



Business plan measures

February 2018 - financial year 2017-18

DVLA measure	Target	Comments	Result
1. Dynamic technology and services:	YTD		YTD
1.1 - IT Transformation:			
1.1.1 - Implement the new Information Technology Services organisation structures:	Sep 2017	Achieved.	
1.1.2 - Approve and start work on the business cases for the second phase of the business service transformation:	Sep 2017	Achieved late (Nov 2017).	
1.2 - Introduce a new online system for motor manufacturers and dealers to first register a vehicle:	Jul 2017	Not achieved - this will be delivered by July 2018.	
1.3 - Migrate users onto the new first registration system which will enable decommissioning of the existing Automated First Registration and Licensing (AFRL) system:	Mar 2018	Not achieved - this will be delivered by June 2018.	
1.4 - Rebuild the tachograph and tachonet services onto an open system landscape, which will enable decommissioning of the existing service and the introduction of a new tacho web service in 2018-19:	Mar 2018	On track.	
2. Hub for digital motoring:			
2.1 - Develop and administer a web portal to facilitate a cross-government incentivised grant scheme for the Office for Low Emission Vehicles (OLEV):	Jul 2017	Achieved.	
2.2 - Develop a private beta to allow a driver to give consent to access their driver record from their mobile device:	Sep 2017	Achieved.	
2.3 - We will take over contract management of the Blue Badge scheme from DfT:	Jun 2017	Achieved.	
	Q4		Q4
2.4 - Our total digital and automated transactions at March 2018 will exceed:	90.0%	On track.	96.8%
3. Unrivalled safety, security and compliance:	YTD		YTD
3.1 - Increase the range of penalty payments that are available online:	Mar 2018	On track.	
3.2 - Increase by 15% the number of cases going through the Single Justice Procedure (SJP) against the 2016-17 outturn, by being an early adopter of changing processes for Her Majesty's Courts and Tribunal Service (HMCTS):	99,683	On track.	141,763
3.3 - No immediate increase in VED evasion against the 2015 Roadside Survey of 1.4%:	Nov 2017	Not achieved.	
3.4 - To conclude all medical cases and make a licensing decision within 90 days:	90.0%	On track.	92.8%
4. Best in class customer service:			
4.1 - We will maintain the Customer Service Excellence standard:	Retain standard	Achieved.	
4.2 - We will maintain the Customer Contact Association Version 6 standard:	Retain standard	Achieved.	

Achieved

On track

Probable

Feasible

Doubt

Not on track

Achieved late

Missed

DVLA Measure	Target	Comments	Result
4. Best in class customer service - continued:			
4.3 - Customer satisfaction - maintain or improve our customer satisfaction for these key transactions:	YTD		YTD
4.3.1 - I want to tax my vehicle:	95.0%	Although lower than the 95% target, the score is within the bounds of the statistical error margins	94.0%
4.3.2 - I want to amend my vehicle registration document:	90.0%	Currently small sample size is leading to high statistical error margin.	88.0%
4.3.3 - I want to renew my driving licence:	93.0%	On track.	96.0%
4.3.4 - I want to notify DVLA of a medical condition that might affect my driving:	83.0%	On track.	86.3%
4.4 - Customer complaints – reduce the number of cases upheld which are escalated to the Parliamentary and Health Service Ombudsman (PHSO) and Independent Complaints Advisor (ICA) against the 2016-17 baseline:	22	On track.	16
4.5 - IT resilience - to provide planned customer availability (taking into account scheduled downtime) of:			
4.5.1 - Vehicle tax:	99.5%	On track.	99.9%
4.5.2 - Vehicle management:	99.5%	On track.	99.9%
4.5.3 - Personalised registrations:	99.5%	On track.	100.0%
4.5.4 - Driver licence online:	99.5%	On track.	99.8%
4.6 - To despatch a:			
4.6.1 - Driving licence in 5 working days:	95.0%	On track.	99.9%
4.6.2 - Vocational driving licence in 5 working days:	95.0%	On track.	99.4%
4.6.3 - Digital tachographs in 5 working days:	95.0%	On track.	100.0%
4.6.4 - Vehicle registration certificate in 5 working days:	95.0%	On track.	98.3%
4.7 - To answer calls queued to an advisor in 5 minutes:	95.0%	On track.	97.2%
4.8 - Freedom of Information Act – provide a response within 20 working days:	93.0%	On track.	93.7%
4.9 - Parliamentary questions – provide a response by due date:	100.0%	On track.	100.0%
4.10 - Ministerial correspondence – provide a response within 8 working days:	100.0%	Not achieved.	98.9%
4.11 - Official correspondence – provide a response within 20 working days:	80.0%	On track.	99.4%
4.12 - Prompt payments – payment of invoices within 5 working days:	80.0%	On track.	93.5%
5. Financial responsibilities:			
5.1 - Financial expenditure - VED collection and enforcement expenditure will not exceed	120m	On track.	112m
5.2 - Headcount - by March 2018 DVLA full time equivalents will number fewer than:	5,344	On track.	5,246
5.3 - Sick absence - reduce the number of working days lost (by full time equivalents) due to sickness by 0.2 against the 2016-17 baseline and work towards the DfT target of not exceeding 7 days	8.13	Not achieved.	9.30

Achieved	On track	Probable	Feasible	Doubt	Not on track	Achieved late	Missed
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