



Date: 19 April 2005

Dear

FREEDOM OF INFORMATION

I am writing to confirm that the Driver and Vehicle Licensing Agency (DVLA) has now completed its search for the information you requested on 1 March 2005 and I can confirm that the Agency holds some of the information that falls within your request.

In answer to your request :-

- In the 12 months ending on 31st December 2004 state on a month by month basis, the number of cases which have been taken in the County or Small Claims Court to recover penalties claimed by the Agency.*

Jan '04	Feb '04	Mar '04	Apr '04	May '04	Jun '04	Jul '04	Aug '04	Sep '04	Oct '04	Nov '04	Dec '04
-	-	-	-	-	-	300	400	450	18,000	18,000	17,100

- What are the total costs expended by the Agency in issuing the cases and proceeding to Judgement?*

A breakdown of costs per case are printed below:-

Total cost to issue a Late Licensing Penalty (LLP) letter – includes postage, stationery and staff	0.22 per letter
Cost to issue a Reminder letter	0.22 per letter
Cost to issue a Particulars of Claim letter	£23.00 per letter
Cost to go to Judgement stage	No cost



Cost to go to warrant stage	This would generally cost £25.00 per case, however, no costs incurred to date.
Total	£23.44

3. What was the total amount recovered?

Jan '04	Feb '04	Mar '04	Apr '04	May '04	Jun '04	Jul '04	Aug '04	Sep '04	Oct '04	Nov '04	Dec '04
-	-	-	-	-	-	£9,000	£12,000	£13,500	£414,000	£414,000	£393,300

4. How many cases were defended?

4,122 cases were defended.

5. Of the cases that were defended, on how many occasions was the Agency unsuccessful either by judgement being given against the Agency or because the Agency withdrew the proceedings, prior to their conclusion?

1,306 defences were accepted.

8 Judgements were rejected.

Total – 1,314 cases

6. What was the total cost to the Agency of the cases that were unsuccessful or withdrawn?

1,314 cases (answer to question 5) x £23.44 (answer to question 2) = £30,800.16

7. How many times during the same period was the Agency made the subject of complaints under its Complaints Procedure? (NB This request was subsequently refined and relates only to vehicle enforcement related complaints.)

Category of cases	Jan '04	Feb '04	Mar '04	Apr '04	May '04	Jun '04	Jul '04	Aug '04	Sep '04	Oct '04	Nov '04	Dec '04
A	1	-	2	2	-	-	2	1	-	-	-	3
B	-	2	-	1	-	1	-	-	-	-	-	-
C	3	10	8	5	11	8	12	13	2	9	7	9
D	42	53	29	7	3	3	1	1	3	1	1	-
E	21	17	23	15	13	22	18	15	9	13	18	7

Enforcement complaints are categorised as follows:-

A = Regulation 21-24 of the Road Vehicles (Registration and Licensing) Regulations 2002 i.e. failure to notify disposal of a vehicle.

B = Enforcement cases involving 'returned'/invalid cheques.

C = Section 29 offence cases i.e. keeping or using an unlicensed vehicle on the public highway.

D = Statutory Off Road Notification (SORN) enforcement cases.

E = Third party reports of unlicensed vehicles that subsequently lead to vehicle enforcement action.

I should explain that the statistics provided to answer question 7 in the above table relate only to those complaints directed to the Agency's Customer Service Manager (CSM). I am unable to provide you with statistics relating to vehicle enforcement complaints that are:

- ♦ addressed directly to the Agency's Chief Executive (CE),
- ♦ received via Members of Parliament (MPs),
- ♦ correspondence from members of the public addressed directly to the Secretary of State for Transport/Prime Minister (classed as 'Treat Official' correspondence),
- ♦ and finally correspondence from MPs addressed directly to the Secretary of State for Transport (classed as Ministerial Support Unit (MSU) replies).

Without manual interrogation of each individual case it would not be possible to determine the full nature of the complaint. This information will not be made available to you, as to do so would be labour intensive and exceed the cost limit set for compliance with such a request.

Fortunately, statistics relating to all types Continuous Registration (CR) enforcement complaint cases are available, and are detailed separately in the table overleaf:-

<i>Continuous Registration cases</i>	<i>Jan '04</i>	<i>Feb '04</i>	<i>Mar '04</i>	<i>Apr '04</i>	<i>May '04</i>	<i>Jun '04</i>	<i>Jul '04</i>	<i>Aug '04</i>	<i>Sep '04</i>	<i>Oct '04</i>	<i>Nov '04</i>	<i>Dec '04</i>
A	-	-	2	2	1	1	2	-	-	1	1	2
B	-	-	4	7	4	6	6	4	12	11	13	15
C	-	-	2	1	1	8	5	6	7	10	6	9
D	-	-	1	2	-	1	1	4	4	2	3	6
E	-	-	26	18	17	17	21	31	19	39	38	53

A key to each category of complaint follows :-

A = MSU cases

B = MP cases

C = CE cases

D = TO cases

E = CSM cases

8. *What was the total sum paid to complainants under the provisions of its Complaints Procedure?* (NB. As with question 7, this has been refined to address enforcement related complaints only.)

<i>Compensation Paid</i>	<i>Jan '04</i>	<i>Feb '04</i>	<i>Mar '04</i>	<i>Apr '04</i>	<i>May '04</i>	<i>Jun '04</i>	<i>Jul '04</i>	<i>Aug '04</i>	<i>Sep '04</i>	<i>Oct '04</i>	<i>Nov '04</i>	<i>Dec '04</i>
	64.40	43.40	25.00	74.23	5.00	82.00	45.23	35.00	54.00	167.00	168.99	23.21

If you are unhappy with the decisions made, you may ask for an internal review. You should contact Local Operations Directorate's (LOD) Freedom of Information Champion at the address detailed at the top right hand corner of this letter if you wish to complain.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

If you have any queries about this letter, please contact me, quoting the above reference number in any future communications.

Yours sincerely