

1. About us



1.1 Who we are and what we do

DVLA is an Executive Agency of the Department for Transport (DfT). We became a Trading Fund in April 2004, but will relinquish this status as from 1 April 2011 as it is incompatible with the HM Treasury new reporting requirements. However, our main responsibilities and services remain unchanged. We will continue to play a key role, working with the Police and others, to keep road users safe by:

- maintaining over 44m drivers records and 36m vehicle records
- collecting nearly £6bn a year in Vehicle Excise Duty (road tax)
- limit tax uncollected through non-compliance to no more than 1%
- supporting the police and intelligence authorities in dealing with vehicle related crime.

We are also:

Leading the way in Government – providing electronic service channels to our customers, drawing on public sector best practice to make such transactions easier and more secure.

Contributing to Sustainable Development – our contribution to the Government Sustainable Development (SD) agenda has a real impact on the reduction of carbon emissions, reducing energy use and waste.

Our vision is to be:

a modern, highly efficient organisation, providing complete, accurate and up to date information and services that fully meet customer and stakeholder requirements.

Our key purpose is to:

keep complete, accurate registers of drivers and vehicles and make them as accessible and as flexible as possible to those who have the rights to use them.

These registers underpin action by DVLA, the Police and others to keep road users safe and ensure that the law is respected and observed; allow us to collect vehicle excise duty effectively, and can be used to deliver other government initiatives such as traffic management and reducing carbon emissions.



1.2 DVLA Governance

The building blocks of Agency governance

- DVLA is one of the Executive Agencies sponsored by DfT and plays an integral part in the corporate processes of assurance and risk management.
- The Agency Accounting Officer/Chief Executive chairs an Executive Board (EB) of five Executive Directors and two Non-Executive Directors. The EB meets monthly to review and manage (i) operation performance towards milestones and (ii) strategic direction and the progress of the Change Portfolio against its milestones.
- Executive Directors agree personal performance contracts and staff working for each Executive Director set cascaded personal objectives. Performance is formally reviewed both mid-year and end of year with documented evidence of what is delivered.
- The Accounting Officer's responsibilities are to safeguard public money and assets. These are supported by risk management and an audit programme within the Agency reporting to an Audit Committee of the two Non-Executive Directors, senior representatives from our sponsor Department and the National Audit Office who undertake our external audit. The Chief Executive and Strategy and Finance Director attend this committee as observers.

The purpose of this Business Plan

The Business Plan details our business objectives, key activities and performance measures for 2011-12 and is agreed with the responsible Minister as part of setting our priorities for the year.

The plan sets out:

- the direction for Agency change
- what we will do and are expected to achieve in 2011-12
- how much we will spend and save
- forecasts for finance, workforce and transaction volumes.

We report against our key measures and work plans set out in this Business Plan in our Annual Report and Accounts published during the summer to make visible to Parliament and the public our performance against our original agreement. We will provide updates online to this Business Plan so the public can judge our progress in the interim.

Transparency and accountability

Our Annual Report and Accounts content is audited by the National Audit Office and provides a detailed account of our progress and activity for the previous year. Government has set new standards for real time transparency so that public bodies can be held accountable for their performance.

In response to the Government Transparency Agenda, our new-style electronic Business Plan will provide:

- monthly updates of volumes of customer demand
- how well the Agency has performed against customer service standards
- quarterly updates of spending against budget
- prompt payment of bills
- number of staff employed
- average working days lost due to sick absence
- enforced changes to milestones in this plan.

We already report these figures monthly to our Executive Board where progress and performance is discussed. Results on performance are also sent monthly to DfT for scrutiny. In the event of a major revision to the change priorities set out in this Business Plan we will publish an update.

If you require further information, please contact us at Business.Planning@dvla.gsi.gov.uk