



BRITISH CONCRETE TRANSPORT ASSOCIATION



Driver & Vehicle
Standards
Agency

Cooperating with the DVSA - Why it matters

June 2025

'Safety in Every Turn'



More Information
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Cooperating with the DVSA: Why it matters

The British Concrete Transport Association (BCTA) has produced this toolbox talk, which is supported by the **Driver and Vehicle Standards Agency (DVSA)**.

The BCTA is the UK's only organisation dedicated to the concrete supply chain. We work closely with our strategic partners to improve standards and compliance across the concrete industry.

Who are the DVSA?

The DVSA (Driver and Vehicle Standards Agency) is a government body that helps keep our roads safe. They carry out driving tests, inspect vehicles, and check that transport companies follow safety and environmental rules.

Why Should You Care?

If the DVSA finds serious problems, they can take action that affects both the driver and the operator, including revoking a company's Operator's Licence.

Real-World Example – What Not to Do

In a real case, a company and its driver were rude and confrontational with DVSA officers. They even made false accusations. The result? The company was called before the **Traffic Commissioner**, and its Operator Licence was at risk. The Traffic Commissioner reminded everyone that enforcement staff have the right to do their job without abuse or harassment.



Cooperating with the DVSA: Why it matters

Key Points for All Staff

1. DVSA Officers Have Legal Power

- The law allows a DVSA officer to stop and inspect vehicles at the roadside and at your premises.
- They can instruct for the vehicle to be taken to a nearby location for a full inspection.
- Refusing to help or obstruct an officer whilst on duty is a criminal offence
- You have a duty to co-operate with the DVSA, but when it comes to an interview under PACE (Police and Criminal Evidence Act 1984), you have legal rights, therefore its imperative to seek legal advice.

2. Respect & Cooperation Are Essential

- DVSA officers are doing their job – do not argue, confront, or make false accusations.
- Always stay calm and professional, even if you disagree.
- If there's a problem, raise it later through the proper channels.

3. Your Actions Reflect on the Company

- How you behave during a check impacts how the DVSA views the entire company.
- Traffic Commissioners expect licence holders to lead by example and build a culture of compliance and respect.

4. Know the Rules

- Saying “I didn’t know” doesn’t work.
- All drivers must understand how to use their tachographs, maintain vehicles, and follow legal duties.



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Important Reminder: Conduct During DVSA Visits to Company Premises

When a DVSA officer visits your company premises, **ALL** employees must conduct themselves professionally, respectfully, and cooperatively.

These officers act within their legal rights and have the authority to inspect vehicles, documents, and facilities.

A vehicle examiner using powers under the **Road Traffic Act 1988** and of the **Goods Vehicles (Licensing of Operators) Act 1995** may enter premises at any reasonable time to inspect any vehicle. A person obstructing an examiner in performing their duty is liable to prosecution.

Your behaviour directly influences the DVSA's perception of our company's compliance culture. Rudeness, hostility, or obstructive actions are not only unprofessional – they could result in serious consequences for the company, including investigations, penalties, and damage to the Operator Licence.

Remember; be respectful and cooperate with the requirements from the DVSA, but when it comes to an interview under PACE, ensure you understand your legal rights and seek legal advice before attending the interview.



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What You Should Do During a DVSA Check

- ✓ **Be polite and cooperative**
- ✓ **Provide requested documents promptly**
- ✓ **Follow instructions exactly**
- ✓ **Report any concerns later through the proper channels**
- ✓ **If you are asked to be interviewed under PACE and you are unsure of your legal rights, contact your Manager or seek legal advice.**
- ✓ **Remember: your behaviour could protect or damage your company Operator Licence**

Final Thought

The DVSA helps keep roads safe for everyone. Cooperation is not optional – it's the law. Your actions can protect your job, team, and business.