

1) The number of car theory test candidates that have lost the theory test fee during the period 1 September 2010 to 31 August 2011 because they didn't have the paper counterpart with them and the age range of the candidates

We do not hold, in a central record, the number of car theory test candidates that have lost their theory test fee between 1 September 2010 and 31 August 2011 because they did not have the paper counterpart with them at their test.

Information on those car theory test candidates that arrived without their paper counterpart meaning their test did not go ahead is shown against their theory test booking as a 'no show'. A 'no show' status will also be recorded against a car theory test candidate's booking if their test didn't go ahead because they missed their appointment, arrived late, didn't bring their photo card driving licence to their test or if they held an old style paper licence and didn't arrive with a valid passport.

You can find in the table below, the number of car theory test candidates where a 'no show' is recorded against their booking for the period 1 September 2010 to 31 August 2011 broken down by age.

Age of car theory test candidates	Number recorded as a 'no show' during period 1 September 2010 to 31 August 2011
16 to 20	47,411
21 to 25	29,800
26 to 30	19,061
31 to 35	11,212
36 to 40	6,183
41 to 45	3,504
46 to 50	1,691
51 to 55	756
56 to 60	305
61+	192
Total	120,115

To compile information on the number of car theory test candidates that have lost their theory test fee because they arrived without their paper counterpart during the period 1 September 2010 to 31 August 2011 would require us to manually review the incident log of each candidate where a 'no show' status is recorded against their booking. It may be on reviewing the incident log for each candidate that information is not held for some candidates as to why they were not allowed to take their test.

This information is exempt from release under section 12 (1) (cost of compliance exceeds appropriate limit) of the FoIA. A full breakdown of this exemption can be found at Annex B.

The appropriate limit, as prescribed by the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004, is £600 for Central Government and £450 for other public authorities, with staff costs calculated at a rate of £25 per hour. When calculating whether the appropriate limit is exceeded, authorities can take account of the costs of determining whether the information is held, locating and retrieving the

information, and extracting the information from other documents. They cannot take account of the costs involved with considering whether information is exempt under the Act.

We have estimated that it would take two minutes to review the incident log for one candidate's to find out if they were refused to take their car theory test during the period 1 September 2010 to 31 August 2011 and they lost their theory test fee. To check all 120,115 incident logs would, therefore, equate to 400 hours of work, which would exceed the 24 working hour limit prescribed.

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