



## Driver and Vehicle Licensing Agency

Mr James Collins

request-8066-65487cf7@whatdotheyknow.com

Telephone

Fax

Textphone

Email

Website

[www.direct.gov.uk/motoring](http://www.direct.gov.uk/motoring)

Your Ref

Our Ref

FOIR 1396/09

Date:

12 March 2009

Dear Mr Collins

### Information Request

Thank you for your e-mail of 12 February, requesting information relating to the receipt and handling of mail delivered to DVLA. I am dealing with your request for information under the terms of the Freedom of Information Act 2000.

The first four questions you asked regarding items of mail lost internally at DVLA were as follows:

1. *“How many Special delivery items not including SORN declarations have been lost internally after being signed for by a DVLA post room”?*
2. *“How many Recorded delivery items not including SORN declarations have been lost internally after being signed for by a DVLA post room”?*
3. *“How many regular delivery (1<sup>st</sup>/2<sup>nd</sup> class) items not including SORN declarations have been lost internally after being accepted by a DVLA post room”?*
4. *“How many SORN declarations sent by Recorded or Special delivery have been lost internally after being signed for by a DVLA post room”?*

The information requested on all of the above is not held at the Agency. It may help if I explain that DVLA continues to look at ways to prevent documents becoming mislaid on receipt in the Agency. In this regard, the Agency is undergoing a large programme of work that entails managing operational documents through the capture of electronic images linked to specific business systems or linked more permanently to casework records or invoicing records.

Multiple handling of documents will be replaced by automated processes to capture, deliver and archive documents in one pass and subsequent movement of documents will be achieved



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economically by electronic means. Limiting human intervention to mail receipt/scanning areas will greatly reduce the time spent, and the number of people involved, in transporting documents within DVLA. The likelihood of losses caused by manual handling and transportation of documents will be minimised. Any errors that may be caused by such losses will also be reduced as a result. The ongoing programme of work will provide DVLA with a state-of-the-art information capture and document archiving system to meet current and future business needs.

Your last request was as follows:

5. *“How many SORN declarations sent by standard mail services have DVLA refuted service of”?*

Again, the Agency does not hold statistics for this information. However, figures are available for the number of official complaints received from vehicle keepers who claim to have sent their SORN declarations to the Agency but have not received any acknowledgement of receipt.

I can confirm that between 01/07/2007 and 28/02 2009 the DVLA received 91 complaints of this nature. Statistics before July 2007 are not held.

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If you are unhappy with the way the DVLA has handled your request, you may write to Mr Leon Barrow, Central Operations Directorate, CS-V, D4 or by e-mail for an internal review. The email address is [foi@dvla.gsi.gov.uk](mailto:foi@dvla.gsi.gov.uk). Please remember to quote the reference above in future communications.

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  
Cheshire  
SK9 5AF

Yours sincerely

*Sent unsigned via email*

Richard Batchelor  
Operations Manager  
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