messages on the phones</li> </ul>	<p>Information on NI Direct Motoring section reviewed and updated.</p> <p>Phone messages reviewed and simplified.</p>
How to declare SORN	<ul style="list-style-type: none"> <li>• Review information on NI Direct website</li> <li>• Review messages on phones</li> </ul>	<p>Information on NI Direct Motoring section reviewed and updated.</p> <p>Phone messages reviewed and simplified.</p>

<b>Reason for the Call</b>	<b>Actions Required</b>	<b>Update</b>
How to tax – same keeper - break in licensing	<ul style="list-style-type: none"> <li>• Review information on NI Direct website</li> <li>• Review telephone messages</li> </ul>	Information on NI Direct Motoring section reviewed and updated. Phone messages reviewed and simplified.
<b>V5CNIs</b>		
How to use the V5CNIs	<ul style="list-style-type: none"> <li>• Review the information currently on the website</li> <li>• Review telephone messages</li> </ul>	New leaflet included with V11 renewal forms. The rollout for new V5C(NI)s commenced in October 2011 with leaflet to explain process. Telephone messages reviewed.
<b>Duplicate Certificates</b>		
How to apply for duplicate V5CNI?	<ul style="list-style-type: none"> <li>• Review information on the website</li> <li>• Review telephone messages</li> <li>• Review information on V34 form</li> </ul>	Telephone messages reviewed. Website reviewed and updated V34 form reviewed and updated.
<b>V11 Reminders</b>		
Non receipt of dispatched V11	<ul style="list-style-type: none"> <li>• Monitor dispatch of V11 reminder forms</li> </ul>	Monthly monitoring process in place regarding delivery times of V11s. Sample tracking implemented. Telephone message revised.

<b>Reason for the Call</b>	<b>Actions Required</b>	<b>Update</b>
Querying rate of duty (post budget changes) –	<ul style="list-style-type: none"> <li>• Ensure budget message printed on V11s for the optimum months to advise customers.</li> <li>• Ensure rates of duty updated in a timely manner to NI Direct.</li> </ul>	Budget message printed on V11s for March and April reminders. Process in place to update rates of duty as soon as announced by Chancellor
<b>Refunds</b>		
Querying the amount of refund paid	<ul style="list-style-type: none"> <li>• Review page on NI Direct</li> <li>• Review information on Refund form</li> </ul>	Form reviewed. Website reviewed and link to refund page added to make it easier for the customer to access the information.
Clarifying information from the refund letter – causes confusion	<ul style="list-style-type: none"> <li>• Review content of refund letter.</li> </ul>	Refund letter reviewed but content remained unchanged in line with process in GB
How to apply for a refund	<ul style="list-style-type: none"> <li>• Review page on NI Direct</li> <li>• Consider other ways of publishing this information.</li> <li>• Review telephone messages</li> </ul>	Telephone messages reviewed to make the information clearer. Website information reviewed. Links to refunds page added to enable the customer to locate this information more easily.
<b>Change of Keeper</b>		
How to notify a change of keeper	<ul style="list-style-type: none"> <li>• Review page on NI Direct</li> <li>• Consider other ways of publishing this information.</li> <li>• Review notes for guidance issued to customers</li> </ul>	Website and guidelines reviewed.

<b>Reason for the Call</b>	<b>Actions Required</b>	<b>Update</b>
<b>GB/NI Registrations</b>		
How to apply for a GB/NI registration	<ul style="list-style-type: none"> <li>Review page on NI Direct</li> </ul>	Pages reviewed. Information is complete and up to date. Telephone messages reviewed and amended.
<b>Import/Export</b>		
How to apply for an import/export	<ul style="list-style-type: none"> <li>Review page on NI Direct</li> </ul>	Pages reviewed. Information is complete and up to date. Telephone messages reviewed and amended
<b>Driver Licensing</b>		
<b>Request for Driver Licence Fee</b>		
Request for Driver Licence fee	<ul style="list-style-type: none"> <li>Review options for publishing fees</li> <li>Review how fees are published on NI Direct</li> </ul>	Fees very easily accessible on NI Direct website. Fees leaflet developed for inclusion with DL1R reminders. Telephone messages revised to include details of most common fees. Specific information pages on NI Direct updated to include the fee for the particular licence type, e.g. fees for provisional and replacement licences added to the information pages.

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<b>Duplicate Licences</b>		
How to apply for a duplicate and what is the fee for a duplicate	<ul style="list-style-type: none"> <li>• Review how we publish information on duplicate applications</li> <li>• Customer journey map</li> </ul>	Telephone messages reviewed. Process customer journey mapped and the page was completely rewritten and reordered, including the fee and instructions,
<b>ODL Renewal</b>		
How to apply for an ODL licence	<ul style="list-style-type: none"> <li>• Review information on NI Direct</li> </ul>	Information is easily accessible and understood. All types of licences explained.
<b>Exchange Licence</b>		
How to Exchange from GB to NI licence and vice versa Exchange from EU to NI and vice versa	<ul style="list-style-type: none"> <li>• Review information on NI Direct</li> </ul>	Information reviewed
<b>Post out DL1 Form</b>		
Asking which form to use and requesting DL1 to be posted out	<ul style="list-style-type: none"> <li>• Review how/where we publish this information on NI Direct</li> <li>• Consider possibility of a form request facility on NI Direct.</li> </ul>	Website reviewed.

<b>Reason for the Call</b>	<b>Actions Required</b>	<b>Update</b>
<b>Upgrade categories on Existing Licence</b>		
How to apply for upgrade on provisional licence and how to have A entitlement added	<ul style="list-style-type: none"> <li>• Review information on NI Direct</li> <li>• Check what information is provided to applicants on test pass certificates</li> </ul>	Website reviewed. New process in place from June 2011. Automated production of driving licence following test pass introduced.
<b>Testing Customer Services</b>		
<b>About the Driving/Vehicle Test</b>		
How to book an MOT	<ul style="list-style-type: none"> <li>• Review how we publish information on NI Direct website</li> <li>• Review layout of the MOT reminder form</li> </ul>	MOT reminder form reviewed. Website reviewed and amended. Short and direct website address created and printed on MOT reminders forms to assist customers in finding the correct page to Book.
How to Book motorcycle manoeuvres/practical C/driving/theory tests	<ul style="list-style-type: none"> <li>• Review how we publish information on NI Direct</li> </ul>	Website reviewed and updated.