

Looking to the future – DVLA's strategic and business plans



We've just published our [3-year strategic plan](#) and this year's [business plan](#), so it's a good time to take stock of what we've done – and what's to come.

Through everything we've achieved and the significant changes in the past year, our goal remains the same. We want to get the right drivers and vehicles taxed and on the road, as simply, safely and efficiently as possible. We are continuously improving our services, getting more services online and making them even easier for our customers to use.

Looking ahead, we're well on track with our preparations for the [new vehicle tax rate changes](#) coming in on 1 April for newly registered vehicles. We've been working really closely with the motor industry on this, as well as designing a [new online system](#) for motor manufacturers and dealers to use when they first register a vehicle.

Also on the horizon are more tech successes. We're rebuilding the [tachograph](#) and tachonet services onto an open system landscape, with the aim of getting a new tacho web service live in 2018-19. We're working on expanding the types of penalty payments that can be paid online around the same time too.

We're also using our digital expertise to help other government departments. [Office for Low Emission Vehicles \(OLEV\)](#) has chosen DVLA to develop a single web portal to support 3 grant schemes to encourage take-up of ultra low emission vehicles (ULEV). These include the Plug-in Car Grant Scheme and a new Workplace Charge Scheme.

Finally – picking up on the customer service theme – we're also looking to maintain the [Customer Service Excellence standard](#) and [Customer Contact Association Global standard 6](#) which, once again, we've retained this year. This is something we're very proud of, and we're aiming for reaccreditation

for the coming year.

All of this means that I continue to feel really positive about where we're heading – lots to do for sure, but also plenty to look forward to.

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