

Alex Shipp

Email us at: foi@dvla.gsi.gov.uk
Website: www.gov.uk/browse/drivingYour Ref:
Our Ref: FOIR4154 - IR
Date: 5 January 2015

Dear Mr Shipp

Freedom of Information – Internal Review

Thank you for your e-mail of 13 November following the response you received to your recent request for information under the Freedom of Information (FOI) Act 2000.

You expressed dissatisfaction about the response you received and therefore an Internal Review (IR) of that response has been carried out in accordance with DVLA's FOI complaints procedure.

You originally asked several questions around the £2.84 cost per enquiry to DVLA for handling private parking company requests for vehicle keeper data. The request and the response can be found in the thread on the whatdotheyknow.com website where this IR response is posted.

For questions 2 & 4, as previously stated, this information is not held. The information fed into the Agency's costing model relates to the Agency as a whole; the costing model is not exclusive to producing figures about disclosing information to car parking companies.

For question 3, you asked what was meant by a 'system scan' and 'variable by volume' as mentioned in the original response. DVLA runs scans of the vehicles database ('system scan') to extract information from that database. Each scan will vary in size depending on the number of records needed to be extracted ('variable by volume'), the record containing information held about a specific vehicle.

You referred to question 5 in your e-mail, but the information you said was missing was requested in question 6 of your original request. You are correct, the 'How much it costs the DVLA per access' is not provided in the information published. Please accept my apologies for the oversight. You are already aware that the unit cost for providing information to car parking companies is £2.84. However it is estimated that the cost of retrieving and extracting information from the costing model for the unit cost information relating to other types of vehicle keeper enquiries (e.g. police and councils) would exceed £600. Under Section 12 of the FOI Act, DVLA is not obliged to comply with a request where the estimated cost of determining, locating, retrieving and/or extracting the information exceeds £600. As it is the DVLA's policy not to

respond to requests for information that would exceed the appropriate cost limit, I am afraid that the information will not be supplied to you.

With regard to the unit cost, you should be aware that DVLA has refined its Agency cost model to improve the accuracy of the costs allocated to the services provided. This has led to changes to previously quoted unit costs for car parking companies. The £2.84 quoted previously was correct at the time but this is now £2.62. Unit costs vary as the volumes of transactions and Agency costs change.

If you remain unhappy about the outcome of the Internal Review that has been carried out, your next course of action is to make a complaint to the Information Commissioner's Office (ICO). A reminder of the ICO's contact details can be found below.

Yours sincerely

A handwritten signature in black ink, consisting of a large, stylized 'R' followed by a horizontal line and a small flourish.

pp Robert 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 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 Alternatively you may wish to write to: Customer Contact, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow SK9 5AF.