

APPENDIX C

Responses

Dear Team,

In response to the above-named consultation I would be in favour in the new proposed policy to make drivers sign-up to the Update Service. I have had lots of experience in helping drivers sign-up to the update service in order to obtain and maintain their 'schools badges' through Cambs County Council and I have seen the benefits for both drivers and councils in being able to use the update service when applying for their driving licenses – it is mainly seamless and saves time/money/hassle getting/checking ID docs etc. so is advantageous to all parties.

The only downside – using my experience of the above- is that the update service subscription itself is paid annually via debit card and NOT via direct debit (DD) and most drivers assume it is DD. Therefore, there is a danger – when drivers' debit cards are lost and/or replaced – and reminder emails from the update service are missed/go into spam boxes/are not sent at all, that update service membership lapses and this is not picked-up on by the applicant (driver) until the next application for an update check is required – by which time it is too late to retrieve and update membership is irrevocably ceased. Unfortunately, more drivers than any of us would like do fall foul of this. Therefore, in my opinion, it is still vital that the policy makes clear what will happen if an update service membership lapses as this will definitely happen with more than you/we would like. If this simply means that the council will facilitate/undertake a renewed full check with the driver (at his/her expense of course) then this needs to form part of the policy I think.

Hope this helps a little.