



HOUSE OF COMMONS

LONDON SW1A 0AA

Ms. Julie Lennard
Chief Executive
Driver and Vehicle Licensing Agency
Longview Road
Morrison
Swansea
SA6 7JL

18th March 2022

Dear Ms Lennard,

RE: DVLA Delays

I was deeply concerned to read in this morning's Times newspaper of their undercover investigation into the DVLA. Hearing of hundreds of DVLA staff being put on special leave on full pay whilst not working, employees being encouraged to lie about the delay to the public and staff boasting about watching Netflix whilst being paid, is unacceptable.

To put this into perspective, whilst DVLA staff were reportedly lying bed watching TV, the backlog their actions were causing meant a number of my constituents were losing their jobs as they could no longer work; others were not able get to medical appointments having them postponed through the various lockdowns; many had to cancel holidays and some found it extremely difficult to attend funerals.

My constituents quite rightly expect prompt, efficient service from DVLA and, with the threat of Covid diminishing, there is no excuse for excessive delay. Unfortunately, this is not a service they have been receiving.

I would be grateful if you could let me know what disciplinary action you are taking against those mentioned in the investigation and what measures you are taking to reduce the current backlog of 945,000 applications.

I look forward to hearing from you.

Your sincerely,

Jerome Mayhew

Jerome Mayhew MP