



Driver & Vehicle
Licensing
Agency

Driving Licence Fees Consultation

Web chat transcript



1:58 **DVLA admin:**
Good afternoon and welcome to today's webchat to discuss our driver licensing fees consultation which is about the proposal to reduce driving licence fees for first time applicants, 10 year renewals and for smart Tachograph users.

Friday August 15, 2014 1:58 DVLA admin

1:58 **DVLA admin:**
Reducing the fees for these transactions will allow us to help first time drivers, professional drivers and the large proportion of all drivers who have to renew their photocard licence every 10 years.

We're joined by representatives from DVLA's Policy and Finance teams to answer your questions.

Friday August 15, 2014 1:58 DVLA admin

2:04 [Comment From JillJill:]
Hi, I've recently applied for a driving licence, will I pay the lower price too?

Friday August 15, 2014 2:04 Jill

Strategic Finance Manager:

Hi Jill, if agreed the proposed fees will come into effect during October so any applications before this date will pay the existing fee.

2:09 [Comment From NatashaNatasha:]
Why does it cost more to apply at the post office? Is this another nail in the coffin for them?

Friday August 15, 2014 2:09 Natasha

DVLA Policy Lead:

Hi Natasha,

Thank you for your question. The cost to apply at the Post Office or via post to DVLA is the same. We can offer greater savings for digital transactions as our processing costs for these are lower, so the savings are proportional.

2:10 [Comment From GuestGuest:]
How were the the 3 proposed reductions decided upon?

Friday August 15, 2014 2:10 Guest

Strategic Finance Manager:

The fee reductions are targeted at the areas where cost savings have been made and to benefit as wide a range of customers as practical. The First Application reduction will benefit new motorists and their families, the Smart Tachograph reduction will benefit commercial

drivers and their employers and the Ten Year Renewal reduction will benefit all drivers with photocard licenses.

2:12 [Comment From BobBob:]
The current fees for do seem a tad high. Anything to reduce the costs is good for drivers. Option one for me all the way!

Friday August 15, 2014 2:12 Bob

2:13 [Comment From DarrenDarren:]
You should reduce the fees. Do you remind drivers when they need to renew their licence and does it have to be done immediately?

Friday August 15, 2014 2:13 Darren

DVLA Policy Lead:

Hi Darren,

The DVLA issue reminders to drivers prior to the licence expiring. You should renew your licence before the expiry date to ensure that your licence is up to date.

2:16 [Comment From AnnaAnna:]
what about the high price to driving tests? Will you be looking at those too!

Friday August 15, 2014 2:16 Anna

DVLA Policy Lead:

Hi Anna,

The DVLA do not set the fees for the driving tests. You will need to direct your question to the Driver and Vehicle Standards Agency who set the test fees.

2:17 [Comment From GuestGuest:]
When are these fee reductions likely to take effect?

Friday August 15, 2014 2:17 Guest

DVLA Policy Lead:

If approved, the new fees are set to come in by 31st October 2014.

2:17 [Comment From BobBob:]
Why introduce the fee reductions in 2 phases? why can you introduce them all now?

Friday August 15, 2014 2:17 Bob

Strategic Finance Manager:

Hi Bob, the fee reductions have been split into two phases to reflect the cost reductions DVLA has delivered to date and the further reductions we will be delivering in the next few years. Phase 1 is based on cost savings to date, Phase 2 will reflect the cost savings we deliver in the next few years.

2:19 [Comment From GuestGuest:]
Will you be backdating any fees if I applied this year?

Friday August 15, 2014 2:19 Guest

DVLA Policy Lead:

Hi Guest,

We will not be backdating any fees for the transactions that are covered in this consultation.

2:22 [Comment From MoMo:]
Are the proposed new fees only available when making the transaction on-line

Friday August 15, 2014 2:22 Mo

Strategic Finance Manager:

Hi Mo, the new fees will be available for the three transactions for the online, paper and face to face channels.

2:24 [Comment From LukeLuke:]
Is renewing the licence the same as replacing a mis-placed licence? Are the fees the same?

Friday August 15, 2014 2:24 Luke

DVLA Policy Lead:

Hi Luke,

Renewing your driving licence and applying for a duplicate licence are two different transactions. Applying for a duplicate licence will remain at £20, whereas applying for a renewal licence will be £17 at the Post Office or £14 if you apply online.

2:27 [Comment From JimmyJimmy:]
Will zero tax rates incentives be removed and fees increased once the majority of polluting cars are no longer on the road and will fees increase for diesel cars given recent identified health issues with diesel fuel?

Friday August 15, 2014 2:27 Jimmy

Strategic Finance Manager:

Hi Jimmy, although DVLA collect Vehicle Excise Duty, the rates are set by HM Treasury.

2:28 [Comment From MaryMary:]
I think your fees should reflect the experience of the driver with more experienced driver paying less. Is this something you'd think about?

Friday August 15, 2014 2:28 Mary

DVLA Policy Lead:

Hi Mary,

I'm afraid that this would be too difficult and costly to administer.

2:30 [Comment From GuestGuest:]
Great news you're reducing fees...introduce them asap!

Friday August 15, 2014 2:30 Guest

2:30 [Comment From GuestGuest:]
Option 1 all the way :)

Friday August 15, 2014 2:30 Guest

2:30 [Comment From ArthurArthur:]
what about people who can't apply online - why should they be dis-advantaged?

Friday August 15, 2014 2:30 Arthur

DVLA Policy Lead:

Hi Arthur,

We can offer greater savings for digital transactions as our processing costs for these are lower, so the savings are proportional.

2:31 [Comment From GuestGuest:]
How would i add a photo online for the renewal of a licence

Friday August 15, 2014 2:31 Guest

DVLA Policy Lead:

Hi,

More information on renewing your photograph can be found on GOV.UK

2:32 [Comment From GregGreg:]
and where I find the D2 form ? becaus in the post office is D1 form only

Friday August 15, 2014 2:32 Greg

DVLA Policy Lead:

Hi Greg,

You can order the D2 online at GOV.UK

2:34 [Comment From AndrewAndrew:]
The reduction of fees is an excellent idea something which doesn't happen to often! Are there going to be further fee reductions in the future? and how confident are you that the proposed fee reductions represent the actual cost of providing these services, especially during periods of significant change

Friday August 15, 2014 2:34 Andrew

Strategic Finance Manager:

Hi Andrew, we plan to introduce a second phase of fee reductions in the next few years in line with our planned cost savings. The fee reductions are based on financial models that have been independently reviewed and assured.

2:37 [Comment From Johnny OJohnny O:]
If a new Government is appointed in the next general election, will the fees go back up?

Friday August 15, 2014 2:37 Johnny O

DVLA Policy Lead:

Hi Johnny O,

We cannot comment on any policy changes if a new Government is appointed after the General Election, but we are committed to reducing the fees for these three transactions.

2:39 [Comment From PennyPenny:]
Hello, will there be a reduced rate for renewing the tachograph?

Friday August 15, 2014 2:39 Penny

DVLA Policy Lead:

Hi Penny,

There is a reduction in price for the first application of the tachograph from £38 to £32, but all other fees regarding the tachograph card will remain the same.

2:40 [Comment From AlanAlan:]
Will you carry out any customer insight ahead of making any changes? Surely the voice of the 'customer' is important?

Friday August 15, 2014 2:40 Alan

Strategic Finance Manager:

Hi Alan, the opinion of customers is important - you can comment by responding to the consultation at

<https://www.gov.uk/governme...>

2:41 [Comment From SammySammy:]
If I have an out of date licence - is it ok to wait until the new lower fees are introduced?

Friday August 15, 2014 2:41 Sammy

DVLA Policy Lead:

Hi Sammy,

It is a legal requirement for drivers to renew their licence on expiry to ensure that your details are up to date.

2:41 [Comment From CarlaCarla:]
Hi, my driving licence renewal is due at the start of October; can I wait until the end of October to renew it in order to pay the lower fees?

Friday August 15, 2014 2:41 Carla

DVLA Policy Lead:

Hi Carla,

It is a legal requirement for drivers to renew their licence on expiry to ensure that your details are up to date.

2:44 [Comment From GuestGuest:]
Will we ever get the stage where we see reductions in car tax?

Friday August 15, 2014 2:44 Guest

DVLA Policy Lead:

Hi Guest,

Although DVLA collect Vehicle Excise Duty, the rates are set by HM Treasury.

2:46 [Comment From GuestGuest:]
what about cpc costs - ar they being look at too?

Friday August 15, 2014 2:46 Guest

DVLA Policy Lead:

Hi Guest,

CPC costs are set by DVSA not DVLA so we will not be reviewing these fees.

2:49 [Comment From ShirlShirl:]
Hi, I think you should share the benefits of digital with all. Charge the same whether someone applies online or at the Post Office. Why can't this be done?

Friday August 15, 2014 2:49 Shirl

Strategic Finance Manager:

Hi Shirl, the proposed fees have been calculated to reflect the relative costs of delivering these services. The cost of providing services online is cheaper than the alternative channels.

2:51 [Comment From GuestGuest:]
Can I leave my response via phone?

Friday August 15, 2014 2:51 Guest

DVLA Policy Lead:

Hi Guest,

You can respond online, by post, by email or via Twitter using the hastag #driverfees

For more information click on the following link: <https://www.gov.uk/governme...>

2:54 [Comment From GuestGuest:]
How soon after the consultation closes will we know the outcome?

Friday August 15, 2014 2:54 Guest

DVLA Policy Lead:

Hi Guest,

We expect to publish the outcome of the consultation sometime in September.

2:55 [Comment From GuestGuest:]
Why only now introduce these fee reductions...does this mean we've overpaid for the past few years?

Friday August 15, 2014 2:55 Guest

Strategic Finance Manager:

Hi, the fee reductions are being introduced now to reflect the efficiency savings which have largely been delivered in the past two years.

2:56 [Comment From KK:]
Why is it the same cost to post app to DVLA as to go to Post Office - surely there should also be price differences between those to options??

Friday August 15, 2014 2:56 K

DVLA Policy Lead:

Hi K,

As applications to DVLA and to the Post Office are processed in the same way then there is no difference in the cost of processing.

2:57 [Comment From GuestGuest:]
when will the final result be announced?

Friday August 15, 2014 2:57 Guest

Strategic Finance Manager:

Hi, the final result will be announced after the conclusion of the consultation exercise.

2:58 [Comment From GuestGuest:]
Are we likely to see lower driving licence fees again in phase two?

Friday August 15, 2014 2:58 Guest

DVLA Policy Lead:

Hi Guest,

We have no firm proposals at present on how phase two will look.

3:00 **DVLA admin:**
Thank you for participating in today's webchat.

3:00 **DVLA admin:**
We look forward to your views on our proposals, to ensure they're captured, please respond to the consultation, details available at: <https://www.gov.uk/governme...>