



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

Our Ref: ALMG  
25<sup>th</sup> January 2022

Dear Secretary of State,

**Re: Problems with in the DVLA**

I wrote to you last year due to a sharp rise in cases raised by constituent's relating to the DVLA. In particular the length of time that it is taking to process applications and reapplication and the difficulties in trying to communicate with the Agency.

I was given assurances then that everything was being done to resolve this situation. However, since then even more constituents have been in touch with me regarding various problems in eliciting a response from the DVLA. There have been huge delays, sometimes up to six months, in receiving licences or responses to applications. In many cases constituents understand that there has been major problems due to the pandemic that have caused these delays.

Constituents report that communication has been terrible whether through the website, emails or the helpline. During this time of recovery many in rural parts of my constituency are having to rely on the goodwill of others for transport as these problems continue. These issues have been ongoing for over a year and if anything the problems have been getting worse.

What steps is your department taking to address the structural issues that are effecting the DVLA? What assurances can you give to my constituents that these issues will be resolved? What action has been taken and is being planned to resolve these problems? Any further information you have regarding this matter would be greatly appreciated.

I thank you for your attention to this matter and look forward to your response.

Kind regards

Alyn Smith MP