

FOI Request (received 08 February 2023) - Reference: DFI/2023-0088

I would also ask for your organisation's [the Driver & Vehicle Agency] objectives for the following:

- renewal of a driving licence from date of application;
- renewal of driving licence were the applicant has a medical condition which requires an assessment by your medical advisors; and
- I would also ask that you provide your organisation performance against these objectives, the number of licences renewed within these targets in each category and the number renewed outside the targets in each category.

Response (issued 08 March 2023)

Thank you for your email of 8 February 2023 requesting information under the Freedom of Information Act 2000. I understand that you have also submitted a Subject Access Request to include details of our handling of your application, that response is being prepared separately.

You asked for information held by this office to include:

'I would also ask for your organisations objectives for the following:

- *renewal of a driving licence from date of application;*
- *renewal of driving licence were the applicant has a medical condition which requires an assessment by your medical advisors; and*
- *I would also ask that you provide your organisation performance against these objectives, the number of licences renewed within these targets in each category and the number renewed outside the targets in each category. If you are unable to provide this information, then I will raise an FOI for same.'*

In response to your request, in relation to the objectives for the renewal of a driving licence from the date of application, I can advise that we have a two-tier target; for applications received by post, our target is to process 90% of applications within 10 working days of receipt and for applications received online, the target is to process 95% of applications within 5 working days of receipt.

Performance against these targets are published in the Agency's quarterly statistics, [DFI Driver, Vehicle Operator and Enforcement Statistics](#) the latest release being the Quarter 3 report, published on 1 March 2023. The report indicates that performance for online application processing in the third quarter of 2022/23, remained above the target level of 95% at 99.6% and performance levels for driver licensing paper applications also remain above the 90% target at 98.3%.

In relation to applications where the driver has a medical condition, we do not have a published performance objective for the issue of the licence. Where an applicant for a driving licence notifies us that they are suffering from a condition that may impact their ability to drive safely, those applications are referred to our medical advisors at the Occupational Health Service (OHS) so that an assessment can be made on whether the medical fitness to drive standards are met. The time taken to determine an application where medical assessment is required will depend on the nature of the medical condition and whether any further information or medical examination is required as part of the assessment process. It is important to note that a driver may be legally covered to drive pending consideration of the application for a period of one year from the date of receipt of the application, provided certain criteria are met.

I can also confirm there are currently delays in processing medical fitness to drive referrals. These delays are due to backlogs being experienced by the OHS, which has faced challenges both in terms of securing medical staff and by increased levels of demand upon its services. We are working with OHS to identify, prioritise and process the most urgent cases. Additional support for the provision of Professional Medical Advisory Services has recently been secured through the award of a Direct Award Contract and we expect that this contract will safeguard the provision of this service and should improve driver licensing processing times.

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