



Driver and Vehicle Licensing Agency
Head of Data Sharing Policy & FOI Team – D16
Corporate Affairs Directorate
DVLA
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Stuart Marple
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Email foi@dvla.gsi.gov.uk
Website www.direct.gov.uk/motoring

Your Ref
Our Ref FOIR3194

Date: 11 December 2012

Dear Mr Marple

Freedom of Information Request

Thank you for your e-mail of 24 November requesting information under the terms of the Freedom of Information Act 2000 (FOIA).

You asked:

- 1. Could you please tell me how many V5C documents (for change of keeper only) and SORN declarations were received by the DVLA between 2010 - 2012.**

DVLA does not hold exact figures on the number of Vehicle Registration Certificates (V5Cs) received for a change of keeper. A V5C could also include a change of address, change of name, change of tax class etc. However, DVLA regularly samples V5Cs and results showed that on average 85% of all V5Cs and V62 application forms for a vehicle registration certificate, were submitted for a change of keeper. The information DVLA does hold in relation to the number of V5Cs and Statutory Off Road Notifications (SORN) submitted is provided in the attached spreadsheet.

- 2. I would also like the amount of acknowledgement letters that were sent out in response to the above documents being received between those same years.**

In relation to the amount of acknowledgement letters DVLA issued during the period specified, this information is held from April 2010 onward. When DVLA receives notification from a registered keeper that they are no longer the keeper of a vehicle they will be sent an acknowledgement letter. You will note that the amount of acknowledgement letters issued does not correspond with the number of V5C/V62 received. This is because acknowledgement letters are also issued for disposal notifications where no new keeper is registered, such as when a vehicle is scrapped or sold to the motor trade.

You should also be aware that since 18 June 2012, customers declaring a SORN via the website are not sent a postal acknowledgement letter. There is however the option of receiving an e-mail confirmation.

The attached spreadsheet provides the number of acknowledgement letters issued from April 2010 to October 2012.

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, consisting of a large, stylized 'R' followed by a series of loops and a long horizontal stroke extending to the right.

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

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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.