

1) What is the total revenue to date DSA has received in respect of Driver CPC training? This includes all driver upload fees, centre approvals and course approvals. Please include any other monies that have also been generated.

The total driver CPC income for the 2009/10 and 2010/11 financial years and 1 April 2011 to 30 June 2011 was £7,653,363. A further amount of £509,690 was included in other income in the accounts for 2008/09. As with normal accounting practice, income is recognised in the accounts when the service is provided and not on receipt of the fee. Please note that this income figure does not include any income or costs associated with the delivery of testing.

2) Of all the revenue generated please supply a breakdown of where the money received has gone, i.e. how much has been allocated and paid to JAAPT to date?

3) How much has it cost DSA itself to manage Driver CPC? This would include staffing, IT costs, premises (if required), advertising etc. (please supply a breakdown)

The cost of running the driver CPC scheme since the 2009/10 financial year up to 30 June 2011 is £ 8,952,545. The amounts paid to JAAPT and DSA's running costs are shown in the table below:

Paid to JAAPT	1,344,059
Direct costs (includes staff costs)	1,745,468
Systems developments - depreciation	3,255,614
IT Costs	588,443
Finance Costs	391,870
Other Support Costs & Office related expenses	1,627,091
Total	8,952,545
Loss Generated	-1,299,182
Total	<u>7,653,363</u>

The costs of operating driver CPC in 2008/09 are not separately identifiable.

4) If any surplus funds are left after JAAPT and DSA have taken their costs, where has the money gone? Please provide a full breakdown.

5) Has any surplus money generated from Driver CPC gone to the DfT? If so how much and what has this money been allocated to (a breakdown is required) where is this surplus money now?

As can be seen above, there are no surplus funds. We expect the deficit to be recovered over a five year cycle.

6) To date how many Driver CPC training centres have been audited? Of this number how many have required extra visits (due to non conformances from the 1st audit?)

Up until 31 July 2011, 442 centres have been audited and 36 centres have required a follow up visit.

7) How many centres have to date lost approval?

No centres have lost approval to date. This information is correct as of 31 July 2011.

8) How many complaints have been raised by persons (or companies) attending Driver CPC courses to JAUPPT or DSA to date? How many of these complaints have been investigated and what have been the outcomes?

DSA has received a total of 178 complaints about CPC and all of these will have been reviewed. To establish how many of these complaints specifically are about attending CPC courses would involve reviewing all 178 complaints. 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.

JAUPPT have received 19 complaints which are investigated on a case by case basis. The majority of these relate to loading of information onto the recording and evidence (R & E) system and non issue of attendance certificates. Again, we do not hold a central record as to whether these complaints were upheld and in combination with the searches of DSA complaints; this information is exempt from release under section 12(1).

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 10 minutes to locate and review each piece of correspondence, which exceeds the 24 working hour limit as set by the Appropriate Limit and Fees regulations.

9) What is the exact staffing levels (and positions) of those working at DSA and JAUPPT solely on Driver CPC?

Staffing and positions of those working for JAUPPT (periodic training element of Driver CPC) are as follows:

- JAUPPT Manager
- JAUPPT Assistant Manager
- Senior Area Co-ordinator
- Course Approval Specialist
- Quality Assurance Co-ordinator
- Area Co-ordinators x 3
- Office Assistant

During peak periods, up to 3 temporary administrative staff have also been used. JAUPPT also contract the services of 13 associate auditors.

JAUPT are also planning to contract the services of up to 7 additional associate auditors over the next 2 - 4 months and to recruit an Audit & Inspection Manager, Data Compliance Co-ordinator and Audit Resource Planner.

To give an accurate reflection of the resource for DCPC working for DSA, it would be inappropriate to reply with those "working solely" on DCPC for some members of staff. For completeness we have included the percentage of time each post spends working on DCPC and these are as follows:

- Post Test Operations Head of Branch - approx 40-50%
- Senior Post Test Operations Manager - 100%
- Post Test Operations Manager - 100%
- Post Test Operations Officer - 40%
- Post Test Operations Admin Support - 50%
- Post Test operations Compliance Manager - 100%
- Post Test Operations Compliance Officers x 3 - 100%
- CPC service manager – 100%
- CPC system administrator – 100%
- CPC system support officer – 100%
- CPC enquiry team manager – 100%
- CPC team officers x 7 (part time)
- Management Information Analyst – 20 %

In addition, the team will draw on the expertise of other branches within DSA on a case by case basis which is hard to quantify but we draw on considerable support from DSA Policy, Standards & Regulations, Information Assurance and Finance.

10) Advertising costs. How much to date has been spent by the DSA on advertising. I would also appreciate on how much has been spent on a yearly basis.

Since 2006, we have spent £ 789,870 promoting Driver CPC. This figure includes costs associated with advertising in the trade press, outdoor advertising, radio advertising, direct mail, print, online/digital marketing, events and public relations.

The term advertising includes a number of associated areas and costs. If you were to confirm what costs you associate with advertising we shall consider providing these costs on a yearly basis.

11) How many Driver CPC training hours has the DSA assumed will need to be completed to get all the required drivers (PCV and HGV) training hours completed by 10.9.2013 and 10.9.2014?

We have estimated that 590,000 LGV drivers and 166,000 PCV drivers will require a DCPC card. Our estimate is that 26,460,000 training hours will need completing.

12) What is the DSA strategy to ensure all Drivers get their hours completed in time? Does the DSA have a strategy?

It is the responsibility of individual drivers to ensure that they comply with the requirements of Driver CPC and it is in the interests of their employers to ensure that they do so. DSA will continue to communicate those requirements to keep drivers informed about their responsibilities, the benefits that Driver CPC will bring and the consequences of non-

compliance. The communications strategy will focus on delivering key messages - that Driver CPC is here to stay and will not be abandoned; that it will be enforced; that the quality assurance regime for trainers is being strengthened and will be active in its enforcement of quality standards.

To achieve this, DSA will use a variety of nil cost channels, which may include for example radio interviews, press interviews, social media and other online communication.

The training industry also has a key role to play in encouraging drivers to comply in a timely manner and meetings are being arranged to identify the elements of support DSA can offer – largely around clarification of issues and providing ‘official’ guidance in order to enable the providers to overcome some of the perception barriers and deliver positive messages about the training on offer and the need for timely take-up.

13) If as I suspect no centres have lost approval is the DSA happy with the current auditing process?

The current audit process has identified centres for follow-up visits and further investigation. In the main, the majority of centres that have been audited are performing to the standards required with only a minority requiring further intervention. The audit process has been significantly developed and an increase in unannounced audits to courses will be rolled out over the coming months.

14) How many unannounced audits taken place and please supply a breakdown of the results?

To date there have been 7 unannounced audit visits. The most common non-compliance issues identified were lack of understanding around identification requirements and issues with uploading onto the R & E system. Appropriate advice and action has been taken in each case with follow-up visits where required.

15) Does DSA have any plans to limit the number of approved training centres?

We have no plans to limit the number of approved training centres; we need to ensure demand for periodic training is met as we approach the end of the first five year cycle of periodic training.

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