

5. Annexes



A. Financial Summary – Projections

Income & Expenditure

	Forecast Outturn 2010-11 £ million	Business Plan 2011-12 £ million
Statutory fee income	369.5	378.7
Commercial fee income	77.7	78.0
SLAs with DfT and other Agencies	186.4	194.5
Other income	7.3	8.3
Total income	640.9	659.5
Staff costs	165.1	159.8
Agents' fees	74.8	74.8
IT charges	140.8	167.5
Accommodation	32.9	36.0
Consultancy and professional services	2.4	3.3
Postage and printing	40.2	47.1
Depreciation	27.7	27.6
Other costs	44.5	40.5
Total expenditure	528.6	556.4
Operating Surplus	112.4	103.1
Surplus payable to Consolidated Fund	100.5	95.0
Net Surplus	11.9	8.1

	Forecast Outturn 2010-11 £ million	Business Plan 2011-12 £ million
Resource DEL	199.2	194.3
AME	(3.5)	(1.8)
Total Resource and AME	195.7	192.5
Capital	25.0	25.6



A. Continued

Balance sheet

	Forecast Outturn 2010-11 £ million	Business Plan 2011-12 £ million
Non-current assets		
Property, plant and equipment	92.0	92.6
Intangible assets	87.4	84.9
Trade and other receivables due after more than one year	4.4	1.2
	183.8	178.6
Current assets		
Trade and other receivables	67.3	69.3
Cash and cash equivalents	73.9	57.0
	141.2	126.3
Total Assets	325.0	304.9
Current Liabilities	(76.6)	(56.8)
Non-current assets plus/less net current assets/liabilities	248.4	248.1
Non-current liabilities	(46.9)	(38.6)
Assets less liabilities	201.5	209.5
Financed by: Taxpayers' equity		
General Fund	122.0	130.0
Public Dividend Capital	19.0	–
Loan from Secretary of State	–	19.0
Government Grant Reserve	27.2	27.1
Revaluation Reserve	33.3	33.3
	201.5	209.5



A. Continued

Cash flow

Cash Flow Statement	Forecast Outturn 2010-11 £ million	Business Plan 2011-12 £ million
Cash flows from operating activities		
Retained surplus for the year	11.9	8.1
Adjustments for:		
Loss on disposal, depreciation, amortisation & impairment	28.2	27.6
Government Grant release	(4.8)	(6.1)
Net finance cost	1.7	1.8
Decrease in trade and other receivables	3.9	1.3
(Decrease) in trade payables	(3.3)	(24.7)
Use of provisions	(2.9)	(1.8)
Net cash inflow from operating activities	34.7	6.2
Cash flows from investing activities		
Purchase of property, plant and equipment	(25.0)	(25.6)
Purchase of intangible assets	–	–
Interest received	0.2	–
Net cash outflow from investing activities	(24.8)	(25.6)
Cash flows from financing activities		
Government grant received in year	6.8	6.0
Interest payable on finance	(2.0)	(1.8)
Capital element of payments in respect of finance leases and on-balance sheet PFI contracts	(1.6)	(1.7)
Net cash used in financing activities	3.3	2.5
Net increase/(decrease) in cash and cash equivalents in the period	13.2	(16.9)
Cash and cash equivalents at the beginning of the period	60.7	73.9
Cash and cash equivalents at the end of the period	73.9	57.0



B. Programme and Project Investment Plan

Category	2011-12 £ million
Efficiency Programme	
Electronic Services and Intermediaries	16.1
Process Re-engineering	6.4
Smart Forms	4.5
Workforce Productivity	3.0
Income Generation	0.0
	30.0
Mandated Service Changes Programme	
EU Third Drivers Directive	7.7
Continuous Insurance Enforcement	2.9
Insurance Company enquiries to validate data for quotations	2.6
Accelerated roll-out of new V5C documents	0.8
Implementation of Budget changes for 2011	0.3
Enquiry facilities for private enforcement of vehicles	4.6
	18.9
Infrastructure Programme	
NIVIS migration to VSS	7.3
Replacement of Current Photograph Store	5.0
Payment Card Data Security (PCDS) standards	7.8
DWP Link	1.1
Driver Medical: e-services	0.2
Weblogic Update	1.9
Desktop Update	0.1
Data Centre Consolidation	4.7
Technical ICT Equipment	17.2
Security Updates and Improvements	14.1
	59.4
ICT Contract Procurement Programme	
Set up initial Programme structure and governance	
Joint review of contract future with Cabinet Office	
Procurement and engagement of specialist support	
Legal review of contract and exit terms	
Review and decision on future requisition and contract structure at high level	
Definition of scope of data centre consolidation and cross-Agency development plans	
	£1.6m Included within Ops budget
Less Capital	(18.0)
Total Programme Expenditure for 2011-12	90.3

The main centralisation costs have been included under operational expenditure



C. Volume Forecasts

Transaction Volumes (in '000s)	2010-11 Forecast Outturn	2011-12 Business Plan Forecast
First registration of vehicles	2,330	2,300
Vehicle licensing	42,935	43,775
Changes to a registration document	17,305	17,900
Duplicate registration document	1,235	1,265
Duplicate vehicle licence	345	350
Vehicle fee paying enquiries	2,230	2,230
Cherished Transfer/Assigned Marks	520	495
First application for driving licence	1,080	1,090
Renewal of driving licence	1,540	1,550
Exchange of driving licence	925	935
Duplicate driving licence	1,130	1,135
Replacement driving licence	3,080	3,100
Vocational driving licence	240	240
Medical renewal of driving licence	325	340
Vehicle police enquiries	680	720
Vehicle customer enquiries	4,860	4,685
Other vehicle transactions	16,105	16,055
Driver customer enquiries	4,790	4,615
Other driver transactions	4,525	4,525
Total	106,180	107,305
Electronic Transaction %	2010-11 Forecast Outturn	2011-12 Business Plan Forecast
Buy vehicle tax or declare SORN	49	52
First registration	87	87
Notification of seriously damaged vehicle	99	99
Notification of destruction	50	55
Certificate of destruction	95	95
Apply for a driving licence	25	31
Request duplicate driving licence	39	46
Change of address on driving licence	17	20
Exchange driving licence to new style	62	62
Renew over 70 driving licence	23	38
Sale of personalised registrations	75	100
Weighted average	49%	53%



D. Customer Service Measures

	Measure 2010-11	Measure 2011-12
Driving Licences		
To deliver a 1st driving licence within 8 working days	98%	98%
To deliver a vocational licence within 8 working days	98%	98%
To deliver an ordinary driving licence within 10 working days	97%	97%
To deliver a digital tachograph renewal in 8 working days	98%	98%
Medical Investigations		
To conclude a simple case within 15 working days	88%	88%
To conclude a complex case (one that requires further medical investigation) within 90 working days	85%	85%
Vehicle Registration Document		
To deliver a first registration document, excluding cherished transfers, within 14 working days	95%	95%
To deliver a change on a registration certificate within 14 working days	95%	95%
To deliver a registration document from an application (notifying changes to the registration certificate) within 30 working days	95%	95%
Vehicle Excise Duty Refunds		
To deliver a refund due within 30 working days	95%	95%
Customer Service		
To answer call demand	95%	95%
To deliver quality of service in the Contact Centre	85%	85%
To answer an email within 3 working days	95%	95%
Keep average local office queuing time to no more than 15 minutes	15:00	15:00
To deliver a Cherished Transfer within 7 working days	95%	95%
Customer Complaints		
To acknowledge a complaint within 1 working day	100%	100%
To maintain or improve on last year's performance sending a substantive response within 10 working days	98%	98%
MP Correspondence		
To acknowledge correspondence within 1 working day	98%	98%
To maintain or improve on last year's performance sending a substantive response within 7 working days	98%	98%
Overall	17 of 19	17 of 19



E. Sustainable Development Action Plan

Carbon Emissions	Internal reporting	2011-12
Cut carbon emissions by 25% from a 2009-10 baseline from the whole estate and business related transport by 2014-15	Cut carbon emissions from the whole estate	Reduce by 5% from 2009-10 baseline
	Cut carbon emissions from business related travel	Reduce by 5% from 2009-10 baseline
Waste	Internal reporting	2011-12
Reduce the amount of waste we generate by 25% from a 2009-10 baseline by 2014-15	Cut paper use	Reduce by 10% from 2009-10
	Ensure that redundant ICT equipment is reused (within government, the public sector or wider society) or responsibly recycled	100%
Water	Internal reporting	2011-12
Reduce water consumption from a 2009-10 baseline by 2014-15 and report on office water use against best practice benchmarks	This measure is still being discussed by Government and we are not yet in a position to publish a target	This measure is still being discussed by Government and we are not yet in a position to publish a target



F. Glossary

ATA	Accredited Trade Associations	IPS	Identity and Passport Service
CPC	Certificate of Professional Competence	LSN	Local Services Network
DfT	Department for Transport	MID	Motor Insurance Database
DRG	DfT Resourcing Group	NI	Northern Ireland
DSA	Driving Standards Agency	NIVIS	Northern Ireland Vehicle Information System
DVLA	Driver and Vehicle Licensing Agency	RESPER	RESeau PERmis de conduire – The European Commission's proposed electronic system for exchanging driver data between member states
DWP	Department for Work and Pensions	SD	Sustainable Development
EB	Executive Board	SORN	Statutory Off Road Notification
EVL	Electronic Vehicle Licensing	TUO	Tell us Once
GB	Great Britain	UK	United Kingdom
HMRC	HM Revenue and Customs	UKBA	United Kingdom Border Agency
HMT	HM Treasury	V5C	Vehicle Registration Certificate
HR	Human Resources	VED	Vehicle Excise Duty
IBM	International Business Machines	VOSA	Vehicle and Operator Services Agency
ICT	Information Communication Technology	VSS	Vehicles System Software