

1) What was the percentage of car practical tests that were rebooked by DSA in 2010/11?

In 2010/11, DSA conducted a total of 1,605,599 car practical tests and cancelled 117,981 car practical tests. All tests cancelled by DSA will be re-booked so the percentage of tests re-booked was 7.3%.

Please note that the number of tests cancelled includes tests that have been cancelled but re-scheduled for the same date and at a different time. For information, we have supplied the table below which shows the amount of notice given to candidates for all cancelled tests in 2010/11. The information in this table is correct as of 23 August 2011

Notice period	Number of car practical tests cancelled by DSA in 2010/11 – gross cancellations
0 days	31,526
1 day	8,592
2 days	4,704
3 days	4,424
4 days	1,771
5 days	4,153
6 to 10 days	15,667
11 to 15 days	10,518
16 to 20 days	8,263
21+ days	28,363

2) What is considered an acceptable percentage of car practical tests to be rebooked?

One of our service standards is to keep 98% of practical test appointments that are in place three days before the test.

3) How many weeks are the car practical tests that were rebooked by DSA in 2010/11 moved on by on average?

This information is not held in a central location and is exempt 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.

To provide this information would involve individually checking 117,981 records. We have estimated that it would take 5 minutes to check each record which equates to 5,899 hours to check and compile this information which exceeds the 24 working hour limit.

4) How many weeks is considered acceptable for car practical tests that are cancelled by DSA to be moved on by on average?

We do not have an official service standard but will re-book as soon as possible.

5) What are the top three reasons for car practical tests to be rescheduled by DSA in 2010/11?

The top three reasons for tests to be cancelled (within 3 days notice) and re-scheduled are:

- 1 – Adverse Weather
- 2 – Examiner Sick
- 3 – Examiner unavailable

6) Are these top three reasons (respond about each) considered acceptable reasons?

We are only required under FOI to provide recorded information and not create new information or explanations so no information is held to answer this question.

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