



Part of the compliance toolkit

# 7 Secrets to licence checks

*"Learn the inside track to monitoring  
employee driving licences"*

**No paper needed**

Now you can get DVLA licence checks without  
the paper consent forms - eConsent is here

DRIVING  
**MONITOR**

# What's in this guide?

Discover the **7 Secrets** to licence checks

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# 7 Secrets to licence checks Introduction



## What's in this **7 secrets** free guide?

*"In the UK, the laws governing driving activities are clear in the **Road Traffic Acts** and the **Road Vehicles Regulations**"*

### Your inside track to checking employee licences

With the abolition of the counterpart in **June 2015** there's an increasing amount of questions that are being raised about what employers can do to check employees' driving licences.

This **7 Secrets Guide** gives you the inside knowledge needed for driving licence checks within the corporate fleet environment. These tips are applicable to any size and form of fleet.

Companies have an **explicit Duty of Care** to all other road users while their employees are driving on company business. In the UK, the laws governing driving activities are clear in the Road Traffic Acts and the Road Vehicles Regulations. The same laws apply to drivers whether on private or business journeys.



### Considerations for licence checks:

- ✓ Do drivers of a vehicle hold a **full and valid** driving licence for that vehicle category?
- ✓ Are your drivers' licences up to date with personal information (is their **current address** correct)?
- ✓ Do your drivers' hold the appropriate vehicle **categories** on their licence?
- ✓ Are any of your drivers still in their two year **probationary period** after passing their test?
- ✓ Do your drivers' have any **endorsements** on their licence or disqualifications?

Checking the driving licences of drivers from **outside the UK** is also very important, as different restrictions apply to different countries, and further caveats and restrictions exist. The best policy is to check all foreign licences very carefully so it's important to work with a supplier who can deliver this element.

In the event of a worst-case scenario, where a road-related fatality has occurred involving an employee without a valid licence, the employer would need to show adequate **policies and procedures** were in place to try and prevent such an occurrence. A poor policy or substandard implementation could lead to an element of responsibility falling on the company or its relevant managers/directors under Duty of Care obligations. The best defence is, therefore, a robust and well-managed policy, which checks that all employees hold a valid licence and are eligible to drive the vehicles being used for company business.

This guide gives you inside knowledge as to what to look for when sourcing a licence checking partner.



# 7 Secrets to licence checks

## Checking employees who drive

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### Check **all your employees'** driving licences

*"By checking **all** employees who would drive on company business, you are ensuring that your company Duty of Care is covered and there are no **weak spots** in the company risk management programme"*

#### Your duty of care doesn't change on vehicles

If your employees drive a mixture of vehicles such as company cars, commercial vans, HGV's or even drive their own cars - your Duty of Care doesn't change based on what they drive. So you have the same responsibility to ensure a van driver has a valid driving licence as a person driving their own car and claiming mileage.

A **common mistake** a lot of employers make is thinking their commercial vehicle drivers present a greater risk to the business, so they opt to only check driving licences for workers whose main job is driving. Whilst this may seem like a sound strategy at first - usually the biggest risk to a company is the **unforeseen exposure** to risk that occasional drivers pose. An admin person popping to the bank or a person travelling to a meeting in a rush in their own car are both driving on company business - and you as an employer have a Duty of Care to ensure their safety has been assessed, which includes ensuring they have a valid driving licence.

By adopting a **consistent approach to licence checking** across **all employees** who would drive on company business in their job, you are ensuring that your company Duty of Care is covered and there are no **weak spots** in the company risk management programme.

#### Types of employees who should be covered:

- ✓ Company car drivers in company vehicles
- ✓ Drivers of commercial vehicles (vans, HGV's, LGV's)
- ✓ Cash-for-car scheme drivers (allowance for car)
- ✓ Own vehicle drivers (aka Grey Fleet drivers)
- ✓ Pool car drivers or spouses of company car drivers

Driving Monitor have a '**driver declaration**' system in place using a quick one page declaration by all employees - giving you a complete view across your business of which employees you would need to check licences. The system also allows you to deploy different checking frequencies based on their job role, their mileage and also the current points on their licence.

#### Typical fleet coordinator managing licence checks:



#### ▼ Natalie (Fleet Coordinator)

##### THE PROBLEM

Natalie used to manually check employee driving licences one by one each year. This became an additional burden asking drivers for their licence and having to record all the information within spreadsheets.

##### THE SOLUTION

Using the LicenceMonitor module Natalie is now freed up from this administration and lets the system trigger driver reminders. Natalie simply views the monthly reports sent directly to her giving her a complete view of all licence data. The best part is this also links to the driver risk assessment system and updates the driver live risk level with data direct from the DVLA.





# 7 Secrets to licence checks

## Driver policy documentation

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## Build licence checks into your **driver policy**

*"As a minimum you should explain the procedure for **licence checks** and what happens if the employee does not comply with the policy"*

### Ensure all employees understand your policy

Having a clear **driver policy** (also known as your driver handbook) is the first step to ensuring you've covered your **Duty of Care** as an employer. But even if you do have a policy in place for staff that drive on company business, that shouldn't be the end of your process. It's important to ensure **any employee** who drives has read, understood and signed off on the policy.

Within your policy you should set out your driving licence checking process to ensure each employee is aware that this is a company Duty of Care requirement. As a minimum you should explain the procedure for licence checks and what happens if the employee does not comply with the policy. For example your policy may state that employees who do not consent to having their driving licence checked cannot claim business mileage and cannot drive on company business.

### Best practice for driver policy & licence checks:

- ✓ Ensure new starters are aware of the policy and sign this as part of their **induction process**
- ✓ Have a system to **keep records** of staff agreeing to the driver policy *(dates & version numbers)*
- ✓ **Clearly set out your approach** if an employee does not give consent for their licence to be checked
- ✓ **Have a process** for releasing updates to your driver policy should you need to make any changes

Driving Monitor have a driver policy dashboard system where you can **load a PDF** on to the driver dashboard. This is then presented to employees as the first task to complete once logged in and ensures they have opened the document and agreed to the policy before they can continue.

This gives you a **trackable audit** trail of each employee agreeing to the policy. You can then issue updates via the web portal if you update the driver policy document.

You should be able to view a database of employees and see the following:

- 1 Which employees **drive for work** as part of their job and which employees have declared they will not
- 2 Which employees have **recorded their acceptance** of the driver policy document and **who has not**
- 3 Which employees have **given consent** for their driving licence to be checked and **who has not**
- 4 What the **results** of the driving licence checks are with a full audit trail of checks against each employee





## 7 Secrets to licence checks

# Use automatic re-checks

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## Use an **automatic** re-checking model

*"With Driving Monitor's new 'real-time' licence checking service you can essentially have a DVLA licence check result back **within seconds** of a driver entering their details."*

### Checking a licence should not be a one off check

When implementing a system for driving licence checks it's important to consider how the **on-going** administration will take place. As an employer your Duty of Care goes beyond a one off licence check - as you need to be able to demonstrate you have a system in place for regular licence checks. You will need to decide what your company policy for re-checks will be.

As a minimum you would need to check driving licences at least once per year. Being part of certain associations may require a more regular checking model, for example the **FORS** (Fleet Operator Recognition Scheme) have bi-annual checks or quarterly checks as a requirement depending of what level of accreditation you are seeking.

Driving Monitor have a flexible range of re-checking options available as part of its web management system.

### An example of re-checks based on licence points:

- ✓ **0 - 3 points** on licence = **annual** licence check  
(with auto-tracking from DVLA system)
- ✓ **4 - 7 points** on licence = **bi-annual** licence check  
(with auto-tracking from DVLA system)
- ✓ **8+ points** on licence = **quarterly** licence check  
(with auto-tracking from DVLA system)

By adopting a re-checking model based on the current points on a driving licence (or live risk level), you can ensure the drivers who are posing a **greater risk** to the business are checked more regularly. This ensures you reduce the risk of a driver being disqualified without you knowing.

At present the DVLA do not '**push out**' updates whenever there is a change to an employee driving licence - hence the need for regular re-checks.



### Controlling when you pull data from the DVLA

With Driving Monitor's new '**real-time**' licence checking service you can essentially have a DVLA licence check result back within seconds of a driver entering their details. This means you can instigate an override to the automatic model and manually request an instant check on the spot if you need to check a licence there and then.

This is particularly useful if you need to investigate an incident, take out a hire vehicle or if you just need peace of mind without waiting for any re-checking to trigger.

You need to ensure that your licence checking technology partner can scale with your needs. Consider using a supplier that can integrate DVLA data with risk profiling tools such as Driving Monitor's Risk Monitor profiler.



# 7 Secrets to licence checks

## Use the latest technology

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## Use of **technology** to save you money

*"As of 8th June 2015 the driving licence counterpart is abolished. This means you can no longer rely on checking a driving licence by asking the driver for their counterpart."*

### A new wave of technology for licence checks

Did you know it's now possible to check employee driving licences online without the need for paper? Before you embark on the road of licence checks make sure you've researched if the supplier can actually provide the new **eConsent system** approved by the DVLA.

Driving Monitor is the first UK company to deploy the new eConsent system as part of the DVLA licence checking service. This means your employees log on to a web platform, enter their licence details online and then **digitally sign** to give consent for their licence to be checked (traditionally this was done via a paper D796 consent form). You then get **Real-Time reports** on the status of your employees' licences via the secure web portal and **management dashboards**.\*

*\* Ask about our new ePass system for eConsent*

If you 'combine' this new **eConsent** process with the new **Real-Time** licence checking service you can essentially have a licence check result back within seconds of a driver entering their details. Driving Monitor have mobile-friendly versions of its software so a driver could use a tablet PC or mobile device to enter their licence details, give consent online and you can view the results as a manager instantly.

### Advantages of using the new digital platforms:

- ✓ Save on the huge amount of admin time chasing drivers to sign **paper mandates**
- ✓ **Reduce the delays** in post/fax/scanning of old paper documents
- ✓ Get **real-time** instant results as they happen straight to your dashboard
- ✓ **Check a licence instantly** if a vehicle is needed on the spot (great for pool cars or hire cars)

There is also the option of going direct to the DVLA to use the new **SDL** (Share my Driving Licence) service launching June 2015. This requires each driver to first register with the DVLA web portal (after going through an identity verification process hoop), then generate an access code, which then gives you a one-time view to their licence. The disadvantage to using that service is you don't get continuous checks done automatically, and you don't get any management reports across your fleet as it's a single view only. Whichever route you choose you should consider how your licence checks **integrate** with your driver risk profiling system - as this will form part of your overall Duty of Care responsibilities. The **Driving Monitor** system has all of this integration covered giving you alerts on licence points, risk level changes and links with accident data and vehicle data against each driver.







# 7 Secrets to licence checks Using the new DVLA digital services

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## Take advantage of **real-time** licence checks

*"As of **23rd February 2015** Driving Monitor have released the new DVLA **Real-Time** checking service. This means a DVLA licence check can be done in under a second from a driver entering their details."*

### Make sure you can access the new DVLA service

Traditionally the DVLA licence checking service that has been available through intermediaries is done via an overnight **'batch'** service. This means all of the licences that need to be checked on a Monday would be sent to the DVLA in the evening, and would be processed ready for Tuesday morning. This delay can be compounded if checks are required from Friday night or over the weekend – as this batch service only runs business weekdays.

As of February 2015 Driving Monitor have released the new DVLA **Real-Time** checking service. This means a DVLA licence check can be done in under a second from a driver entering their details.

Look for a service where you can **combine** the new **eConsent** process with **Real-Time** licence checking. This will give you up-to-date licence information allowing you to know instantly the status of a driver and if they can drive a particular vehicle.

### Advantages of using a Real-Time service:

- ✓ Get the latest DVLA data **instantly** rather than waiting for an overnight batch result
- ✓ **Make a quick decision** on a driver who may need to test drive a vehicle or take out a pool car
- ✓ Get an instant check at an **interview stage** for pre-employment screening
- ✓ **Trigger an instant check** if you need to investigate an employee post-accident

Ask for a **Real-Time** demo of the system before you agree to sign up to work with a supplier. You can give **eConsent** for your own licence to be checked to test the results and see how quickly the data is presented. This should show the **live service** so you can see if the supplier has actually developed a robust Real-Time service – or if they are trying to convince you of this but still use the batch process.

One final point to consider with a Real-Time service is how you can **integrate the data** with your driver risk profiling system. Using a live DVLA service should then allow you to update any live risk profiling which combines your other Duty of Care responsibilities. The **Driving Monitor** system has all of this integration covered giving you alerts on licence points, risk level changes and links with accident data and vehicle data against each driver.







# 7 Secrets to licence checks Partnering with a supplier

## 6

## Use a supplier who can **integrate technology**

*"What would be the point of checking an employees' licence if there is **no strategy** to manage the findings of any potential issues?"*

### Avoid stand alone licence checking services

Because you have a Duty of Care to manage the safety of your employees who drive for work – you need to consider how licence checks will **integrate with your other checks**.

Look for a supplier who has experience managing fleets with a risk management programme where licence checking is part of the overall risk management strategy.

### Your Duty of Care responsibilities include:

- ✓ Regularly perform a **risk assessment** on the employees' driving
- ✓ Regularly check the **driving licence** for points & entitlements
- ✓ Ensure the **vehicle safety checks** are completed regularly on any vehicles the employee drives
- ✓ Plan a process to **reduce identified risks** with intervention/training

If you opt for a stand alone licence checking service you will then have the problem of trying to combine this data with any other data you have such as risk assessments, vehicle data and accident data.

A common problem fleet managers face is having lots of separate systems with no integration between them. So if a stand alone licence check reveals consistent speeding offences it's difficult to link this with a risk assessment profile or any accident data that driver may have.

Look for a supplier that can give you a system to not only check licences – but also provide a management system of how to handle any risks that are flagged.

Over the past 14 years Driving Monitor have developed a central platform for managing the risks associated with driving for work. The system has been built from the ground up to give managers simple **web dashboards** with a birds-eye-view of all the checks being done.

**As the first UK company** to release the new eConsent system for paperless licence checks Driving Monitor combine these digital checks with other key data points all linking back to the driver. This gives you a visual and very clear **risk profile against each employee** – with a full audit trail of events allowing you to fully cover your Duty of Care responsibilities.

Ask potential suppliers to **demonstrate** how they can help you reduce any risks highlighted from driving licence checks (a web demo is best). After all, what would be the point of checking an employees' licence if there is **no plan** to manage the findings of any potential issues!

### An example driver risk profile within Driving Monitor



# 7 Secrets to licence checks Uncovering the real supplier

## 7 Don't be **fooled by a veneer** of service

*"As of 8th June 2015 the driving licence counterpart is abolished. This means you can no longer rely on checking a driving licence by asking the driver for their counterpart."*

### Finding the right supplier needs close inspection

When researching suppliers for a risk management package it's important to **do your homework** on potential partners before you sign up or pay for any services.

There are many organisations in the market who simply **white-label** or badge someone else's service and claim to be the main supplier. In reality you may find you're actually getting a re-sold service which involves **another 3rd-party** supplier in the background. Whilst this may seem OK on first inspection in today's world of data protection issues you should consider what **legal implications** are involved with sharing your employee data with so many 3rd parties. The best solution is to find a supplier that **does not outsource** its data management and they should be able to deliver a **direct DVLA feed** and be part of a registered association of licence checks.

Check that the potential supplier can also handle your **future scope** so that you can scale your driver risk management in areas such as risk assessments, accident management, vehicle safety checks and potential training to reduce risks. Ensure you get a 'full' demo of the system and ask questions such as:

- ✓ Is this system fully **integrated into the DVLA service** or do you use a **3rd party** for the data feed?
- ✓ Are you the main developers of this system or have you simply **white-labelled a 3rd party** supplier solution and if so **who actually holds the data?**
- ✓ Does the risk assessment data **link** with accident, licence, vehicle and training data?
- ✓ Can I see **management dashboards** with real-time data?
- ✓ Is this system **flexible/extendable** so you in control of bespoke development/adaptations and can we grow with you?

Finally, ask the supplier if can they deliver a **full checking** service that covers all areas of licence data such as:

- ✓ **Foreign drivers** and checks on their driving licence
- ✓ Managing **NIL3 returns** from the DVLA (suppressed records) are these completed to resolution?
- ✓ **Northern Ireland checks** with the DVLNI, are these done as part of the service?

Starting on the road to checking employee licences may seem complex at first, but choosing the **right partner** that can grow with your needs will certainly pay dividends in the long run – and help you **fully cover your responsibilities**.



# 7 Secrets to licence checks How to take action

## → And finally the **next steps**...

This guide is one of a set of free guides as part of the compliance toolkit offered by Driving Monitor. If you've found this document useful and would like to find out more about how we can assist with getting your employee licences checked please use our online contact form at:

<http://www.drivingmonitor.com/contact-us/>

or call us on local rate **0845 500 4505**.

If you're interested to view a web demo of our system you can request this using:

<http://www.drivingmonitor.com/demo>

If you're looking for further information as to your overall responsibilities to managing work related road safety you may find the following links useful:

➤ **HSE's Driving at Work guidelines**  
<http://www.hse.gov.uk/pubns/indg382.pdf>

➤ **Roadsafe forum for road safety**  
<http://www.roadsafe.com>

➤ **Fleetsafe forum for fleet safety**  
<http://www.fleetsafe.org/>

➤ **Driving for better business**  
<http://www.drivingforbetterbusiness.com>



# 7 DRIVING MONITOR Secrets

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