



HOUSE OF COMMONS

LONDON SW1A 0AA

The Rt Hon Grant Shapps MP  
Secretary of State for Transport  
Department for Transport  
Great Minster House  
33 Horseferry Road  
London  
SW1P 4DR

12 January 2022

**DVLA Delays**

Dear Grant,

I am writing in relation to the many delays that my constituents are experiencing with the Driver and Vehicle Licensing Agency.

As you may be aware, numerous emails from frustrated constituents are landing daily, with the issue having been the number one topic in my constituency postbag for some time now. While I raise each of these cases individually with the MPs' hotline at the DVLA, I wanted to raise the wider policy issue of delays with yourself to see if there is anything that can be done to tackle this very unpleasant situation for many.

I fully appreciate that the DVLA, like so many public bodies and businesses, has faced challenges in terms of staffing throughout the Covid-19 pandemic, leading to workload backlogs. However, the delays being experienced by my constituents with the DVLA do seem to be substantial and widespread – in most cases leaving constituents waiting unacceptable amounts of time, including some that are still waiting 6 months on. This, of course, often has knock on effects for their employment and independence – which is a particular issue for residents in more rural and isolated villages here in Mid Norfolk.

That the DVLA has continued to operate throughout the pandemic is highly appreciated, and I understand that online applications have been largely unaffected. Unfortunately though, there does seem to be a particular issue with postal applications, as well as those which require supporting medical evidence. These constituents are facing a 'double whammy' of delays waiting for DVLA approved doctor's evidence, as well as the postal delays.

I would appreciate any information you may be able to share in relation to the DVLA's current backlog and what further measures the Government might be able to take, especially in relation to postal and medical applications.

I look forward to your response.

Yours,

George Freeman.

**George Freeman MP**