

Lewis

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: FOIR4290

Date: 16 December 2014

Dear Lewis

## Freedom of Information Request

Thank you for your email dated 26 November requesting information under the terms of the Freedom of Information Act 2000 (FOIA).

You asked for:

- 1. Could you please provide the numbers of Registered Keeper requests to the members of the ATAs BPA and IPC for the 12 period from 01/11/2013 to 31/10/2014.**
- 2. Can you break those figures down to the individual company, and how many electronic and manual applications.**

DVLA holds the number of electronic requests made by each individual parking company, but information is not held about how many requests were made while they were members of a specific Accredited Trade Association (ATA).

DVLA collects statistics quarterly by financial year on the number of requests processed for registered keeper information. Therefore, DVLA has been able to extract the figures provided in Annex A which gives the total number of electronic enquiries made from 01/11/13 to 30/09/14 broken down by parking company. Figures for 01/10/14 to 31/10/14 are not currently held but will be available in January 2015 in the next quarter. These figures may not represent the total number of enquiries made by each parking company as some parking companies may obtain information through intermediaries.

Lists of the companies who are currently members of the British Parking Association (BPA) and the Independent Parking Committee (IPC) Approved Operator Scheme (AOS) are available at:

<http://www.britishparking.co.uk/Approved-Operators>  
<http://www.theipc.info/#!aos-members/cv75>

Whilst DVLA holds the total number of requests made via the Paper (V888) service, statistics are not held as to how many of these were made by private parking companies. However, the totals for all enquiries processed via the paper channel for the period 01/11/13 to 30/09/14 are shown below (these figures are held by quarter year so 01/11/13 is included in the quarter 01/10/13 – 31/12/13 and the figures for 01/10/14 – 31/10/14 are not currently held but will be available in January 2015). This total includes other customers such as Finance houses, Property managers, private individuals along with private parking companies that can provide 'reasonable cause' for needing the information.

01/10/13 – 31/12/13	98,405
01/01/14 – 31/03/14	99,720
01/04/14 – 30/06/14	89,962
01/07/14 – 30/09/14	92,023

For future reference, DVLA publishes volumes of transactions processed on our website at: <https://www.gov.uk/government/publications/who-dvla-shares-data-with>

**3. In addition if a company has moved from the BPA to the IPC in that period, can you give please give a breakdown of the numbers of requests from each ATA.**

Please find attached at Annex B, a list of companies that have moved ATA in the period requested.

DVLA holds the number of electronic requests made by each individual parking company, but, information is not held about how many requests were made while they were members of a specific Accredited Trade Association (ATA).

All parking companies have to be a member of an ATA before they are able to make vehicle keeper enquiries to DVLA. However, each parking company is free to join whichever ATA they choose and are entitled to switch their ATA membership at any time or be a member of both ATAs.

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.