



Business plan measures

September 2018 - financial year 2018-19

DVLA measure	Target	Updated comments for September 2018	Result
1. Dynamic technology and services:			YTD
1.1 - As part of our commitment to modernise our technology, we will:			
1.1.1 - Rationalise and modernise our core network technology.	Aug 2018	Achieved late	
1.1.2 - Upgrade, expand and diversify our external connectivity to the internet.	May 2018	Achieved late	
1.1.3 - Enhance the IT Security Operations Centre - embed the working practices and disciplines within our IT services to help protect the personal data of citizens and integrity of our services at exemplar levels of security.	Jul 2018	Achieved	
2. Hub for digital motoring:			
2.1 - As part of our commitment to transforming our business and migrating off the majority of our legacy systems by 2020 we will:			
2.1.1 - Deliver the new tacho web services, using the new open systems landscape and key enablers to migrate from legacy.	Dec 2018	Feasible	
2.1.2 - Start to build new systems, based on user needs and customer insight to inform business transformation.			
2.1.2.1 - Drivers.	Mar 2019	On track	
2.1.2.2 - Vehicles.	Mar 2019	On track	
2.1.3 - Develop a new personalised registration website built on the new technology.	Mar 2019	Probable	
2.2 - Digital Licence Services - we will introduce additional enhancements by consolidating all driver enquiry services onto one system, accessible through smartphone technology.	Dec 2018	On track	
2.3 - We will capture vehicle data on behalf of DfT and HMT to deliver World Light Vehicle Testing Procedures (WLTP).	Sep 2018	Achieved	
2.4 - We will work with the Department of Environment and Rural Affairs (DEFRA) and DfT's Joint Air Quality Unit to establish options which may contribute to local authorities introducing and enforcing clean air zones in cities.	Mar 2019	On track	



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2. Hub for digital motoring... continued:			
2.5 - Our total digital and automated interactions at March 2019 will exceed:	90.0%	On track	98.0%
3. Unrivalled safety, security and compliance:			
			YTD
3.1 - We will redesign the vehicle logbook (V5C) to enhance general compliance.	Mar 2019	Probable	
3.2 - We will carry out an end to end review of Vehicle Excise Duty (VED) collection under existing legislation.	Oct 2018	On track	
3.3 - To conclude all medical cases and make a licensing decision within 90 days:	90.0%	On track	93.1%
4. Best in class customer service:			
4.1 - We will maintain/improve our position in the top 5 public sector best in class organisations for customer service by delivering a:	Mar 2019	On track	
			YTD Target
4.1.1 - Driving licence in 5 working days.	95.0%	Not on track	92.0%
4.1.2 - Vocational driving licence in 5 working days.	95.0%	On track	99.3%
4.1.3 - Digital tachograph in 5 working days.	95.0%	On track	99.9%
4.1.4 - Vehicle registration certificate in 5 working days:	95.0%	On track	98.4%
4.1.5 - Answering calls queued to an advisor in 5 minutes.	95.0%	Not on track	91.7%
4.2 - We will maintain the:	Target		
4.2.1 - Customer Service Excellence standard.	Retain standard	On track	
4.2.2 - Customer Contact Association Global Standard 6.	Retain standard	On track	
4.3 - IT resilience – we will provide planned customer availability of:			
4.3.1 - Vehicle tax:	99.5%	On track	99.9%
4.3.2 - Vehicle management:	99.5%	On track	99.9%
4.3.3 - Personalised registrations:	99.5%	On track	99.9%
4.3.4 - Driver licence online:	99.5%	On track	99.7%
			YTD Target
4.4 - Customer complaints – we will reduce the number of cases that are upheld by the Parliamentary and Health Service Ombudsman (PHSO) and Independent Complaints Advisor (ICA) against the 2017-18 baseline by 5%:	9	On track	9
5. Financial responsibilities:			
5.1 - We will manage our Resource Departmental Expenditure Limit (DEL) total of the supplementary estimates within:	+/- 10%	On track	
6. Modern Workplace and skills:			
			Target
6.1 - Headcount - full time equivalents will number fewer than:	5,194	Probable	5,282
6.2 - Reduce the number of days lost (by full time equivalents) through sick absence:			
6.2.1 - long term against the 31 March 2018 outturn.	5.37	Not on track	5.70
6.2.2 - short term to.	2.92	Not on track	3.06

Achieved	On track	Probable	Feasible	Doubt	Not on track	Achieved late	Missed
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This document was created on 17 October 18 at 12:23 and unless indicated it contains data up to 30 September 18. All % have been rounded to 1 decimal point.

