

John Smith

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

Your Ref:

Our Ref: FOIR8348

Date: 29 April 2020

Dear Mr Smith

Freedom of Information Request

Thank you for your e-mail of 13 March requesting information under the terms of the Freedom of Information Act 2000 (FOIA). We apologise for the delay in responding.

You asked:

Please can you confirm the volume of calls and revenue generated from the DVLA's premium-rate car-hire line for company licence checks (car hire & insurance claim checks) 09061 39 38 37 Charged at 51 pence per minute

Please provide the data for the past 5 years.

Although the DVLA may hold information within scope of your request, information on the revenue generated by individual DVLA premium rate lines is not readily available. The cost of providing such a breakdown is estimated to exceed £600.

Under Section 12 of the FOI Act, a public authority 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 you have requested will not be provided to you.

However, we can provide the overall gross revenue from the DVLA premium telephone line services for each year, as shown in the table below.

2015-16	£971,713.39
2016-17	£792,237.71
2017-18	£665,199.96
2018-19	£529,841.67

Information for the financial year 2019-20 is not yet available.

By way of context, the premium-rate number dealing with insurers and car hire firms allows them to check their customers' driving licence details. It was set up in the early 1990s at the request of the insurance and car hire industry. Insurance providers and car hire companies can carry out the same checks free of charge by using DVLA's digital service on GOV.UK and we regularly communicate this to the industry through our different channels.

All DVLA's phone lines for services to motorists are provided through 0300 numbers, which are charged at the same rates as calling an 01 or 02 number.

The DVLA premium rate telephone services are not currently operational because of reduced staffing and services due to the Covid-19 pandemic.

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

A handwritten signature in purple ink, appearing to read 'R. Toft', enclosed within a rectangular box.

Robert Toft
Head of Data Protection 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.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.