



Alex Shipp  
via WDTK.com

Email us at: [foi@dvla.gsi.gov.uk](mailto:foi@dvla.gsi.gov.uk)  
Website: [www.gov.uk/browse/driving](http://www.gov.uk/browse/driving)

Your Ref:  
Our Ref: FOIR4154  
Date: 13 October 2014

Dear Mr Shipp

### **Freedom of Information Request**

Thank you for your e-mail dated 14 September requesting information under the terms of the Freedom of Information Act 2000 (FOIA).

You said that "FOIR3677 asked for the financial calculation behind the costings of private parking company requests for keeper data. This was not provided. Instead, it was stated that the cost per enquiry was £2.84, broken down as follows: Direct costs (including salaries, postage and printing) £1.46 IT costs £0.78 Overheads and development costs £0.60 Total Unit Cost £2.84". You then specifically asked for:

**1) Please provide the time period from which this was calculated (eg 'This cost was calculated from data collected from 1 April 2011 to 131 March 2012).**

The unit cost of £2.84 was calculated as a result of DVLA's costing model to cover the 2013-14 financial year.

**2) For the direct costs, please break this down into individual costs (eg salaries, postage, printing, and other costs).**

This information is not held. No separate calculations are held. However, direct costs include staff costs and consumables.

**3) Please explain what 'IT costs' means**

IT ('information technology') costs cover system scans that are variable on volume and relate directly to the release of vehicle keeper information.

**4) Please break down overheads and development costs into individual costs.**

This information is not held. No separate calculations are held.

**5) Please explain what overheads are, and how they differ from direct costs if this is not apparent from the answer.**

Overhead and development costs include contributions to organisational system developments, the finance and policy support functions as well as human resources and estates etc.

**6) To the fullest extent possible given the time constraints imposed on Fol requests, please list all the categories of requesters who may access DVLA keeper data, how much they are charged per access, how much it costs the DVLA per access, and how many access requests they made during the time period in (1).**

**Eg. Private parking companies. £2.50. £2.84. 2,900,897**  
**Police. Free. £2.84. 1,000,123**  
**Council. 10p. £2.84. 1,908,999**

**7) What was the total number of all accesses for the time period in (1).**

The information held that would answer Questions 6 & 7 is already published and available via the DVLA website. That being the case, DVLA is not required to provide this information as part of this response and relies on section 21 of FOIA. However, the following link will take you to the information that is published:

<https://www.gov.uk/government/publications/who-dvla-shares-data-with>

The information which follows concerns the procedures for making any complaint you might have about the reply. Please quote the reference number of this letter in any future communications about it.

Yours sincerely



ppRobert Toft  
Head of Data Sharing Policy & Freedom of Information Team

## **Your right to complain to DVLA and the Information Commissioner**

If you are not happy with the reply to your request, you can ask DVLA to re-consider the response you received by writing (within two calendar months of receiving this response) to either [foi@dvla.gsi.gov.uk](mailto:foi@dvla.gsi.gov.uk) or DVLA Freedom of Information Team, DSPG/FOI, D16, DVLA, Swansea SA6 7JL.

DVLA will acknowledge and consider your request, re-visiting the response provided. This is known as an Internal Review and will be considered by a staff member not involved with the original reply.

If you disagree with the outcome of the Internal Review, you can complain to the Information Commissioner's Office. Further information can be found via: [www.ico.org.uk/concerns/getting](http://www.ico.org.uk/concerns/getting) Alternatively you may wish to write to: Customer Contact, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow SK9 5AF.