

Rhun ap Iorwerth

Aelod o'r Senedd dros Ynys Môn

Gweinidog Cysgodol Iechyd a Chyllid

Member of the Senedd for Ynys Môn

Shadow Minister for Health and Finance

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The Rt Hon Grant Shapps MP
Secretary of State for Transport
Department of Transport
UK Government
(on e-mail)

1 February 2022

Dear Secretary of State for Transport,

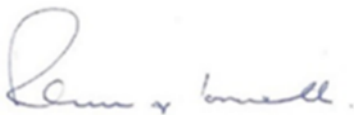
I write to you regarding significant delays to the processing of paper driving licence applications and renewals by the DVLA as a result of the Covid-19 pandemic.

In recent weeks, my office has seen an increase in constituents concerns about these delays, with many concerned about the implication for their work and livelihoods. Whilst I appreciate the DVLA's transparency in releasing updates on the situation, it is a matter of some concern to me that we are currently dealing with a two month delay in processing applications. Many of those who will have applied by paper will be people with little or no access to online services, or who have complex cases where medical forms will have been provided, and so the prolonged wait is understandably stressful.

This must also be a huge strain on DVLA staff, too, as they try to deal with what is clearly a significant backlog, and an added concern is that we are also experiencing significant delays in getting responses to our enquiries on behalf of constituents. I would be grateful if you could tell me what plans you have to investing additional resources to respond to this backlog. My constituents need assurances that steps are in place to restore services post-covid.

I look forward to your response,

Yn gywir,



Rhun ap Iorwerth

Aelod o'r Senedd – Ynys Môn – Member of the Senedd



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