



Department  
for Transport

# Ministerial Response to 'A Review of DVLA'

February 2014

The Department for Transport has actively considered the needs of blind and partially sighted people in accessing this document. The text will be made available in full on the Department's website. The text may be freely downloaded and translated by individuals or organisations for conversion into other accessible formats. If you have other needs in this regard please contact the Department.

Department for Transport  
Great Minster House  
33 Horseferry Road  
London SW1P 4DR  
Telephone 0300 330 3000  
Website [www.gov.uk/dft](http://www.gov.uk/dft)  
General enquiries <https://forms.dft.gov.uk>

© Crown copyright 2014

Copyright in the typographical arrangement rests with the Crown.

You may re-use this information (not including logos or third-party material) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit

[www.nationalarchives.gov.uk/doc/open-government-licence](http://www.nationalarchives.gov.uk/doc/open-government-licence) **OGL** or write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or e-mail: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk).

Where we have identified any third-party copyright information you will need to obtain permission from the copyright holders concerned.



## Ministerial Response

The DVLA plays an important role in the UK, delivering services to millions of drivers. Maintaining an accurate record of all those who are entitled to drive and the vehicles that are entitled to travel on our roads not only ensures that an essential statutory function is fulfilled but also contributes to keeping our roads safe, supports the police in preventing vehicle related crime and helps to reduce environmental damage caused by vehicles. This is why it is vital that DVLA is a modern and efficient organisation, fully utilising all of its resources to deliver the best possible service to customers.

I would like to thank Mary Reilly, Non-Executive Director at the Department for Transport, and the rest of her team for producing the report 'A Review of DVLA'. I asked Mary to set out a number of recommendations for a future business strategy which will enable transformation, including to digital services, and a step change in efficiency, whilst supporting economic growth and meeting statutory obligations. This report clearly sets out the changes needed for DVLA to remain a modern and world class organisation.

Mary's review rightly highlights the need for DVLA to accelerate and expand digital transformation. A modern organisation with modern processes will benefit customers by allowing them greater flexibility in the way in which they communicate and obtain services from DVLA. I would also expect to see great benefits as DVLA moves away from inefficient paper processes. Digital transformation will also provide staff with an opportunity to develop new skills.

It is important that DVLA reduces burdens on customers and allows others outside of government to deliver some services. Developing truly customer centric services that focus on customer needs should be fundamental to a future DVLA. This may mean that some activities are delivered by others in

order to allow DVLA to focus on its core services and I would support further plans for this.

While I agree that it is important that we introduce a governance and management structure fit for future challenges, we must be careful not to hinder the decision making process in DVLA nor the clarity of accountability for those decisions. I am, however, open to a governance structure which will assist with the development of DVLA's strategic direction and its implementation.

I was pleased to see a recommendation to optimise DVLA's value as a service provider for government. DVLA is at the start of a significant transformation journey and will be able to share the knowledge learned in its IT transformation and development of digital services across Government. I am in agreement with Mary's view that DVLA will have the potential to create a centre of digital excellence.

After careful consideration, I am content to accept all of the recommendations in the report. I have asked the Chief Executive of DVLA, Oliver Morley, to prepare a strategic plan for DVLA on this basis, which prioritises those measures which will bring the greatest advantage to customers.

A handwritten signature in blue ink, appearing to be 'SH', with a horizontal line extending to the right from the bottom of the signature.

**Stephen Hammond**

**Parliamentary Under Secretary of State for Transport**