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## Driver and Vehicle Licensing Agency

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Your Ref  
Our Ref FOIR 1753/09

Date: 23 November 2009

Dear Mr Tyes

### Request for Information

Thank you for your e-mail of 18 November, requesting information from DVLA. I have been asked to deal with this request and am doing so under the terms of the Freedom of Information Act 2000 (FOIA).

The questions you asked, along with the relevant answers, were as follows:

*“Please could you confirm the following for the most recent 12 months for which figures are available:*

1. *“How many applications for change of details?” (V5)*

Answer: Last year DVLA issued 11,162,779 V5C (Vehicle Registration) Certificates in reply to requests to change personal details on existing certificates. However, the Agency issued a further 5,139,292 certificates in response to First Registrations and manual applications for a V5C made on a V62 form.

2. *“What is average turnaround rate for such applications?”*

Answer: Last year, the DVLA’s average turnaround rate for the issue of a V5C certificate was 95% at 11 days.

3. *“What is target rate for such applications?”*

Answer: The target rate for the Agency to achieve in the issue of a V5C certificate is 95% at 14 days.



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#### 4. "Percentage hitting target"

Answer: The amount of issued V5Cs hitting target last year was 99.38%

You may also be interested to know that last year the Agency's performance in dealing with the First Registration of vehicles was 95% in 6 days against a target of 95% at 14 days. This gave an overall success rate of 99.95%.

The success rate for the issue of a V5C from the manual V62 application form was 95% issued at 17 days. This was against a target of 95% at 30 days. This equated to a success rate of 99.44%.

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If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
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Yours sincerely

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