

Rhys Evans

Email us at: foi@dvla.gov.ukWebsite: www.gov.uk/browse/driving

Your Ref:

Our Ref: FOIR10306

Date: 17 February 2023

Dear Mr Evans

Freedom of Information Request

Thank you for your email of 2 February 2023 requesting information under the terms of the Freedom of Information Act 2000 (FOIA).

You asked:

As a resident in Swansea, I have noted that since the DVLA has been built the lights are on 24 hours per day. As we are all responsible for reducing our energy use, could you tell me why this is, as I am aware that many of your staff now work from home.

This is not considered to be a request for recorded information and the following is provided outside the terms of the FOIA.

I can advise that DVLA working patterns involve staff working various shifts between 6:00am and 11:00pm within the main DVLA tower block. Therefore, cleaning services and maintenance tasks are usually deployed outside of these times, so they do not impact on operational delivery.

We are working with our service providers to ensure cleaning is completed each day in a manner so that lighting is switched off sooner within the DVLA buildings. Maintenance will continue to require night-time work to be undertaken. In addition, security staff are deployed regularly across all floors. Instruction is given to turn off lighting when each floor is vacated.

The DVLA is aware of its responsibility to reduce energy consumption and we continually work toward further improvements. A number of measures have been introduced to reduce energy consumption. This includes replacing older light fittings with more energy efficient LED lighting. Sensors have also been installed to turn off lights automatically when no activity is detected for a period of time.

More information about the DVLA's energy charges and our sustainability commitments can be found in the last annual sustainability report, published on [GOV.UK](https://www.gov.uk)

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



Robert Toft
Head of 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.gov.uk or DVLA Freedom of Information Team, DPP/FOI, C2W, 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 have the option to complain to the Information Commissioner's Office. Further information can be found via: <https://ico.org.uk/make-a-complaint/> Alternatively you may wish to write to: Customer Contact, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow SK9 5AF