



DVA Customer Satisfaction Survey – Action Plan 2011

Customer Services
County Hall
Coleraine

**Action Plan
DVA Customer Satisfaction Survey for 2011**

Topic	Issues	Update
Areas where customers were dissatisfied or very dissatisfied with DVA Services		
Written Contact	<ul style="list-style-type: none"> • Took too long to answer written correspondence 	DOE target is 10 working days for correspondence. Response times monitored and targets are being met.
Telephone Contact	<ul style="list-style-type: none"> • Couldn't get through to telephone relicensing line. 	This is outside of Agency control as funded by DVLA, Swansea. DVLA currently reviewing the delivery of services in NI.
Test Centre Facilities	<ul style="list-style-type: none"> • Waiting area in the test hall, uncomfortable and too small • Staff attitude impolite/robotic/rude 	The website includes information advising that the test hall can be cold and noisy. Staff were reminded of the need for good customer care.
LVLOs	<ul style="list-style-type: none"> • Waiting times too long, (not enough counters open) • Counter staff abrupt/ unfriendly/ rude • Insufficient parking 	Managers asked to ensure that all counters are open on busy days, and adequate staff are available to cover these positions. Staff reminded of the importance of good customer care. DVA are not in a position to provide parking for LVLO customers.
Post Office Licensing	<ul style="list-style-type: none"> • Waiting times always too long • Counter staff rude and unhelpful 	Concerns raised with the contract manager who will discuss with the Post Office.
Online booking	<ul style="list-style-type: none"> • Available dates/times restricted with online booking as opposed to the telephone 	The on line booking system has now been upgraded to extend the range of dates available.

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Website	<ul style="list-style-type: none"> • Website outdated and not very user friendly • Not all forms available to download • Some of the links weren't working • Difficult to find the cost for certain things. 	All customer information on the DVA site is now on the NI Direct site. The content on the NI Direct site has been reviewed and updated.
Topic	Action required	Update
The following indicated what customers considered important for improving customer service		
Wider range of renewal facilities at the Post Office	Consider wider range of renewal facilities at the Post Office	Noted: Outside of Agency control – subject to DVLA funding and approval
Relicensing your vehicle via the telephone	Consider extending the telephone relicensing service	Noted: Outside of Agency control – subject to DVLA funding and approval
More transactions using the internet (i.e. car tax on-line)	Consider introducing car tax facility online	DVLA currently reviewing the delivery of services in NI.
ID checking at post offices for driving licences	Consider introducing ID checking at post offices.	Due to the specialised nature of ID checking necessary for driving licence applications, there are currently no plans to introduce this system at post offices.
Extended opening hours	Consider introducing extended opening hours	Noted: Outside of Agency control on Licensing side – subject to DVLA funding and approval. Extended opening hours already available for Testing.
Fast track facility (at an additional cost)	Consider introducing fast track facility	Noted: Outside of Agency control – subject to DVLA funding and approval