

Safe Driver Checks

Frequently Asked Questions

Policy & Process Questions

I don't drive for Royal Mail at all, why do I have to submit this information?

We need to ensure we have records for all our employees, both drivers and non-drivers. To do this we need everyone to submit their details via the PDA app. If you answer no to this question, you will not be required to answer any further questions.

I only drive my own car for Royal Mail, why do I have to submit this information?

Royal Mail has a legal obligation to check all its people who drive as part of working for Royal Mail – this includes people with company cars and people who travel in their own private car as part of their role.

Why are we switching from bi-annual to annual checks?

You have told us that the old process was complicated and time consuming. As part of our ongoing effort to simplify our policies and make compliance tasks easier to achieve, we are moving to annual licence checks and health declarations for drivers of small vehicles.

Why is Royal Mail checking my licence details with the DVLA?

Part of our legal compliance is to conduct licence checks for all our drivers.

Why are we moving from paper records to a digital record?

We need your mandate in electronic format so we can automatically cross check licence details with the DVLA database. This is another significant step in our simplification journey which will not only save considerable time, but will also be more secure in terms of data protection. Your details will no longer be stored on local paper records, instead they will be securely stored on our central People Systems Portal.

Why do you need to know which agency issued my driving licence?

Only the DVLA currently has a system in place to allow the automatic checking of driver licence details. If your driving licence was issued by the DVA (Northern Ireland) your manager will follow a manual process to check your licence, as the DVA does not offer the facility to electronically check licences.

If your driving licence was issued by an agency other than the DVLA or DVA, your manager will follow a manual process to check your licence.

Who can access my DVLA data?

Individual line managers will not directly access the DVLA website – this will be done centrally, for all drivers of small vehicles, in one interaction. Line managers will have access to a PSP report that only shows the information of people within their team.

How often will my DVLA data be accessed?

For drivers of small vehicles, your DVLA data will be checked once a year.

Professional Driver Grades (MGV and LGV) will be undergo licence checks twice yearly.

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How long is my DVLA mandate valid for?

Your DVLA mandate is valid for three years. This means we can check this annually for this year and the next 2 years before you need to complete another one. Your health and other employment declarations will still need submitting on a yearly basis.

Why does Royal Mail need to know about any health conditions?

UK legislation requires all drivers to declare if they have a health condition that may impact upon their ability to drive safely. The relevant health conditions are detailed on the accompanying 'Safe Driver Checks – PDA Input Guide' handout which your line manager will provide.

What happens if I declare that I have a medical condition?

Your manager will discuss the details of your condition with you in private. Where appropriate, your manager will refer you to our Employee Health Services for medical advice. You may also be required to come off driving duties until the outcome of your referral is known.

Why does Royal Mail need to know if I also work for someone else?

All drivers need to comply with the European Working Time Directive regulations and Royal Mail has a legal obligation to ensure its drivers are compliant. To do this, we need to understand how many hours you work and how many hours you spend driving.

What happens if I declare I also work for another employer?

Your manager will discuss the details of your other employment with you to understand the number of hours you drive for and the rest breaks you take between driving.

What should I do if I can't remember if I had the appropriate training for the vehicle I drive?

If you have not had the appropriate training for the class of vehicle you drive or cannot remember, you should inform your manager.

What information does the PSP report detail and what will my manager do with it?

The PSP report will show:

If an individual has submitted the necessary information or not.

All Royal Mail employees need to submit the necessary information, even if they do not drive for Royal Mail. If the report shows you have not yet submitted, your manager will support you to do so.

If an individual has stated they drive for Royal Mail or not.

If you have stated that you do not drive for Royal Mail, your manager will ensure you are not allocated to driving duties or travel in your car on Royal Mail business.

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The issuing agency of an individual's driving licence.

If your driving licence was issued by the DVA (Northern Ireland), your manager will follow a manual process to check your licence, as the DVA does not offer the facility to electronically check licences. However, you still need to complete the Health, Training and Other Employment declarations on the PDA.

If your driving licence was issued by an agency other than the DVLA or DVA, your manager will follow a manual process to check your licence. However, you still need to complete the Health, Training and Other Employment declarations on the PDA.

If an individual has declared a health condition.

Your manager will discuss the details of your condition with you in private. Where appropriate, your manager will refer you to our Employee Health Services for medical advice. You may also be required to come off driving duties until the outcome of your referral is known.

If an individual has declared other employment.

Your manager will discuss the details of your other employment with you. This is to ensure you comply with the European Working Time Directive regulations.

If an individual licence expires within the next 12 months

Managers will set up a timely prompt to remind the driver they need to renew their licence.

If an individual has 9 points or more on their licence.

If an individual has 9 or more points on their licence they will be required to undergo refresher safe driver training. Your manager will discuss this with you. In such instances, people will continue to have their licence checked every 6 months.

If an individual does not have a valid driving licence / it has been revoked.

You cannot drive without a valid driving licence.

How long will my information be stored?

Your information will be kept on PSP for as long as you are employed by Royal Mail. If you leave Royal Mail, your information will be destroyed.

What happens if I don't give Royal Mail permission to access my DVLA details?

Royal Mail is required to check the driving licences of all its people who drive for us. If you do not give us permission to carry out this check, you will be unable to drive for Royal Mail.

Will drivers from Processing functions who occasionally perform collections have submitted their information under this process?

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Drivers who work in processing but occasionally perform collection duties will have their information gathered by Collection managers. However, before resourcing a driver from processing, please confirm with their line manager that their driving information has been gathered and checked.

My local union representative is unaware of this process.

A Joint Statement from Royal Mail and the CWU has been published highlighting the benefits of this new process and the CWU's support for it. Please provide a copy of this statement where necessary.

Capturing licence information on the PDAs

What happens if I don't use my login number to login to my PDA?

If you input the wrong PDA login number by mistake, your licence details will not correctly match up with your personal records on PSP. When this is cross referenced with the DVLA database it will come back as an anomaly. Your manager will then ask you to submit your details again.

What do I do if I can't remember my driver licence number?

You can find out your driving licence number by accessing the DVLA website: <https://www.viewdrivingrecord.service.gov.uk/driving-record/personal-details> and following the instructions.

What should I do if the Safe Driver application doesn't open / work?

The process of submitting your information on the PDA should only take 5 minutes. If the Safe Driver Checks application does not work, try using a different PDA to login and access the application. If none of the PDA applications are working please contact IT on 01246 282 555

What should I do if the Safe Driver application doesn't transmit the data?

The Safe Driver application should only be opened in the unit, as it requires access to Wi-Fi. It will not work outside on a 3G/4G network. If the application does not initially submit the data inside the unit, please repeat the inputting process again. If other apps / PDAs are experiencing the same issue, please contact IT on 01246 282 555.

I don't have enough PDAs in my unit for all my team to submit their information.

You don't need one PDA per person, you just need to ensure people log on to the available PDAs using their own unique logon number in order to submit their personal information.

How do I ensure people who are absent from work submit their information?

People who are absent on their day off should be taken through the activity as part of their normal weekly WTLL when they return to work. People absent due to annual leave or short-term illness should be taken through the activity when they return to work. Depending on the number of people, you may wish to hold a second WTLL to facilitate this. People who are absent due to long term illness should be taken through this activity when they attend the unit for a regular meeting with their manager, in line with our Contact Strategy – ideally try to get them into the unit to do this within the three week window.

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Some of my team have submitted their information, but the Employee Driver Licence Details report does not show their information.

The Employee Driver Licence Details report should update within an hour, but in some instances it might update overnight.

I am a day off Cover Manager and I cannot access the unit's Employee Driver Licence Details report on PSP.

The Employee Driver Licence Details report can only be accessed by the direct line manager of the people whose details are recorded on it. If the manager you are covering is only absent for one day you should not need to access this report. As part of your normal operational handover, ask the templated manager to provide you with details of any people they want you to support in submitting their data.

I am an annual leave Cover Manager and I cannot access the unit's Employee Driver Licence Details report on PSP.

PSP role cover will not enable you to access the Employee Driver Licence Details report. It can only be accessed by the direct line manager. If you are covering a role for only the first week of the three-week activity window, you will not need access to the report., the unit manager will be able to access the report upon their return and progress any actions.

If you are covering the role for longer than the first week, you will need to access the report. In this scenario, please contact ian.harding@royalmail.com, we will arrange for the report to be sent directly to you each week.

My team are desk based or dispersed across multiple units and do not have access to PDA's, how do we undertake this activity?

Desk based employees who have an email address will submit their information directly into PSP. They will receive guidance on how to do this directly via email.

What should I do if the PSP Driver Licence portal doesn't work for my team to do this direct on PSP?

If the PSP Driver Licence Portal does not work, please try again. If you continue to experience problems please contact the PSP helpline on 0345 606 0603.