



Driver and Vehicle Licensing Agency

DVLA
Longview Road
Swansea
SA6 7JL

Name and Address supplied

Telephone
Fax
Textphone
Email
Website www.direct.gov.uk/motoring

Your Ref
Our Ref FOIR

Date: August 2009

Dear Sir

Request for Information

I am in receipt of a copy of your letter to the Continuous Registration Centre at Sidcup, regarding the issue of enforcement action taken against you in relation to vehicle. You will receive a separate reply on the main points of this letter. However, part of your letter contained a request for information made under the Freedom of Information Act (FOIA) 2000. I have been asked to deal with this request and am doing so under the terms of the Act.

The questions you asked were as follows:

1. *"The DVLA policy and procedures in handling incoming mail to the DVLA at Swansea from the time of delivery by Royal Mail through to the time of delivery at the department handling incoming V5 forms".*

Answer: There are no written internal guidelines on how correspondence is to be dealt with. However, I can confirm that incoming mail, including V5/V5C documents, are received in Centralised Receipt Editing Distribution Input Section (CREDIS) at DVLA's Swansea Vale site and are sent to the various Vehicle application inputting teams at the centre of Operations here in Swansea, in miscellaneous boxes.

Ultimately, DVLA relies on the Post Office for the delivery of mail to the DVLA. Unfortunately, some items fail to arrive, causing difficulties for customers and inaccuracies in our records. This of course would be beyond our control. However, I can tell you that DVLA continues to look at ways to prevent documents becoming mislaid on receipt in the Agency. In this regard, the Agency is undergoing a large programme of work that entails managing operational documents through the capture of electronic images linked to specific business systems or linked more permanently to casework records or invoicing records.

Multiple handling of documents will be replaced by automated processes to capture, deliver and archive documents in one pass and subsequent movement of documents will be achieved



CUSTOMER SERVICE EXCELLENCE



INVESTOR IN PEOPLE

An executive agency of the
Department for
Transport

economically by electronic means. Limiting human intervention to mail receipt/scanning areas will greatly reduce the time spent, and the number of people involved, in transporting documents within DVLA. The likelihood of losses caused by manual handling and transportation of documents will be minimised. Any errors that may be caused by such losses will also be reduced as a result. The ongoing programme of work will provide DVLA with a state-of-the-art information capture and document archiving system to meet current and future business needs.

2. *“The DVLA policy and procedures in dealing with or investigating any lost, missing or undelivered mail (once identified as such)”*

Answer: There are no written procedures for dealing with lost, missing or undelivered mail. Each such case is dealt with on its own merits. This would dictate what investigations are made. If the missing item was sent by recorded/registered mail or special delivery, then a check can be made using the Royal Mail registration number to determine when it was delivered at the centre. Investigations can then continue to find where it was then sent. If the item was sent by normal 1st or 2nd class mail, then to confirm its delivery becomes much more difficult. A check of the vehicle record concerned would be made as any access to a vehicle record leaves an automatic indicator. If such an indicator existed, then investigations could begin at the section responsible for accessing the record to determine the cause and establish if the documentation has been received with them. If the correspondence could not be found, then the section concerned would act accordingly by informing the sender and advising what the next course of action would be.

The information supplied to you continues to be protected by the Copyright, Designs and Patents Act 1988. You are free to use it for your own purposes, including any non-commercial research you are doing and for the purposes of news reporting. Any other re-use, for example commercial publication, would require the permission of the copyright holder.

Most documents supplied by the Driver and Vehicle Licensing Agency will have been produced by government officials and will be Crown Copyright. You can find details on the arrangements for re-using Crown copyright on the Office of Public Sector Information website at: <http://www.opsi.gov.uk/click-use/index.htm>.

If you are unhappy with the way the DVLA has handled your request, you may write to DVLA or by e-mail for an internal review. The email address is foi@dvla.gsi.gov.uk Please remember to quote the reference above in future communications.

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

Yours sincerely

Name supplied