

1) Whether DSA's ICT services are conducted in-house or not?

2) If they aren't conducted in-house who is contracted to deal with DSA's ICT services?

3) If some services are dealt with in-house and some aren't, please provide information on what is dealt with in-house and what is dealt with by a contractor.

DSA's ICT services are outsourced to Capita IT Services. Printing is dealt with through a contract with Danwood.

The content of DSA's website, www.dft.gov.uk/dsa, and the DSA-related pages on Directgov and Business Link are dealt with in-house. The content of DSA's intranet, Dashboard, is also dealt with in-house.

4) What processes DSA follow to ensure the information on DSA's website and DSA's content on Directgov is accurate?

At Annex B, you can find a copy of the standard operating procedure for all website content.

Please note that we have redacted names and phone numbers of junior staff in Annex B as this is classified as personal data and it would not be fair to the individuals concerned to release this information. This information is exempt from release under section 40(2) (personal information) and a full copy of this exemption is attached at Annex C. The redactions at Annex B are marked as 'Redacted Section 40 (2)'.

Editors, gatekeepers and subject experts are in place in key teams around the agency to ensure that all content published is factually correct and not misleading. DSA's digital communications team ensure that content is written to the relevant style guide for each website.

5) Whether DSA's internet booking system went through any usability testing? If so, who carried out the usability testing? An example of where I feel the internet booking system could be improved is where a candidate is asked for their approved driving instructor's (ADI) personal reference number (PRN). It isn't clear what candidate's should do if they don't have an ADI. Also it doesn't recognise a potential driving instructor's PRN.

Before our internet booking system (IBS) was implemented in 2003 workshops were held with users to test out screen design and the flow of the transaction. In 2010 a formal usability review was conducted in conjunction with Directgov.

We acknowledge your feelings on our IBS not being clear on what a candidate should do if they don't have an approved driving instructor. Having reviewed our IBS, the screen states, if you are taking the test in an instructor's car, please give us the instructor's personal reference number. Therefore, if a candidate is not taking a test in an instructor's car this field should be left blank. We are happy that this is clear to candidates; but do recognise that there is not clear guidance on what the ADI PRN is and this is one of the areas we are planning to improve.

You have also advised that our system doesn't recognise a potential driving instructor's (PDI) PRN. Our system recognises those PDIs' PRN who have a trainee licence and that must be part of a business that is registered with us for making business bookings. Please let us know if the PRN meets these requirements but is still not accepted, or if you have any other issues with our IBS and we'll look into this. Queries or complaints about IBS can be sent by email to customer.services@dsa.gsi.gov.uk

You can find more information about trainee licences at <http://www.businesslink.gov.uk/bdotg/action/layer?r.i=1082111984&r.l1=1081597476&r.l2=1082103262&r.l3=1084755704&r.l4=1082106819&r.s=m&r.t=RESOURCES&topicId=1082106819>

6) Please can I see a copy of the recall notices/safety notices that are displayed at driving test centres? This information seems to differ to that online. An example of which is the Nissan Micra where the driver's door may not lock properly. This is not displayed online as a car that will not be taken on test without any proof that the problem has been fixed.

At Annex D, you can find a copy of the recall notice/safety notice that is displayed at driving tests centres.

You'll see that the Nissan Micra is listed under the section of vehicles where we have assessed a recall but the vehicle can be taken on the car practical test. There is no need for a candidate to provide documentary evidence to show that the possible fault with the Nissan Micra has been checked by a dealer.

We only display information on the Directgov website on those vehicles that have been recalled and there is a need for the candidate to provide documentary evidence to show that the recall work has been checked, and possibly fixed, before they can be taken on a car practical test.

The information supplied to you continues to be protected by copyright. You are free to use it for your own purposes, including for private study and non-commercial research, and for any other purpose authorised by an exception in current copyright law. Documents (except photographs) can be also used in the UK without requiring permission for the purposes of news reporting. Any other re-use, for example commercial publication, would require the permission of the copyright holder.

Most documents supplied by the Driving Standards Agency will be protected by Crown Copyright. Most Crown copyright information can be re-used under the Open Government Licence (<http://www.nationalarchives.gov.uk/doc/open-government-licence/>). For information about the OGL and about re-using Crown Copyright information please see The National Archives website - <http://www.nationalarchives.gov.uk/information-management/uk-gov-licensing-framework.htm> .

Copyright in other documents may rest with a third party. For information about obtaining permission from a third party see the Intellectual Property Office's website at www.ipo.gov.uk.