



Driver and Vehicle Licensing Agency

Drivers Customer Support

D12

DVLA

Longview Road

Swansea

SA6 7JL

Telephone

Fax

Textphone

Email

Website

www.direct.gov.uk/motoring

Your Ref

Our Ref

DCS/CJ/FOIR 1502/09

Date:

12 May 2009

Dear

I am writing in response to your request made under the Freedom of Information Act 2000 (FOIA) on 11 May 2009.

You requested:

A detailed breakdown of costs to the DVLA to reissue me with another photocard.

When photocard driving licences were introduced 11 years ago, no decision was made about the fee for renewal when the photograph expired. Subsequently, a fee was approved (currently £20.00), following public consultation.

DVLA is required by Parliament to ensure that the costs of issuing driving licences are fully covered by the fees charged, without making a profit or a loss. In addition, licence fees have been abolished for professional (bus and lorry) drivers and those renewing at 70 and over, while all change of name and address transactions and the renewal of medically restricted licences continue to be free.

I should also explain that DVLA sets its fees to cover operational costs. Section 102 Pooling Order (October 2003) allows for Driver and Vehicle costs to be pooled. The pool covers the costs of maintaining the Driver and Vehicle registers. For example, where a fee is charged for a lost licence, the revenue received would also be required to pay for other services and updates to the registers that DVLA provides free of charge (change of name and address, renewal at 70 and over, etc).

The actual cost of producing and despatching a driving licence is being withheld on reliance of Section 43 (2) of the FOIA. The cost of producing and despatching a driving licence is commercially sensitive information as the DVLA occasionally provides card production services to other organisations. Providing costs may compromise DVLA's position in future procurement exercises. In relying on the exemption at Section 43 (2) of the FOIA, DVLA has



CUSTOMER SERVICE EXCELLENCE



INVESTOR IN PEOPLE

An executive agency of the
Department for
Transport

had to consider the public interest in the disclosure or withholding of this information. The table attached at Annex A provides further details of the Public Interest Test.

I can tell you that in producing a driving licence DVLA takes into account the following costs:

- Postage
- Staff costs
- Card Materials
- Costs of collecting data
- Accommodation costs such as heating and lighting
- General overheads

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<http://www.opsi.gov.uk/click/use/index.htm>.

If you are unhappy with the decisions made by this Agency in relation to your request, you may ask for an internal review. If you wish to complain, you should write to Customer Complaints Section D12, Drivers Customer Services, DVLA, Swansea, SA6 7JL.

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. Please see attached details of the complaints procedure and your right to complain to the Information Commissioner.

If you have any queries about this letter, please contact Cheryl James using the details above. Please remember to quote the reference above in any future communications.

Yours sincerely

Drivers Customer services