

Dear Sir/Madam

Freedom of Information Request

Thank you for your e-mail dated 16 December requesting information under the terms of the Freedom of Information Act 2000 (FOIA).

You asked for:

How many departments exist in the DVLA at Swansea.

How many people work in each department.

What is the name of the departments and their function.

The department titles and the headcount in each are given below as at 30 November 2014.

Directorate	Headcount
Casework And Enforcement Group	1586
Commercial Directorate	105
Customer Enquiry Group	1033
Customer Focus Group	105
Digital Operations and Data Input	1959
Financial Directorate	145
Human Resources and Estates Directorate	199
Information Technology Directorate	326
Output Services Group	146
Strategy Policy and Communications Directorate	222
Grand Total	5826

For the functions of each directorate, please click on the link below to DVLA's Business Plan:

<https://www.gov.uk/government/publications/dvla-business-plan-2014-to-2015/business-plan-2014-to-2015>

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

ppRobert Toft
Head of Data Sharing 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.gsi.gov.uk or DVLA Freedom of Information Team, DSPG/FOI, D16, 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 can complain to the Information Commissioner's Office. Further information can be found via: www.ico.org.uk/concerns/getting Alternatively you may wish to write to: Customer Contact, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow SK9 5AF.