



HOUSE OF COMMONS

LONDON SW1A 0AA

Simon Lightwood MP
Parliamentary Under Secretary of State (Minister for Roads and Buses)
Department for Transport
Great Minster House
33 Horseferry Road
London
SW1P 4DR

Our Ref: EC13127/EG

4 December 2025

Dear Simon,

I have been contacted by 11 constituents within the last 4 months who have all reported extensive delays to the DVLA driving licensing renewal process where medical reviews have been required or where licences have been revoked on medical grounds but can now be reinstated.

The majority of these cases were not complex and the DVLA MP hotline was able to review the case and have the license reissued within 72 hours. Whilst it is positive that there is a system to address these delays, it is not an area that should require MP intervention.

The main complaints that I have received have highlighted a difficulty in contacting the DVLA, from long phone queues to a lack of communication regarding expected timelines or updates on the progress of applications.

My rural constituency has a high proportion of older people who are often more isolated due to limited public transport links meaning that a driving licence is a precious resource, but are also more likely to have age related health conditions that will require them to renew their licence more frequently. As a result, these delays are having significant impact on my constituent's ability to access services.

Please can you explain why the DVLA is currently experiencing such delays in the processing of driving licence renewals, what is being done to rectify the issues that have contributed to these delays and to resolve the issue with communication by providing constituents with realistic timelines whilst a permanent solution is being found.

Yours sincerely,

Dr Ellie Chowns MP
Member of Parliament for North Herefordshire

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