

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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[New vehicle tax rates: how motorhomes, kit-built and multi-stage build vehicles are affected](#)

We're counting down to the 1 April changes to the way [vehicle tax is calculated](#) for cars and some motorhomes [first registered](#) with DVLA on or after this date.



We thought we'd take a closer look at how changes to the way vehicle tax is calculated will affect motorhomes, kit-built and multi-stage build vehicles.

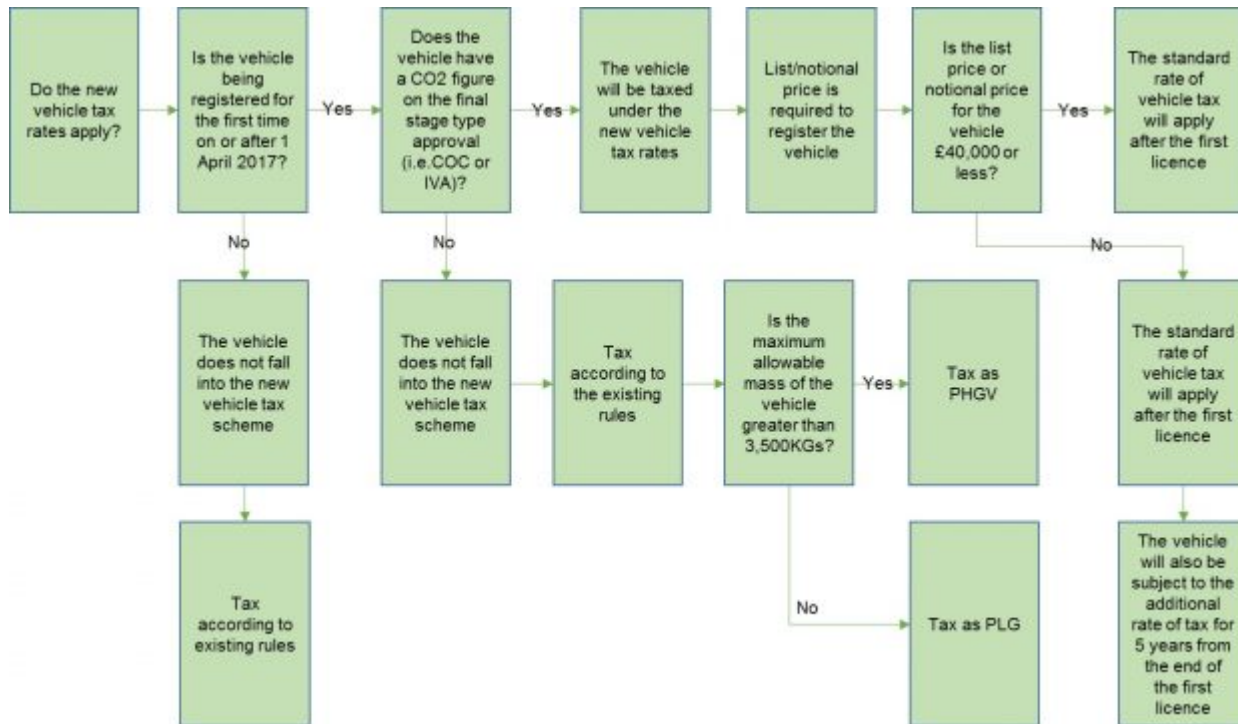
Only vehicles categorised as M1, M1SP and M1G vehicles on the [type approval](#) certificate are affected, so when you register the vehicle you'll need the:

- [CO₂ emissions](#) figure (shown on the [type approval](#) certificate)
- list price (the published price before any discounts) or notional price

– check with your dealer, if you’re purchasing a vehicle through them, so you know how much vehicle tax you’ll have to pay.

The new tax rules will only apply if the CO₂ emissions figure is present

If no type approval or [CO₂ emissions](#) figure is recorded on the [type approval](#) certificate the vehicle will be taxed in the PLG [tax class](#). The current rates of tax can be found [here](#)



New vehicles with a list price of more than £40,000

As with cars, if your vehicle has a list price or notional price over £40,000, the rate of tax is based on CO₂ emissions the first time the vehicle is taxed. The additional rate of tax will apply from the next time you tax the vehicle.

From the second time the vehicle is taxed, the standard rate of tax is £140 (£130 for alternative fuel vehicles) and an additional rate (where applicable) of £310, adding up to £450 (£440 for alternative fuel vehicles) a year for the next 5 years.

Check out [new vehicle tax rates from 1 April 2017](#) for more information.

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One month to go until new vehicle tax rates come into force

There's only one month to go until the way [vehicle tax is calculated](#) will change.

As the changes will only affect new cars and some motorhomes, we thought we'd have a look to see which areas registered the highest number of new vehicles last year.



Top ten postcodes for new vehicle registrations in 2016

1. Birmingham (B) – 205,156
2. Milton Keynes (MK) – 121,896
3. Guildford (GU) – 90,886
4. Peterborough (PE) – 83,756
5. Leicester (LE) – 79,376
6. Bristol (BS) – 69,763
7. Swindon (SN) – 69,240
8. Slough (SL) – 69,186
9. Reading (RG) – 68,996
10. Northern Ireland (BT) – 68,859

(Source: DVLA)

Get the facts: gov.uk/newvehicletaxrates

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The Birmingham postcode area was busiest buying new vehicles, with over 200,000 being registered.

Birmingham was followed by Milton Keynes and Guildford.

It's no great surprise that postcodes in densely populated areas made the top 10, but it's interesting that Glasgow (67,780), Manchester (32,177) and Liverpool (26,756) were just outside.

Not everybody will be affected by the changes immediately. The changes only apply to brand new cars and some motorhomes registered with DVLA on or after 1 April 2017. But we still wanted to make sure that everyone is aware at the same time, so we've been [blogging regularly](#) to let you know what DVLA's been doing to get ready for the changes. We've been busy in other ways too, including:

- working very closely with stakeholders to make sure that they're aware of the changes, including several webinars, such as for the fleet industry
- [developing a new service](#) to register new vehicles which will launch later this year.
- launching a publicity campaign that's being run across social media, blogs and messages on DVLA literature
- getting our contact centre ready, who have an automated telephone service to quickly answer your questions

The changes take effect from 1 April 2017, so make sure you have a look at the [new vehicle tax rates](#) to see if they affect you.

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[DVLA gets out and about to the Motorcycle Trade Expo](#)

Back in September 2016 we blogged about how DVLA is developing a [new web service](#) for our stakeholder customers to register new vehicles.

Since then we have continued to develop the service based on customer feedback.

Last month Alison Wolley (Corporate Services Relationship Manager) and I were invited to exhibit at the [Motorcycle Trade Expo](#) event in Coventry by the Motorcycle Industry Association.



This is an ideal opportunity to spend time with our customers and chat with them face to face. We set up camp in the 'Knowledge Shop' section of the show – a perfect place to showcase the new service. And that's just what we did during the 3 day event.

We demonstrated and answered lots of queries about all aspects of vehicle registration and licensing. Knowing that there were customers still using our paper process, we were also able to showcase all of the digital services DVLA offers to help dealers registering motorcycles.



Being present at events such as these is invaluable in helping us to get a deeper understanding of the industry in general and it was great to see this reciprocated in the feedback we received about the new service:

- “this will save me a lot of time and money”
- “this is so much easier to use”
- “this looks like a service I could use, I would be able to register the vehicle much quicker to allow my customer to use their bike”

Many thanks to all that took the time to visit us and we look forward to seeing you again soon at another event.

If you want to be involved in testing the new service please contact us at ved.reform@dvla.gsi.gov.uk

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[Only 50 days to go until new vehicle tax rates come into force](#)

The way vehicle tax is calculated will be changing for new cars and some

motorhomes from 1 April 2017. Time is flying by and we're just 50 days away.

We've been busy behind the scenes and [blogging regularly](#) about what DVLA is doing to prepare for the changes internally and with our customers. Here's a recap of where we are:

Over the past 12 months we've been working closely with stakeholders to make sure they're aware of these changes. We're changing the tax rules ready for 1 April and are developing a new service to register new vehicles to launch later in the year. To support the changes we set up and attended industry steering groups to hear the views of stakeholders, update progress and agree the changes.



We launched our public facing communications in November 2016 and have been informing customers about the changes. This publicity campaign is being run across social media, blogs as well as through messages on DVLA literature. We've also updated [GOV.UK](#) with the facts about the changes.

DVLA's contact centre is running an automated telephone service to quickly answer our customer's questions.

We also hosted [a webinar](#) in January for fleet customers with commentary provided by DVLA Service Designers Helen Jones and Rhian Townsend.

We've been keeping a close eye on how these communications are performing and what people think. From this we know that the most popular query amongst the public is whether these changes will affect existing vehicles. The answer? No they don't. The new rates only affect cars and some motorhomes first registered with DVLA on or after 1 April 2017.

So, the countdown is well underway with only 50 days to go until the new vehicle tax rates come into force.

I'm sure this will fly by so please keep up to date with this topic and others by following DVLA on [Twitter](#), [Facebook](#) and [LinkedIn](#) and subscribing to our [Digital Services Blog](#).

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