



Email us at: foi@dvla.gsi.gov.uk

Website: www.gov.uk/browse/driving

Alex Shipp

Your Ref:

Our Ref: FOIR3775

Date: 21 January 2014

Dear Mr Shipp

Freedom of Information Request

Thank you for your e-mail dated 30 December requesting information under the terms of the Freedom of Information Act 2000 (FOIA).

You asked:

1. For ParkingEye's accounting period 1-Sep-2010 to 31-Aug-2011 inclusive how many registered keeper requests did ParkingEye make?
2. For ParkingEye's accounting period 1-Sep-2011 to 31-Aug-2012 inclusive how many registered keeper requests did ParkingEye make?
3. For ParkingEye's accounting period 1-Sep-2012 to 31-Aug-2013 inclusive how many registered keeper requests did ParkingEye make?

In relation to questions 1 to 3, the figures you have requested are provided in the table below.


| Period | Volume of Electronic Registered Keeper Requests |
|------------------------------|---|
| 1 Sept 2010 – 31 August 2011 | 439,973 |
| 1 Sept 2011 – 31 August 2012 | 629,181 |
| 1 Sept 2012 – 31 August 2013 | 720,090 |

4. For the above periods, please also indicate where possible the number of requests where the reply to ParkingEye would definitely preclude the possibility of issuing a parking charge, for instance because the vehicle was reported stolen or the registration number did not exist.
5. If the data for (4) is not available, but any data or studies is, which shows average number of keeper requests which result in replies which preclude the possibility of issuing a parking charge, please provide this instead, together with the period the data was collected over.

The information requested in questions 4 and 5 is not held.

The information which follows concerns the copyright conditions that apply to any information provided by the Agency and 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

A handwritten signature in black ink, appearing to be 'Robert Toft', with a large, sweeping flourish extending to the right.

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

PROCEDURES FOR HANDLING FREEDOM OF INFORMATION REQUESTS

Copyright Conditions

The information supplied to you continues to be protected by copyright. You are free to use it for your own purposes, including for private study and non-commercial research, and for any other purpose authorised by an exception in current copyright law. Documents (except photographs) can be also used in the UK without requiring permission for the purposes of news reporting. Any other re-use, for example, commercial publication, would require the permission of the copyright holder.

Most documents produced by a government department or DVLA will be protected by Crown Copyright. Most Crown Copyright information can be re-used under the Open Government Licence (OGL) (<http://www.nationalarchives.gov.uk/doc/open-government-licence/>). For information about the OGL and about re-using Crown Copyright information please see The National Archives website at <http://www.nationalarchives.gov.uk/information-management/uk-gov-licensing-framework.htm>

Copyright in other documents may rest with a third party. For information about obtaining permission from a third party, see the Intellectual Property Office's website at www.ipo.gov.uk

Complaints

If you are unhappy with the way in which your request for information has been handled, about the decision not to disclose all or part of the information requested and/or that the DVLA has not complied with its FOI publication scheme, you have the right to complain within two calendar months of the date of this letter. You may complain by writing to the Freedom of Information Team, DSPG/FOI, D16, DVLA, Swansea, SA6 7JL or e-mail foi@dvla.gsi.gov.uk.

Your complaint will be acknowledged and you will be advised of a date by which you should have received a response. Initially, your complaint will be re-considered by the official who dealt with your request for information. If, after careful consideration, that person decides that his/her decision was correct, your complaint will automatically be referred to an independent official who will conduct a further review (an Internal Review). You will be advised of the outcome of your complaint and if a decision is taken to disclose information originally withheld this will be done as soon as possible.

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 by writing to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.