

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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[New vehicle tax rules moves DVLA in to the world of webinar](#)

From 1 April 2017, the way vehicle tax is calculated is changing for new cars and some motorhomes. These changes will only apply to cars registered with DVLA on or after 1 April 2017. We've been working closely with stakeholders over the past 12 months to make sure that in the run up to this, they're aware of the changes and know what, if anything, they need to do to prepare.

Key stakeholders for the new vehicle tax rules are fleet companies. Traditionally, we tend to speak face to face with this customer base, but this can be time consuming and costly for either side when travelling to meetings. So, we asked our fleet customers what the preferred way of communicating with them would be – the consensus was that a 'webinar' would work. We'd trialled a new webinar kit recently, so we were looking for an opportunity to use it for the first time. With our fleet customers keen, this was an exciting opportunity to put our new kit into practice!

Two trials later and we were ready to go live. We sent a link to all who expressed an interest and at 10.30am on 10 January we were ready to broadcast.

In total, 195 participants joined the webinar to watch the presentation and listen to the commentary provided by Helen Jones and Rhian Townsend, two of our more experienced Service Designers.



Behind the scenes (in a room not far away!), colleagues were waiting to answer questions as they came through. We were poised with laptops at the ready to answer all that we could. An hour later, presentation over and all questions answered, the webinar was done.

Feedback we've had since suggests that it went down really well. So it's an excellent example of how sharing ideas and working together with our stakeholders helps us meet their needs. Well worth it.

It also shows that our investment in the webinar kit is well worth having and in future we'll be putting it to good use for other audiences too.

If you weren't able to make it on the day you can see the presentation and the questions that were asked during the webinar [here](#)

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