

# Executive summary

DVLA, an Executive Agency of the Department for Transport (DfT), is based in Swansea with a network of 39 offices around Great Britain. We play a key role, working with the Police and others, to keep road users safe by:

- maintaining over 44m current driver records and 36m current vehicle records, handling around 200m customer interactions each year as a result
- collecting nearly £6bn a year in Vehicle Excise Duty (road tax)
- limiting tax that has not been collected because of non-compliance to no more than 1%
- supporting the police and intelligence authorities in dealing with crime.

## We also:

- lead the way in Government in providing electronic service channels to our customers drawing on public sector best practice to make such transactions easier and more secure
- seek out opportunities to work in partnership with industry representatives
- contribute to the Government Sustainable Development (SD) agenda by reducing carbon emissions, energy use and waste.

## This plan sets out:

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

We are adopting, with Ministerial agreement, a more radical efficiency savings approach in line with the fiscal drivers across Government. We are taking steps to make savings by 2015 of £100m a year against the 2010-11 baseline.

Our journey from a paper factory to a secure online and telephone service for high volume transactions has passed the tipping point and the Agency is poised to reap further benefits through further operational consolidation and economies of scale. We have a number of electronic transactions already in place that we will now actively seek to expand as we develop plans over the next year to address major paper transactions for vehicle services.

In 2011-12, we will spend £556.4m, of which £465.0m will be raised through fees. For 2011-12 and onwards, most fees will remain fixed at the same level as 2010-11. However, we have proposed and will consult on re-introducing a fee of £20 for vocational drivers to meet the costs of introducing system changes and additional volumes for their services. We have also proposed reduced fees as an incentive for those customers who have paper licences or wish to renew their driving licences, but have recently renewed their passports.

In step with the Government Transparency Agenda, our new-style electronic Business Plan (available from May 2011) will provide:

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