

Email us at: foi@dvla.gsi.gov.uk
Website: www.gov.uk/browse/driving

Your Ref:
Our Ref: FOIR4552

Date: 14 April 2015

Dear

Freedom of Information Request

Thank you for your e-mail dated 27 March requesting information under the terms of the Freedom of Information Act 2000 (FOIA).

You asked for:

How many applications have been classed as lost internally by the DVLA when a recorded delivery was signed for and the applicant has had to resend.

This information is not held. DVLA would only become aware that an item of mail is lost when contacted by a customer. The section responsible for that range of work would then investigate the claim. They would look for activity on the record to determine whether the record had been recently accessed and updated and inform the enquirer of this. If the record showed no recent activity then the enquirer would be informed and given instructions as to what action was needed.

A check will also be made of the date when the item of mail was sent to see if mail received at that time had yet to be processed. If the item was sent by recorded/registered or special delivery then there would be a record of it being received as it carries a unique Royal Mail reference number.

The number of complaints DVLA has received for documents lost/damaged by DVLA are:

2010 =	136
2011 =	121
2012 =	137
2013 =	67
2014 =	72

In calendar year 2014 DVLA received 25.2 million items of mail which equates to around 100k pieces of mail per day.

How many cases has the DVLA lost when it has gone to court due to documentation not being received/lost in transit.

For the period January – December 2014, DVLA has prosecuted 103,089 cases in total before the Magistrate's Court. 886 of those were unsuccessful.

The detailed reasons why each of the 886 cases have been unsuccessful is not held in an easily extractable format. In order to determine if the precise reason for the unsuccessful prosecution is held, each case would need to be individually accessed. We estimate this to exceed £600.

Under Section 12 of the FOI Act, DVLA is not obliged to comply with a request where the estimated cost of determining, locating, retrieving and/or extracting the information exceeds £600. As it is DVLA's policy not to respond to requests for information that would exceed the appropriate cost limit, I am afraid that the information will not be supplied to you.

How many calls they received in 2014 in relation to not received documents when the person claims they have been sent.

DVLA does not collate statistics on the number of calls received in relation to not received documents. Therefore, this information is not held.

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

A handwritten signature in black ink, appearing to be 'Robert Toft', with a large, sweeping flourish at the end.

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.