

xxxxxxx

Email: xxxxxxxx

xxxxxxx

Department for Transport
XXXXXXXXXXXXXXXXX
Great Minster House
33 Horseferry Road
London
SW1P 4DR

DIRECT LINE: 020 7944 xxxx

Web Site: www.dft.gov.uk

Our Ref: F0008769

26 April 2012

Dear xxxxxxxx,

Freedom of Information Request - F0008769

I am writing regarding your request for information, received on 27 March 2012. In that request, you asked a number of questions about our printing usage and needs.

The Department for Transport was formed in 2002 and consists of a central department and seven executive agencies as follows:

Driver and Vehicle Licensing Agency (DVLA)
Driving Standards Agency (DSA)
Government Car and Despatch Agency (GCDA)
Highways Agency (HA)
Maritime and Coastguard Agency (MCA)
Vehicle Certification Agency (VCA)
Vehicle and Operator Services Agency (VOSA)

Please note the Air, Rail and Marine Accident Investigation Branches (AAIB, RAIB and MAIB) are also part of the central department.

The information requested (with the exception of GCDA) can be found in Annex A of this letter. Information for GCDA is still being collated and I will forward this to you as soon as I receive it.

If you are unhappy with the way the Department has handled your request or with the decisions made in relation to your request you may complain within two calendar months of the date of this letter by writing to the Department's Information Rights Unit at:

Zone D/01
Ashdown House
Sedlescombe Road North
Hastings
East Sussex TN37 7GA

E-mail: FOI-Advice-Team-DFT@dft.gsi.gov.uk

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

If you wish to discuss any of the above, please contact xxxxxxxx in the DfT Press Office on 020 7944 xxxx. Please remember to quote the reference number above in any future communications.

Yours sincerely

xxxxxxx

Your right to complain to the Department for Transport and the Information Commissioner

You have the right to complain within two calendar months of the date of this letter about the way in which your request for information was handled and/or about the decision not to disclose all or part of the information requested. In addition a complaint can be made that DfT has not complied with its FOI publication scheme.

Your complaint will be acknowledged and you will be advised of a target date by which to expect a response. Initially your complaint will be re-considered by the official who dealt with your request for information. If, after careful consideration, that official decides that his/her decision was correct, your complaint will automatically be referred to a senior independent official who will conduct a further review. You will be advised of the outcome of your complaint and if a decision is taken to disclose information originally withheld this will be done as soon as possible.

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

Annex A

DfT Centre IT services

How much did your department spend on printing equipment and print related costs in:

- 2010
- 2011

Spend Figures

The following figures show central (IT Services) spend on printers and multifunctional devices. They do not include items which may have been procured out of 'local' divisional budgets around the Department nor do they include printer consumables or repairs. We have estimated that the time taken to determine, locate, retrieve and extract that information would result in the FOI cost limit of £600 being exceeded. Section 12 of the Act (the full text of which is attached at Annex B) does not oblige us to comply with requests that exceed this limit, and we are therefore refusing this part of your request.

DfT central (IT Services) spend on printers and multifunctional devices

2009/10 £27,391.15 plus VAT

2010/11 £12,223.58 plus VAT

2011/12 *£5675.31 plus VAT

*The 2011/12 figure also includes costs for a digital sender (scanning device which emails scanned document).

Is your department working towards a target to reduce spending on printing?

Yes

If you answered yes, what is the spending target in £s?

We do not have a definitive target in place at the moment but we are seeking to rationalise the office machinery estate.

Have you increased / decreased the number of printers in your offices in the last year?

Yes – decreased.

If yes, by how many have you increased or decreased? Please state the number.

We have decreased the size of our printer (including multifunctional printer) estate by 207 printers across the core Department for Transport (not including its Agencies).

Do you currently have a managed print service in place to control and manage your printer estate and print output?

Yes, we have an internally managed print service in the sense that most new network printer requirements are procured or sourced by the Department's internal IT Services Department, and all are installed and administered by the internal IT Services.

If you answered no, do you intend to implement a managed print service in the next year?
N/A.

What percentage of the printer paper that you purchase do you reckon is then recycled because of printing errors?

- 0-10%
- 10-20%
- 20-30%
- More than 30%

We are unable to confirm as we do not currently measure this, therefore this information is not held.

AAIB

How much did your department spend on printing equipment and print related costs in:

- 2010
- 2011

In 2010 we spent £17254.09 on printers/paper/ink cartridges/photocopier leasing and copies (less VAT). In 2011 we spent £13302.80 on printers/paper/ink cartridges/photocopier leasing and copiers (less VAT)

Note - A number of AAIB printers are combined printer /photocopier and copying and printing costs cannot be separated.

Is your department working towards a target to reduce spending on printing?

Yes.

If you answered yes, what is the spending target in £s?

We are working towards reducing spend on printing but we do not have a specific target.

Have you increased / decreased the number of printers in your offices in the last year?

Yes – increased.

If yes, by how many have you increased or decreased? Please state the number.

We have increased the number of printers – by 1.

Do you currently have a managed print service in place to control and manage your printer estate and print output?

We do not have a managed print service in place.

If you answered no, do you intend to implement a managed print service in the next year?

We do not intend to implement a managed print service

What percentage of the printer paper that you purchase do you reckon is then recycled because of printing errors?

We do not know how much paper is recycled due to printing errors as this is not monitored therefore this information is not held.

MAIB

How much did your department spend on printing equipment and print related costs in 2010 and 2011:

- 2010
 - Printing equipment rental and purchase: £5,220.00
 - Printing costs (including consumables): £31,758.18
 - Total printing costs for the calendar year 2010: £36,978.18
- 2011
 - Printing equipment rental and purchase: £7,060.00
 - Printing costs (including consumables): £27,039.67
 - Total printing costs for the calendar year 2011: £34,099.67

Is your department working towards a target to reduce spending on printing?

- No specific target but we are generally working to reduce cost across our business.

If you answered yes, what is the spending target in £s?

N/A

Have you increased / decreased the number of printers in your offices in the last year?

- No

If yes, by how many have you increased or decreased? Please state the number.

N/A

Do you currently have a managed print service in place to control and manage your printer estate and print output?

- No

If you answered no, do you intend to implement a managed print service in the next year?

- No

What percentage of the printer paper that you purchase do you reckon is then recycled because of printing errors?

We do not know how much paper is recycled due to printing errors as this is not monitored therefore this information is not held.

RAIB

How much did your department spend on printing equipment and print related costs in 2010 and 2011:

RAIB only hold the cost data in financial years.

| Item Description | | Year 2010/11 | Year 2011/12 |
|------------------------|---|----------------|----------------|
| Print Cost | AA Cards, ID Cards, Business Cards, Posters | £1,519 | £3,542 |
| Paper | A4 & A3 80gsm paper | £940 | £1,155 |
| Printer Supplies | Toner & printer spares | £1,888 | £1,897 |
| Publication Stationery | Binding strips, report covers, spines, etc. | £1,945 | £822 |
| Photocopier Rental | Multifunctional device, includes copying, printing & scanning | £4,751 | £5,765 |
| Photocopy Copy Charge | Includes copying, printing & scanning | £4,326 | £12,537 |
| Total | | £15,369 | £25,718 |

Is your department working towards a target to reduce spending on printing?

Yes

If you answered yes, what is the spending target in £s?

We have not set a financial target, but have an aim is to reduce cost by emailing more reports rather than printing and posting, and to make use of the new Departmental print framework contract with Williams Lea Printers.

Have you increased / decreased the number of printers in your offices in the last year?

Yes - decreased.

If yes, by how many have you increased or decreased? Please state the number.

-1 x Mono Copier.

-1 x Colour Printer.

Do you currently have a managed print service in place to control and manage your printer estate and print output?

No.

If you answered no, do you intend to implement a managed print service in the next year?

No but we have facilities staff who monitor / manage print usage.

What percentage of the printer paper that you purchase do you reckon is then recycled because of printing errors?

We do not hold any recorded information on the percentage of printer paper we purchase that is recycled because of printing errors.

DSA

1) How much did your department spend on printing equipment and print related costs in 2010 and 2011?

We pay for printing costs on a financial year basis. We, therefore, do not hold this information on a calendar year basis. In 2009/10, we spent £253,942.61 and in 2010/11 we spent £262,832.04 on printing equipment and printing related costs.

2) Is your department working towards a target to reduce spending on printing? Yes

3) If you answered yes, what is the spending target in £s?

We are working towards a target to reduce spending on printing. This is a reduction of £6,580.00 in 2013.

4) Have you increased/decreased the number of printers in your offices in the last year?

We have not increased or decreased the number of printers in our offices in the last year. However during 2012 we are planning to decrease our printers by around 40 devices.

5) If yes, by how many have you increased or decreased? Please state the number.

N/A

6) Do you currently have a managed print service in place to control and manage your printer estate and print output? 7) If you answered no, do you intend to implement a managed print service in the next year?

We do currently have a managed print service in place to control and manage our printer estate and print output for our administrative offices. This contract is with Danwood.

We do not currently have a managed print service in place to control and manage our printer estates and print output from our test centres. We do not intend to implement a managed print service in the next year for our test centre estate.

8) What percentage of the printer paper that you purchase do you reckon is then recycled because of printing errors?

We do not hold any recorded information on the percentage of printer paper we purchase that is recycled because of printing errors.

DVLA

How much did your department spend on printing equipment and print related costs in:

2010 – Financial Year 10/11

Printer consumables - £476,366.54

Photocopier / printing paper (A3 & A4) - £176,599.90

2011 – Financial Year 11/12

Printer Consumables - £536,371.86

Photocopier / printing paper (A3 & A4) – **Year 11/12** - £175,687.86

The above figures are based on vendor spend.

Is your department working towards a target to reduce spending on printing?

There is no official spend reduction target on office printer consumables and paper, although we are progressing a number of initiatives that will reduce the volumes and costs involved.

Have you increased / decreased the number of printers in your offices in the last year?**If yes, by how many have you increased or decreased? Please state the number.**

Yes – the number of printers in use at DVLA offices has reduced between 2010 and 2012. The number of printers has decreased by 368.

Do you currently have a managed print service in place to control and manage your printer estate and print output? Yes**If you answered no, do you intend to implement a managed print service in the next year?**

N/A

What percentage of the printer paper that you purchase do you reckon is then recycled because of printing errors?

We do not hold any recorded information on the percentage of printer paper we purchase that is recycled because of printing errors.

HA**How much did your department spend on printing equipment and print related costs in:**

- 2010 - £270,474.13 (print cost, machine rental and paper used).
- 2011 - £197,232.56 (print cost, machine rental and paper used).

Is your department working towards a target to reduce spending on printing?

We are aiming to reduce paper usage by 10% per year over the next 5 years and reducing printing numbers by 15% this year and an additional 15% the following year.

If you answered yes, what is the spending target in £s?

We do not have a spend target.

Have you increased / decreased the number of printers in your offices in the last year?

- Decreased

If yes, by how many have you increased or decreased? Please state the number.

In 2011 the Highways Agency had 103 Multi functional devices and 40 stand alone printers

In 2012 this had reduced to 62 Multi functional devices and 20 stand alone printers

Do you currently have a managed print service in place to control and manage your printer estate and print output?

- Yes

If you answered no, do you intend to implement a managed print service in the next year?

- N/A

What percentage of the printer paper that you purchase do you reckon is then recycled because of printing errors?

- We do not hold any specific information to gauge this.

MCA

How much did your department spend on printing equipment and print related costs in 2010 and 2011:

2010 A: £129,041

2011 A: £432,549

Is your department working towards a target to reduce spending on printing?

A: Yes

If you answered yes, what is the spending target in £s?

A: £12,000

Have you decreased the number of printers in your offices in the last year?

A: Yes

If yes, by how many have you increased or decreased? Please state the number.

A: 94

Do you currently have a managed print service in place to control and manage your printer estate and print output?

A: No

If you answered no, do you intend to implement a managed print service in the next year?

A: No

What percentage of the printer paper that you purchase do you reckon is then recycled because of printing errors?

A: We recycle all paper; no specific records are kept therefore this information is not held.

VCA

1. How much did your department spend on printing equipment and print related costs in:

- 2010 = £22,000
- 2011 = £17,000

2. Is your department working towards a target to reduce spending on printing?

Indirectly yes. The target (as per the 'Greening Government' Commitments) was to reduce waste by 25% by 2015. This includes paper waste. There was a separate target within this to reduce paper usage by 10% by 2011/12 from the 09/10 baseline.

If you answered yes, what is the spending target in £s?

The cash value has not been identified.

3. Have you increased / decreased the number of printers in your offices in the last year?
No change.

4. Do you currently have a managed print service in place to control and manage your printer estate and print output?
No

If you answered no, do you intend to implement a managed print service in the next year?
VCA will review its printer estate later this year.

5. What percentage of the printer paper that you purchase do you reckon is then recycled because of printing errors?

We don't keep records therefore this information is not held.

VOSA

How much did your department spend on printing equipment and print related costs in 2010/2011:

We have a fully managed service with no break down of costs. Spend with contractor 2010: £323577 2011: £407110.

Is your department working towards a target to reduce spending on printing?
No specific target, but we are generally seek to reduce spending across our business.

If you answered yes, what is the spending target in £s?
N/A.

Have you increased / decreased the number of printers in your offices in the last year?
No change in office based machines.

If yes, by how many have you increased or decreased? Please state the number.
N/A

Do you currently have a managed print service in place to control and manage your printer estate and print output?
No

If you answered no, do you intend to implement a managed print service in the next year?
No

What percentage of the printer paper that you purchase do you reckon is then recycled because of printing errors?

We don't keep records therefore this information is not held.

Annex B

Section 12 exemption:

Exemption where cost of compliance exceeds appropriate limit

(1) Section 1(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.

(2) Subsection (1) does not exempt the public authority from its obligation to comply with paragraph (a) of section 1(1) unless the estimated cost of complying with that paragraph alone would exceed the appropriate limit.

(3) In subsections (1) and (2) “the appropriate limit” means such amount as may be prescribed, and different amounts may be prescribed in relation to different cases.

(4) The Secretary of State may by regulations provide that, in such circumstances as may be prescribed, where two or more requests for information are made to a public authority—

(a) by one person, or

(b) by different persons who appear to the public authority to be acting in concert or in pursuance of a campaign,

the estimated cost of complying with any of the requests is to be taken to be the estimated total cost of complying with all of them.

(5) The Secretary of State may by regulations make provision for the purposes of this section as to the costs to be estimated and as to the manner in which they are to be estimated.