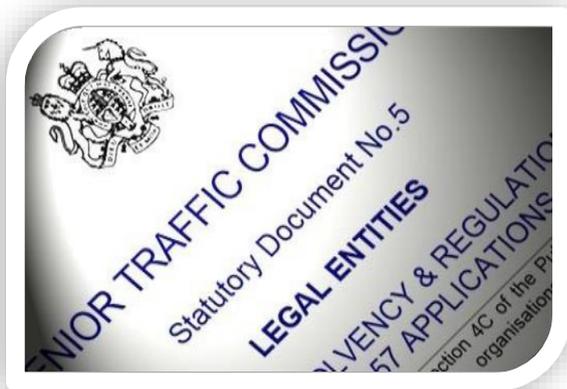




Traffic Commissioners
for Great Britain

Annual Report to the Secretary of State 2017-18





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**Annual Report to the Secretary of
State
2017-2018**

(For the year ended 31 March 2018)

Annual report presented to the Secretary of State pursuant to Section 55 of the Public Passenger Vehicles Act 1981.

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Transparency Data

Information relating to the salaries, spending, gifts and hospitality of traffic commissioners is published on [GOV.UK](https://www.gov.uk)

Foreword by the Senior Traffic Commissioner

The transport industries are about connecting people, to enable growth and greater productivity.

To support that goal traffic commissioners seek a balance between taking action against those who present a risk to safety whilst minimising burdens on the responsible businesses who strive to comply. It is impossible to police every single operator. The legal responsibility for meeting safety standards falls on the operator and, with standard licence holders, the transport manager. Drivers employed for their vocational entitlement are expected to meet professional standards.

Where we must intervene, either at application stage or subsequently, we rely enormously on the work of staff within the Office of the Traffic Commissioners (OTC), who contribute to road safety and supporting the economy of Great Britain. Our achievements to date could not have been realised without the efforts of those individuals.

The regulated industries and those who rely on them to deliver face significant challenges but by continuing to engage with them, we are better able to support innovation and economic growth. In September 2016 we published a three year strategy, which set out our ambitious plans to modernise the licensing service and better target our efforts at the non-compliant who undermine compliant businesses and jeopardise road safety. The relative safety of Great Britain's roads does not mean that there is room for complacency.

We have continued to take a leadership role in keeping our roads safe by:

- seeking to quantify the benefit of deterrence through an assessment of the effectiveness of our sanctions
- continuing to work with the police and enforcement agencies such as the Driver and Vehicle Standards Agency (DVSA) to improve the number of cases referred and the strength of evidence supplied
- working with trade bodies to communicate the argument for compliance and road safety, across the nations and regions of Great Britain
- contributing to training to promote compliance, as per the Regulators' Code
- producing and updating a collection of free documents on the key areas of operator licensing and to communicate lessons learned from any case to a wider audience

This format of our Annual Report has changed to reflect our strategic direction and commitment to modern regulation. The report is deliberately intended to resemble those of other regulators but inevitably differs, partly because we do not currently have a clear view of how the fees are used. We have no control over financial or procurement decisions. The service improvements we outline later in this report (and even our ability to regulate) are at risk if resources are not maintained.

The progress made against our milestones follows a move to consolidate the support functions into a single Corporate Office, supporting the Traffic Commissioner Board. The change in emphasis has allowed us to make significant progress during the last year. No system is perfect but I am very proud of my colleagues. They have adopted recognisable governance arrangements and have embraced Board working (with two new members of the team) and in support of a new Senior Traffic Commissioner (STC). As we look forward, the number of challenges may not decrease but they do change as the conditions in which we regulate reflect improvements in technology and the needs of the market. I commend this report to the Secretary of State and wider stakeholders.

Performance Report

How we have performed

Our purpose

The Traffic Commissioners for Great Britain (TCs) are independent regulators for the heavy goods vehicle (HGV) and public service vehicle (PSV) industries and their professional drivers.

We are a non departmental tribunal public body, sponsored by the Department for Transport (DfT). Our mission is to promote safe, fair, efficient and reliable passenger and goods transport through effective licensing and regulation of the commercial vehicle industries.

Our vision is for the Office of the Traffic Commissioners to be recognised by our stakeholders as providing a proportionate, accountable, consistent and transparent approach – a model of independent regulation.

What we do

We work to keep Great Britain's roads safe by licensing and regulating the commercial vehicle industries. With DfT, its agencies, the police and industry stakeholders we support the compliant, licensed operation of HGVs and PSVs. We do this by:

- providing statutory guidance and statutory directions to commissioners and industry regarding the operator licensing regime and tribunal activities
- holding regulatory hearings to examine evidence and take proportionate action to maintain safety standards and promote fair competition in the industry
- holding conduct hearings to examine evidence and take proportionate action to ensure professional driving standards are upheld
- targeting limited tribunal time so that the most serious cases are dealt with quickly and fairly
- delivering efficient, digital licensing services to responsible new applicants and compliant operators
- liaising with other regulatory bodies to identify and share knowledge around non-compliance
- educating and communicating with industry about the value of compliance and the licensing regime

Overview

Operator licensing in numbers



12,945
operator licence applications
and variations processed



1400
public inquiries
352
preliminary hearings
70
Senior Team Leader (STL)
interviews



12,483
local bus registrations
processed



21,222
driver conduct cases closed

What we said we would achieve

We published a set of Key Strategic Objectives, which detail what we will deliver up to 2019. This identified two strategic objectives (as below) and contains a range of areas to focus on with a number of delivery targets.

The following section reports on how we are performing and the progress we have made against each indicator, as at the end of March 2018.

Our key strategic objectives

Strategic Objective 1 Deliver a modern, effective operator licensing regime that ensures operators are fit to hold a licence whilst minimising the regulatory burden on the compliant	Quarterly publication of application processing times
	Implementation of a joint SLA with DVSA for the service provided to the industry
	Decisions on applications by compliant operators reduced to 7 weeks
	Decisions on applications by compliant operators reduced to 4 weeks
	All operator licensing functions digital
Strategic Objective 2 Promote a safe road transport industry which supports compliance, fair competition and protects the environment	Online publication of written decisions
	Review TC sanction effectiveness
	Listing public inquiries within 12 weeks of being referred to a TC
	Implementation of an enforcement SLA with DVSA

In setting these objectives, we identified that our ability to deliver would be influenced by a number of strategic challenges, alongside the service provided to TCs by the DVSA and the support of DfT. The three strategic challenges we identified are:

Fee reform	Supporting investment in IT infrastructure Delivering up to date services Ensuring cost of regime is proportionate to the burden operators and applicants place on it
Recruitment	Recruitment processes can cause substantial delays in the employment of skilled and knowledgeable staff, undermining resilience
Legislative reform	Necessary to improve the regulatory approach

Delivering a modern, effective operator licensing regime

Commercial vehicle operators are essential to the UK and its economy, delivering services and providing transport which affect all of our lives.

The industry

The haulage industry is the UK's fifth largest employer and worth £124bn GVA to the UK economy¹. 89% of all goods transported by land in Great Britain are moved directly by road².

In the passenger transport sector, buses are the most commonly used form of public transport, with 4,941 million journeys made in 2016/17 (outside of London)³. There are over 25 million journeys on scheduled coach operations each year, with organised coach trips contributing over £1bn to the economy⁴.

Both the haulage and passenger transport industries have embraced new technology to meet the changing economic and social demands which influence their continued operations. It follows that as regulators of commercial vehicle operators and drivers, we must provide a modern and effective regime which does not burden those who meet safety and licensing standards.

Implementing a joint SLA with DVSA for the service provided to industry

We are the licensing authority and decisions on licence applications can only be taken by us directly or with our delegation but we rely on DVSA to provide services in support of our licensing and regulatory functions.

DVSA also collects the operator licence income which is used to pay for the activities that we carry out. We will continue to work with the agency to ensure there is transparency around this income because, as TCs, we feel operators are owed greater accountability on how and where their fees are spent.

We made a commitment in our strategic objectives to focus on a value for money licensing process and to develop improvements in our licensing services. Part of this involves reaching an agreement with DVSA on the services provided to industry and how they should be measured.

The existing service level agreement is now over 10 years old and no longer fit for purpose. We sent a draft document to the agency in December 2017. Progress on developing a new joint service level agreement has been slow, whilst the agency has decided to focus on an internal review of the administrative support provided to us.

¹ Road Haulage Facts and Stats, RHA <https://www.rha.uk.net/policy-campaigning/top-industry-issues/haulage-industry>

² Road Haulage Facts and Stats, RHA

³ Transport Statistics Great Britain, Department for Transport 2017

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/664323/tsqb-2017-print-ready-version.pdf

⁴ The Country's Coaches – keeping the country moving, CPT July 2017 http://www.cpt-uk.org/_uploads/attachment/4286.pdf

Publishing application processing times

Our licensing activities have long been measured against service level agreements – principally to deliver 85% of decisions on unopposed licence applications within nine weeks of receiving an application, with the support of DVSA.

Although an external service commitment to applicants, our reporting was predominantly shared internally with stakeholders and other relevant bodies.

With the introduction of new digital licensing services in August 2016, and in line with an expectation set out in the DfT Triennial Review Implementation Plan, we have been asked to publish our performance against a new measure – average processing times for goods and public service vehicle licence applications.

This target tied in with our intention to focus on faster processing of applications and a modern licensing regime aligned with digital by default intentions. We believe transparency about our performance will improve trust and engagement with digital licensing services.

The publication of average application processing times was initially delayed while we determined the most appropriate way to analyse and present the data. As a result, we did not meet the stated deadline to commence quarterly publishing from April 2017.

Data for the first three quarters of 2017 was subsequently uploaded to GOV.UK in December 2017. The second set of data, covering January to December 2017, was published in January 2018. Average processing times for April 2017 to March 2018 were published at the time of writing this report.

Speeding up Application Times

We are committed to maintaining an effective gatekeeper function to industry, which checks that new applicants are capable of achieving safe operations and guards against non-compliance.

Making decisions on compliant licence applications within seven weeks

The current service standard of determining unopposed licence applications within nine weeks has frequently been an area of discussion with industry. In setting our strategic objectives, we recognised the benefits of reducing this for responsible businesses.

Vehicle operators rightly seek a streamlined, efficient service when they apply for a licence or seek to change their existing operations. With limited room for manoeuvre through the relevant legislation, we have traditionally looked to meet those challenges by reviewing our processes.

In recent years we have made improvements in how applications are handled by licensing staff and to the guidance we provide for staff, operators and their representatives on meeting the relevant standards.

The introduction of the new digital licensing service has opened up opportunities to further influence application processing. It allows us to make advances in how quickly compliant applications can be processed. Operators and applicants who make digital

transactions will benefit from time savings, swifter correspondence and an intuitive application process which is designed to prompt more complete information being provided to licensing staff and TCs.

We set an ambitious target to reduce decisions on digital applications from compliant operators to seven weeks from April 2017.

We can assess our performance on this measure in two different ways.

First, we can use the DVSA service standard, which records the percentage of applications that meet the standard (against various criteria).

For the year of 2017/18, 90.2% of digital licence applications were determined within **seven weeks**. This compares with 89.8% of unopposed licence applications being considered within **nine weeks** in 2016/17.

The other performance model is the average processing time for applications. This is preferred over the DVSA service level agreement as it looks at the processing time for all applications received (which are not called to a public inquiry). It is those average processing times which are published on GOV.UK every three months.

In the reporting year for 2017/18, the average processing time for licence applications was just over **seven weeks** compared to **11 weeks** prior to the introduction of the new online service.

The value of the new digital service is evidenced through the user surveys. We are pleased that those who apply using digital channels are seeing the benefits of the swifter service. This also reflects the commitment of the staff supporting TCs, both those who have been involved in developing the service and those who use it day to day when processing and assessing applications.

We expect to see the benefit of reduced waiting times delivered for the transport businesses and operations. Senior managers in the Office of the Traffic Commissioner and those within DVSA responsible for the VOL project must ensure that the average processing times we were promised remain on target for 2018/19.

All operator licensing functions digital

The project to refresh and evolve operator licensing self-service recognised that industry needed a platform which would allow transactions to be carried out digitally from start to finish.

Building Vehicle Operator Licensing (VOL) on GOV.UK enabled us to set a target of making the main licensing functions digital by April 2019. User research undertaken shortly before this report revealed that most operators are confident and capable using digital services. This led us to remove our main application forms from GOV.UK to encourage more operators to take up our digital offering.

Our target for April 2019 is to see the main transactions fully digital. We have decided that some transactions do not require a digital solution because of their relatively low volumes. We want licence holders to access the benefits of going digital for operator licensing but we need to continue making improvements to achieve our target.

During the year, the VOL team has delivered:

- Digital licence continuations
- Digital signatures on licence applications, through the GOV.UK verify service

At the time of writing this report, they are working on introducing Verify for transport managers, enabling people employed in this key role to undertake digital transactions from start to finish. The team will also focus on making improvements to internal processes so that, for example, if an operator loses their transport manager, VOL automatically sends a letter to the licence holder telling them to rectify the issue.

Making decisions on compliant licence applications within four weeks

The reduction in processing time for new and variation applications below nine weeks is a significant achievement for operator licensing, especially as the industries we serve are often at the forefront of technological change when it comes to providing their own services.

We set a highly ambitious target of getting decisions on compliant licence applications down to just four weeks by April 2019.

While the delivery date has not yet expired, it is necessary to manage expectations as to the likelihood of achieving this target.

In our strategic objectives, we identified three challenges to any improvements. The possibility of a four week service standard for compliant applications is shaped by all three of those challenges.

The primary barrier to achieving a four week service standard is legislative. The statutory notice periods, which operators have to meet, build in time during the application process which we cannot control. In the current climate, it is unlikely that any legislative time will be available to review the statutory requirements around publishing before April 2019. As a result licensing staff continue to invest considerable resource in coaching and assisting those applicants and operators who fail to provide complete applications at the first time of asking.

Recruitment of staff to support traffic commissioners is the responsibility of DVSA. The OTC is currently resourced to support the seven week target for compliant applications. Additional staff would be needed to achieve the four week target.

Operator licence fee reform has been raised previously. There are longstanding issues with the current fee structure. For example, it does not account for the high volume of transactions that larger operators undertake and for which there is no fee income. Realising an income that financially supports the service is critical but transparency around the fees collected by DVSA is just as important.

In the context of those challenges, we are currently examining other interventions, which may allow us to refine the processing times *towards* four weeks. This includes looking at the frequency of our statutory publications (which could eradicate 'dormant' application time), reducing the deadlines for operators to provide outstanding information and shortening the cut off point for applications to reach completion.

Promoting a safe road transport industry

The responsibility for keeping our roads safe is shared with every single operator, transport manager and vocational driver. It is a point which industry should reinforce at every opportunity – as prominently as government, enforcement bodies and we, as regulators, do.

It is true that the vast majority of HGV and PSV operators are committed to running safe vehicles and working within the rules. A licence holder is entitled to assume that when he or she bids for work, a competitor will not be able to get that contract as a result of cutting corners, especially where safety is concerned. Consistent application of the safety requirements promotes fair competition.

It is right that we commit resources to improving our service to operators who want to comply but we are also accountable for how we intervene when operators fail to meet the basic standards. The small proportion of those operators who do appear before traffic commissioners at public inquiry are usually there because of deliberate non-compliance or a serious failure to engage with the licensing regime. Both present risks which need to be addressed. The following section of the report sets out our work in addressing the non-compliant.

Public inquiries listed for a full hearing within 12 weeks

Whether it is employing staff, delivering products which improve lives or taking passengers to work or on leisure, our decision to grant a licence or approve extra vehicles unlocks the potential for commercial operations to grow. Timely decisions on licence applications ultimately helps compliant businesses to grow and contribute to society. We retain a sharp focus on our gatekeeper role.

When it comes to existing licences there are those who view the process of examination as a punishment in itself. In fact we go to great lengths to ensure the fairness of the legal process whilst also addressing safety critical issues. In much the same way as making decisions on licensing applications, we are directed in our regulatory activities by the legislation.

Operators who come before us at public inquiry may be responsible for failing to meet the required standards but this does not deny them legal protections. The law imposes minimum notice periods and that the grounds under consideration are properly notified.

Taking this into account, we identified a target time of listing public inquiries within 12 weeks of a case being agreed by a traffic commissioner. We aim to achieve this in 95% of cases. This standard should reassure compliant operators that we will deal with cases swiftly.

The delivery of the target has been challenging in part due to personnel issues including recruitment. Reporting commenced in August 2017 and we have made progress so that just under 90% of cases were listed within 12 weeks for most of the period. We expect to see continued improvement in this area. The OTC management team is alive to the

urgency with which this target must be addressed. A reorganisation of some of our administrative functions (within the wider OTC) is already underway, allowing core tribunal work to be prioritised more effectively. We hope that further process initiatives will be pursued during the next year to deliver a more stable set of indicators.

Implementing a joint SLA on the evidence to be provided by DVSA

In order to promote a safe road transport industry, it is vital that we are in a position to act swiftly and decisively to address non-compliance. Although we continue to look at our own interventions to make sure they are timely and proportionate, the wider timeline is not directly within our control.

It is in all of our interests to ensure that serious road safety offenders are targeted, investigated and called to account as soon as possible. We have a vested interest in working with DVSA, as the primary enforcement body, to ensure that the whole process of a non-compliance case is properly managed and adequately resourced. This is important because it reassures compliant operators that those who compromise safety standards will be identified and dealt with quickly and fairly.

In 2015, an incident involving a tipper lorry led to the deaths of three adults and a four year old girl. Faulty brakes were found to be the cause. The operator and his mechanic received prison sentences, as a result of criminal investigation. It is inevitable that this type of case generates scrutiny of those who are responsible for enforcing safety standards.

This case was the catalyst for a key media campaign around brake testing. It is also one of the reasons we pushed to implement an enforcement service level agreement with DVSA. The Enforcement Liaison Group proposed that improvements might be achieved through other means and we were advised of an ongoing review of the quality of investigations.

Even if we cannot achieve an SLA our lead traffic commissioners for enforcement (Sarah Bell and Kevin Rooney), will continue to engage proactively with the agency on this matter. It remains our intention to keep the intervention lifecycle under close scrutiny, so that road safety risks are addressed quickly.

It is of concern that some commissioners noted a fall in the referral of enforcement cases by DVSA during the year. There have been changes in the reporting process for vehicle examiners but incidents of serious non-compliance should still be referred.

It is worth recognising the success of the London Freight Enforcement Partnership (LFEP), involving DVSA, the Metropolitan Police and Transport for London (TfL) in targeting high risk offenders. The Unit's latest annual review indicates that 71% of targeted operator visits result in a referral to us for consideration of regulatory intervention. The Unit's work means they now have a clearer profile of the highest risk operator in London.

The year has not been without challenge but even in the absence of a DVSA Head of Enforcement, there are some good outcomes to report from our engagement:

- we fully supported the roll-outs of the agency's Remote Enforcement Office and Earned Recognition scheme
- we contributed to the development of the latest version of the Guide to Maintaining Roadworthiness
- we have supported the agency's efforts to look at the training, instruction and quality assessment of examiners
- our active engagement at the Compliance Forum has made valuable contributions in recognising synergies with the compliance work of Highways England

We have also:

- benefited from good working relations with the Health and Safety Executive, specifically its Chair and Head of Transport and Public Services, with a logistics forum on load security jointly hosted with DVSA
- participated in a joint meeting with the national police lead for accident collision investigations and road policing
- been represented at a Transport for London freight and abnormal loads forum
- provided comments to the Parliamentary Advisory Council for Transport Safety (PACTS)

It might at first seem casual to describe a compliance issue as “fashionable”, but it has been hard to escape the attention which one particular issue has drawn from all quarters of the industry. We refer to those cases arising from DVSA's enforcement pilot on the use of AdBlue emulator devices. These enable users to cheat AdBlue requirements, which ensure vehicles meet modern emissions standards. Our decisions, as always, rest on the merits of each individual case. Almost all of the cases before us have involved other compliance issues alongside the AdBlue devices.

That being said, we have broadly seen two types of explanation for cases involving the deployment of these devices. The first is ignorance; some operators say they bought the vehicle with no knowledge of the emulator device being fitted. What follows is a failure to monitor AdBlue use. The second involves deliberate decisions taken in response to performance issues with the emissions control systems on vehicles. Operators often follow poor advice, which recommends fitting an emulator device to fix the performance issue.

Both suggest low levels of competence, knowledge or integrity in parts of the industry. No operator, transport manager or driver should be giving or taking instructions about tampering with a commercial vehicle. Professional advice should be sought at all times. We remain utterly perplexed as to why any operator would rely on an electrician, for example, to address performance issues on a 44 tonne vehicle.

A review of traffic commissioner sanction effectiveness

The overall objective of promoting a safe road transport industry is predicated on industry having confidence in the regulatory levers we use. The statistics we publish each year only examine our basic activities, such as how many licences we have granted or refused and how many licences we have revoked or suspended.

As we have already noted in this report, every case turns on its own merits. That is a guiding principle for how we approach our judicial responsibilities. However it does not mean we cannot learn from a more forensic look at cases to identify whether a sanction has achieved the desired outcome – changing compliance behaviours and attitudes.

The available data has not allowed us to interrogate what type of cases led to revocations and what type of cases led to formal warnings. We also have limited understanding of whether a specific sanction, such as a suspension, leads an operator to achieve greater or lesser compliance over time. We set a target for this work to be completed by October 2017 but have recognised the need for specialist analytical support to examine historic cases and understand the post public inquiry compliance journey.

We have now engaged analysts to complete this work. Early reports on the emerging findings are positive and confirm that the work is worthwhile pursuing. This continues to be a priority for us and that we will be actively pursuing the completion of this work.

Online publication of our written decisions

One of the key principles of the traffic commissioner regime is the transparency with which we reach our judicial decisions. Every licensing and regulatory decision we take is published and accessible online, with our hearings open to the public to attend.

It is important for compliant operators to see what we do in the public inquiry room. They are unlikely to be exposed to that environment but need to know that we are taking action and that it is proportionate to the issues reported.

We have often remarked in our annual reports, at speaking engagements or in decisions themselves that the lessons learned from a specific case can and should be shared more widely across the industry.

These were the driving principles behind our target to publish written decisions online. The primary challenge has been one of technical resource in building a searchable database of decisions and the cost of doing so. This initially frustrated our efforts to realise the publication of written decisions on GOV.UK. The subsequent recruitment of a Digital Communications Officer has allowed the opportunity to publish written decisions from April 2018 onwards. At the time of writing this report, our written decisions page on GOV.UK has been visited over 3000 times and has been voted our second most useful page by visitors.

Our other work

While the strategic objectives give our work focus, we remain committed to carrying out the day-to-day activities that industry rightly expects us to deliver. We also recognise our responsibilities under the Regulators' Code, which looks to promote "proportionate, consistent and targeted regulatory activity".

Delivering on our 'business as usual' work has not been without challenge but we have worked collectively, as well as under specific portfolios, to meet our responsibilities.

Industry guidance

Few regulators are able to demonstrate the same level of transparency in their decision-making achieved through the publication of our Statutory Documents. They describe the application of legal discretions and indicate a proportionate approach to the imposition of regulatory burdens. The Statutory Documents also contain significant amounts of educational information relating to continuing obligations on operators, transport managers and drivers.

The last triennial review and subsequent DfT route map identified the advantages of tribunal rules. However in the absence of legislative opportunity, it is imperative that the Statutory Documents continue to support effective case management and the use of finite tribunal and licensing resources.

During this reporting year, we conducted a review of the guidance to reflect the introduction of our digital licensing services. We also strengthened the directions relating to the delegations we give to staff working on our behalf. In the coming year we will undertake a consultation on further amendments, which are designed to cover legal changes but to also meet the expectations of the Regulators' Code in respect of education and compliance.

It is critical to all users of application and tribunal services that we continue to invest our time and resources into keeping these documents up to date.

Stakeholder engagement

When discussing our engagement with operators, we recognise the importance of getting out of our public inquiry rooms to see and hear from those who are compliant.

Operators who get things right – who abide by the daily discipline of carrying out checks and completing paperwork – need reassurance and guidance to stay compliant.

We are regularly approached with offers to educate operators, transport managers and drivers through industry and trade body events. Balancing these engagements alongside our tribunal time is challenging but necessary. Each presents an opportunity to engage with individuals across the industry and reinforce the value of compliance.

We are grateful to all those organisations who have invited us to speak and to those who have positively engaged at those events.

Communications

While regulation is one of our key levers, specifically our ability to take action, communication is also vital in persuading individuals and businesses to do the right thing.

This year, we undertook two significant pieces of communication activity.

The first saw us launch a digital news service for the HGV and PSV industries. It covers important compliance messages and summaries of cases where we have taken action at public inquiry.

We sent out our first alert – about operator licence promises – in October 2017. Between then and 31 March 2018, our weekly alerts were received by over 64,000 people, with over 11,000 instances where action was taken to read further guidance on GOV.UK. Our overall engagement rate is higher than most of the other digital news services in government, which indicates subscribers are finding the content useful. We know that good operators want to receive compliance information in this way.

Our second major communications activity was to launch a campaign about brake testing. We partnered with DVSA to amplify the message, calling for the commercial vehicle industries to carry out an urgent review of their brake testing. We used our news service to share this message, published a news story on GOV.UK and co-authored a blog.

Following the campaign, the agency conducted a survey of operators to find out whether they had received the messages and if they had taken any action. Of those that did, 90.4% were satisfied with the effectiveness of their brake testing after carrying out the requested review. 85.39% confirmed their understanding of the importance of brake performance tests to compliance.

Work has now commenced on our first communications strategy to focus attention on key messages and campaigns, alongside coverage of our licensing and regulatory activities.

Future action

We have already set out the primary challenges facing delivery of our objectives. Our performance in respect of application processing times has been addressed in this report. There are, of course, other areas to reflect on now that the digital service has moved into business as usual.

We have seen significant improvements to the accuracy of licence holders' data through VOL's interface with Companies House. In a six month period, 750 limited companies which held operator licences were flagged as either dissolved or in liquidation. This enabled us to take action to revoke the licences. Previously we had to rely on operators or other third parties to notify us of these changes, meaning some licences could continue without the status being addressed.

Disappointingly, the submission of digital applications has not delivered the anticipated increase in fully completed applications being received. To counter this, we have introduced the first point telephone service. This has resource implications with an extra 12,000 calls per year but it has helped significantly to improve application turnaround times.

While we have seen stability achieved in some areas, substantive recruitment continues to cause issues in others. An inability to recruit staff, can have a disproportionate impact on some of our area offices and undermines our ability to deploy alternative case disposals and to meet the listing target. Any reduction in staff directly threatens the improvement in licensing services, which have been made to support responsible businesses and their

continued success. OTC senior managers are working with DVSA to resolve these matters for the benefit of service users. We await the outcome of DVSA's review to determine whether further efficiencies can be achieved within OTC.

Reports from England, Scotland and Wales

Report of the traffic commissioners in England

This year, the traffic commissioners based in England have agreed to combine their reports to provide one narrative. A number of their individual reflections are captured in this report; some issues may be specific to one region, while others will be the result of a collective view emerging. These comments are in addition to contributions made to the sections above on enforcement and the resourcing of the OTC.

Setting Standards

The Goods Vehicles (Licensing of Operators) Act 1995 sought to improve the general level of operators in the “long under-performing tail” of the industry by introducing more professional standards, delineating heightened maintenance standards and hastening the exit of the worst performers, through regulatory action.

Some observers would argue that, over the intervening years, it has become easier for those seeking restricted licences to enter the industry, while regulators have found it more difficult to oblige poor operators to exit. The financial requirements for restricted operators have remained unchanged since 2004, while appeal decisions have led to case law where the test for revocation is rather higher than legislators might have originally envisaged.

These issues are not limited to HGV operators. Restricted PSV applicants generate a disproportionate amount of work at the application stage, much of it around showing satisfactory evidence of their main occupation. It is estimated that around 40% of the PSV licensing team’s work is spent handling issues with PSV restricted licences.

The law intended that people operating no more than two vehicles and carrying up to 16 passengers could have a restricted licence, meeting a lower financial test and being exempt from the requirement to employ a transport manager. They do so on the basis that running the vehicles is not their main source of income.

A significant number of applicants fail the main occupation test and there are some existing licences who may no longer meet it now. This is why we will be launching a pilot in the North East and North West of England to require evidence of an operator’s main occupation when each licence comes up for continuation. Those who are unable to provide evidence or fail to do so will be offered a public inquiry, as the legislation requires.

We have always welcomed any initiatives which promote road safety. Procurement standards, for instance the Freight Operator Recognition Scheme (FORS) to name just one, have a safety element but they are not a benchmark for operator licensing compliance. It remains with the operators and those who support them to achieve and maintain the required commercial vehicle operating safety standards. Operators who strive to get things right can sometimes make mistakes. Likewise, licence holders who seek to

gain accreditation elsewhere sometimes find themselves failing to address the basics of operator licensing.

These external schemes may not prevent operators from appearing at public inquiry. It is the operator licence scheme which provides *the* baseline standard for all.

During the reporting year, the DVSA formally launched its Earned Recognition Scheme for compliant operators. It is fair to say that the scheme encountered a longer and more difficult labour than expected but perhaps this should not be a surprise. Earned Recognition offers a real way of releasing limited DVSA resource to tackle the seriously and serially non-compliant.

The scheme is genuinely ground breaking in compliance terms and needs to be extremely robust. We believe it is and therefore congratulate those far-sighted operators who supported the pilot. As traffic commissioners, we were pleased to contribute to the project board through the involvement of Kevin Rooney. We hope that the scheme might provide a common platform for those procurers who want firm evidence of a higher level of compliance than comes from an operator's licence alone.

Educating operators, transport managers and drivers remains a key tool for us in promoting the value of compliance. In our external engagements, we look for opportunities to address as much of the industry as we can. While those narrow issues around restricted licences have caught our attention, we have also identified broader matters affecting all licence holders. These relate to decisions taken about the operation of a business itself, rather than day to day transport activities.

Every week, for entirely valid reasons, operators are given advice to change the status of their business. Most commonly this involves moving from trading as a sole trader to a limited company. Some accountants know they need to advise operators that they will also need to apply for a new licence. A licence in the name of a sole trader is not transferrable to a limited company (or vice versa).

We regularly see cases where there has been a failure to give proper advice, leaving the operator facing the loss of their licence and a period where vehicles are parked up while the new application is considered. The downtime can sometimes be damaging to the business. Sole traders are not the only entity to face difficulties. There is a desperate lack of partnerships in the industry without a written agreement in place to manage changes in membership.

We have produced guidance on legal entities for the industry and regularly remind operators of the need to take appropriate licensing action if they change entity.

Suitable guidance promotes compliance and so we also want to acknowledge the clarification issued by HM Revenue and Customs over anti-competitive practices around the self-employment of drivers, who are in reality employees (protected with holiday entitlements, national insurance contributions and access to tribunals). The trade associations should be commended in calling for this to be rooted out.

As important as it is to present the right message to those who want to be compliant, there are occasions when we need to challenge misinformation, whether this concerns issues affecting operator licensing or opinions that are attributed to us inaccurately.

On the latter, this has included suggestions that we do not care about vehicles being out of annual test and that the ability to exercise employment controls over drivers is unimportant to us. However often it is repeated, it does not make them right.

Ultimately, those in the industry who want to be compliant will usually be in the audience for our speaking engagements. They will seek out DVSA guidance. They will take advice from qualified experts. They know that some maintenance contractors, for example, may not be the best source of information on how to manage compliance.

Gatekeeping

We have referred to the tail end of the industry above. Regular readers of our reports will note the frequency with which we refer to our role as gatekeepers to the commercial vehicle industries. In essence we determine whether applicants are ready to begin the journey of operating vehicles for profit and decide whether that journey should come to an end if they fail to navigate it compliantly.

Entry to the licensing regime – for those who meet the criteria – is taken on trust. Every applicant promises to uphold road safety, driver and licensing standards. Following reports from the Law Commission and the Competition and Markets Authority around taxi and private hire services, the Government has set up a working group to consider regulatory issues and remedies for the passenger carrying industry. This might provide opportunity to look again at the legislation covering restricted PSV licences.

As indicated above, too many applicants, agree to the operator licence promises without actually knowing what the standards and rules are. For restricted operators, who don't have to employ a transport manager, the knowledge gap can be even greater. This is borne out by those restricted operators who attend operator licence training courses at our request later down the line and tell us how useful they are.

Tackling the non-compliant

While Earned Recognition will leave compliant operators to carry on their business, the task of intervening with high risk offenders remains vital. We refer to the LFEP in our performance report. Referrals outside of the area have declined, in some instances significantly, in a way they have not in London and the South East. Our own statistics might suggest that a large number of offenders appear to be licence holders in London and the South East but it is more accurate to attribute this to the success of the LFEP. It continues to deliver quality, joined up and evidence based reporting about commercial vehicles operating in and around London but which come from all over Great Britain.

Issues regarding the consistency of enforcement (and in particular prosecutions) have been identified in the North East of England. In essence, there has been a disparity in terms of cases where drivers are prosecuted and those cases referred to the Traffic Commissioner without prosecution.

Engagement with DVSA's regional enforcement teams suggests this may be due to resource challenges in different areas. Whatever the reason, be it cases becoming statute barred, resource challenges or a conscious decision not to pursue through the courts,

there is a requirement for an audit trail of the decision making that leads to the case being passed to the Traffic Commissioner in lieu of prosecution.

Our conduct hearings are not a retrial for offences heard before a court. They are a means to deliver the requirements of the legislation in the interests of road safety and maintaining professional standards. The overarching aim of any enforcement – and regulatory – activity is to be consistent. It should not be the case that a convicted driver attends a conduct hearing alongside other drivers who have avoided conviction for more serious offences.

Even a perception is capable of undermining confidence in enforcement and the regulatory regime that it is intended to serve. The issue might benefit from DVSA undertaking a review of cases to understand whether this simply is a regional concern.

Putting aside the perceived novelty of AdBlue cases, incompetence around maintenance and drivers' hours standards remained a familiar theme in our public inquiry work. In almost all cases, the underlying cause for non-compliance points towards poor management and a failure to access proper guidance. Operators, transport managers and drivers are caught out through ignorance (there is no defence) and many reveal a deliberate intent to gain a competitive advantage with a disregard for road safety.

This report directs attention to restricted operators but we can share the spotlight equally with transport managers who are supposed to bring specialist professional knowledge to operators but too often fail to do so.

These are transport managers who qualified in a now distant decade and their knowledge remains stuck in that same era. Legislation introduced in 2011 gave us additional powers with respect to transport managers who fail to demonstrate good repute. At the same time, operators need to be alive to the risks to their own licences, if their transport manager is failing to do his or her job properly. We urge licence holders to regularly check what their transport manager is doing and arrange for their refresher training where it is needed or will simply be beneficial.

There are, of course, instances where the consequences of running dangerous vehicles – and our regulatory interventions – come into the sharpest focus. This is especially so in the case of vehicles used to transport schoolchildren. We know that budgets for home to school transport are under strain. This is evidenced by the vehicles which are used for this work. They tend to be at, or beyond, the end of their serviceable lives.

It will be hard for anyone to understand why some operators believe it is acceptable to take our children to school in vehicles that are plainly dangerous. There is no place in our industry for the people who operate vehicles this way and we take decisive action when these licence holders are brought to our attention. In one case referred to us during this reporting year, an operator had not given his vehicles safety inspections for over a year. Three of the vehicles received prohibitions after dropping children off at school due to the risk of harm posed to passengers.

Procurement of school transport must include quality and compliance as primary factors. The cases that come before us should never be allowed to happen. We know there are good, compliant operators available to carry our next generation to school.

Operational Challenges

Concerns arising from driver shortages have exercised operators and stakeholders in equal measure. HGV and PSV operators rely heavily on drivers as their vehicles literally do not move without a driver behind the wheel. We commend the efforts made through various industry led initiatives to address the risks of the driver shortage.

Report of the Traffic Commissioner for Scotland

Section 4 of the Public Passenger Vehicles Act 1981 provides for traffic commissioners to be appointed to their 65th birthday or to the eve of their 66th birthday should the Secretary of State so approve. The Secretary of State graciously extended my appointment to February 2019 after my indicating to officials at the Department for Transport that I would like to retire then rather than sooner. For those who are not familiar with the 1981 Act, this provision may come as a surprise and it is now against the grain of later pension ages, judicial appointment ages and wider measures designed to tackle age discrimination in general.

I hope the provision will be reviewed. As it happens, it does suit me to retire in February 2019 and seek new challenges and other interests. This is therefore my last full report as Traffic Commissioner for Scotland.

This year saw public inquiries, driver conduct and preliminary hearings in Edinburgh, Glasgow, Aberdeen, Inverness and Oban. The latter was an environmental public inquiry concerning a site in North Connal. It is important to the wellbeing of a community that where haulage is located beside housing, mutual consideration and respect prevails. I view a successful environmental public inquiry as one in which goodwill is recalibrated and road safety assured.

The most tragic inquiry of the year concerned an operator in Ross-shire. A young man left his work of a January evening and drove straight into a trailer being reversed into the operating centre. He died at the scene. Neither operator nor driver was prosecuted, the police being of the view the trailer was lit and should have been seen. For me the tragedy was that there would have been no need to perform that inherently risky reversing manoeuvre had the operator maintained the extent of yard parking space promised when the licence was granted. The operator had allowed his yard; to become cluttered such that his driver could not turn within the yard; hence the reversing manoeuvres. I suspended the operator's licence given that they had allowed the operating centre to become unsuitable. I am very wary of operating centres where reversing is the means of access.

When I came to this role, I had early concerns about the degree to which operators' vehicles were failing at first time presentation for annual test. I regard a failure at annual test to be a breach of the licence undertakings and a significant indication to an operator that all is not well with maintenance arrangements. If a vehicle or trailer cannot pass on the one day when the operator knows it will be inspected closely, then what of the standards for the rest of the year? I am pleased that the overall first time pass rates in Scotland have gone up and that I see 100% first time passes more and more. That operators can access their annual test history direct from DVSA gives them the data to know if their maintenance personnel, internal or external, are up to the task or need support.

I remain concerned about the incidence of wheel loss and ignorance of wheel re-torquing procedures and dangers from paint. I continue to consider all wheel loss incidents as potentially needing examination at a public inquiry. A wheel loss incident reflects failure of the roadworthiness regime and is dangerous. There is a wealth of good technical advice to operators on how to secure wheels. I have been puzzling, however, over why such instances occur even in the most diligent operation. I am tempted to wonder if wheel casings are as strong as they should be but I leave that to persons with the technical expertise which is not mine.

Identifying who is the operator and who is really in control exercises me a great deal. Not least from my contacts with the Scottish Environment Protection Agency (SEPA) and Police Scotland, I know that many linked to serious and organised crime will seek to put forward others to gain operator licences from them. The illegal dumping of waste blights watercourses and land; contracting without paying taxes or sub-contractors blights fair competition and the collective funding of public services and infrastructure. As highlighted by my fellow commissioners, I too am concerned at the number of drivers who are paid through companies. We have been useful to the Insolvency Service in drawing attention to directors who have fallen well short of their fiduciary duties under the Companies Acts.

In August 2017, I held a series of preliminary operator and driver conduct hearings in Edinburgh and Aberdeen to consider reports from Police Scotland that football supporters were carrying and consuming alcohol on the coaches taking them to and from matches. Supporters, hirers of coaches, drivers and operators all have legal duties to ensure that alcohol is not consumed or carried on football coaches. Police Scotland were concerned to reduce the level of inebriation with associated abusive behaviour at matches – in particular Old Firm games.

Inebriated fans spoil the enjoyment of others and their abuse affects those who work to make games happen – including coach drivers. In effect these hearings were warnings to operators and their drivers that I expected adherence with the law and not turning a blind eye. As a result, many operators and drivers are showing increased vigilance or are rejecting the hires. There remain some operators and drivers who prefer to take the hires and tips and the coming year will see more action against them.

Roadworks and congestion continue to bedevil the reliability and punctuality of bus services. I specifically went to Dundee to discuss what could be done to mitigate late running services with the Council's Head of Roads and Transportation. The bus operators in the city had suffered from badly managed roadworks. When I meet anyone connected to local government, I implore them to make the "roads people" understand that there is a regulated regime for bus services for good reason – it is essential that buses run to time and route and that any obstacles to such are kept to a minimum or actively mitigated.

Membership of Scottish Government's Bus Stakeholder Group and other events allow me to share thinking with Scottish Government's Minister for Transport and the Islands, Humza Yousaf. The Scottish Government is committed to a Transport Bill in 2018 and there has been much consultation on such. I am grateful to the Minister and his officials for their continuing support and interest.

Scottish Government funding of Bus Users Scotland (BUS) and their monitoring and public engagement has led to good consumer related dialogue with bus operators. BUS send reports to my Office and I scrutinise these to see if I need to take action against any licences. Much of what BUS looks at comes under the heading of customer care and I am pleased at their involvement in improving communications with passengers and resolving complaints. During 2017, I began discussions with the Scottish Government and Glasgow City Council over the urgent issue of improving air quality in the centre of the city and making the city centre, a low emission zone. It was perceived that buses contributed significantly to air pollution and particular congested streets were identified. An earlier Traffic Regulation Condition covering the city centre materially resolved previous issues of operators blocking other operators' buses and snarling the flow of traffic. Glasgow City Council proposed that a Traffic Regulation Condition be used to counter air pollution by buses. I was concerned that their focus on the bus as a vehicle might obscure that a bus

carries far more than a car or taxi. I wanted a solution that would free the buses to move swiftly through the city aided by traffic management adjustments. By the end of March 2018, I had seen a draft of what was proposed and expected a formal request from the Council to make such a Condition.

In the early years of my appointment, I spent much time regulating bad behaviours by bus operators in the west of Scotland. There were bus wars; there was concessionary fare fraud; standards of operating were atrocious. There are residual pockets of such badness and attempts from time to time by former miscreants to re-emerge. As in the rest of the UK, the large bus companies predominate but I am pleased that there is growth in quality SMEs in the PSV sector. This is so very heartening. I hope that the long term elimination of the rough element within operating has served to provide a good market for these growing quality operators. If I have contributed in any way to their confident emergence into the market, then I am delighted.

Stakeholder engagement is vital to a Traffic Commissioner's understanding of her territory and to operator and public understanding of what she does. Public reporting of my work is vital and I continue to issue a level of written decisions such that the public, other operators and other agencies know of what has concerned me. I meet the representatives of the trade associations. I spoke at conferences organised by the Association for Public Service Excellence (APSE), the Freight Transport Association (FTA) and the Confederation of Passenger Transport (CPT) Scottish Coach Commission. I visited Michelin Dundee and learned a great deal about tyres and corporate community engagement. I was interviewed by *Commercial Motor* in its "Grilled in the Café" series - the memorable question from a reader being which costume I would wear to a fancy dress party. The question allowed me to bat back with my dismay at continuing sexism in the industry and how tough it can be for females working in haulage. In my Transaid Ambassador role I spoke at the highlight of the Scottish haulage year, the Scottish Transport News Breakfast Awards in Glasgow. I was delighted to be a guest at Lothian Bus and National Express Xplore Dundee employee awards evenings. I am one of the judges for the 2018 Scottish Transport Awards covering all transport modes. In a working life which involves judging those who have behaved badly, it is a privilege and joy to celebrate success.

There were no taxi fares scale appeals in 2017/2018.

In 2017/2018 I did not make any new adjudicator appointments to serve what was formerly called the Scottish Parking Appeals Service and is now the Parking and Bus Lane Tribunal for Scotland. There is a steady increase in the number of decriminalised Council areas. However, I did not want to make any new appointments given that in March 2019 the Tribunal will transfer to the Scottish Courts and Tribunal Service. The Traffic Commissioner for Scotland's responsibility for appointing parking adjudicators will end then.

This has been the first full year of Deputy Traffic Commissioner Hugh Olson serving the jurisdiction. As can be seen from the statistics, he has taken on the level of caseload I require of a Deputy to allow me to undertake the range of my duties and to facilitate leave.

I look forward to my valedictory year. My enthusiasm is undiminished.

Report of the Traffic Commissioner for Wales

Previous annual reports have referred to lower standards within Wales and the lack of an effective enforcement presence where levels of intervention within parts of Wales were minimal at best. I am pleased that this is being addressed as the DVSA has now recruited additional examiners. It is also helpful that I enjoy a close working relationship with local managers.

Whilst new examiners will gradually be coming on stream in terms of their work, it is already clear that OTC workloads are increasing. Local examiners work hard to provide a good service although they will need support and guidance to maximise their effectiveness.

Legislation provides for a compulsory retirement age for traffic commissioners, so this is my penultimate annual report to the Secretary of State. This in turn raises interesting questions in relation to the appointment of my successor, an exercise, which will quite properly involve the Welsh Government.

The decision to have a full time Traffic Commissioner for Wales has been justified and I have little doubt that within the medium term there will be a real increase in the work of the Traffic Commissioner for Wales. As set out in the Memorandum of Understanding between the Welsh Government and the DfT, a considerable amount of my time is spent addressing specific training and education issues within Wales. My separate report to the Welsh Government will go into far more detail, including the assistance provided to the Welsh Government and Welsh Assembly in its consideration of devolution.

Increasingly I am coming across operators who are at a substantial disadvantage as a result of guidance not being available in their first language. In looking to the future, we had a helpful meeting with Welsh Government officials to resolve the standards expected of new bilingual staff; they will be translating routine correspondence into both English and Welsh but will not be expected to translate specialist documents or, in the absence of translated versions, general guidance such as DVSA's Guide to Maintaining Roadworthiness, which is still only available in English.

A close working relationship with the Welsh Government has enabled the beginning of substantial training and education of PSV operators within Wales, including all day sessions involving a range of specialist trainers. In the absence of having OTC staff based in Wales, all the organisational work was undertaken by Welsh Government staff. I am grateful for the assistance provided both by the Welsh Government and Business Wales.

It is evident that aside from the need for ongoing training and support for PSV operators, there is a need for similar provisions for HGV operators – although the numbers involved will be significantly larger. Discussions with Business Wales confirm that targeted training for categories of HGV operator will both improve compliance and road safety, and additionally, enhance the financial viability of businesses which operate HGVs.

Recruitment of staff to the OTC is capable of being speeded up and it is evident that there have been substantial challenges in recruiting Welsh speaking staff within Wales. Actions of senior DVSA managers within the course of the reporting year left my traffic area with virtually no administrative support for a period of time; the impact of that decision is still being felt. As a traffic commissioner I need a basic level of staffing and failures to recruit in

our licensing office puts at risk those gains in application times that were achieved through the introduction of the new operator licensing digital service – Vehicle Operator Licensing (VOL).

Some Acknowledgements

As one of our members of staff remarked during the year: “Without the dedication of the OTC staff, and that of frontline enforcement colleagues in DVSA, the commissioners would not be able to function as well as they do and the roads would be far less safe”.

Sarah Bell reflected: *“It has been an incredibly busy year and it is a credit to the team that it has achieved this with the same staffing levels and significant business interruption, including another year without a properly functioning telephone system. I am very fortunate to have a number of staff who have been in the Office of the Traffic Commissioner for many years. The level of knowledge and team spirit within the office is a very real benefit to those I serve.”*

Nick Jones commented on the staff based in Birmingham: *“Staff have undertaken work across Great Britain to assist me in my role, however it would be remiss of me if I did not make a specific mention of the excellent work undertaken by Laura Crandon (team leader for Wales) and Andy Booth (STL with responsibility for Wales). For much of the reporting period they were ably line managed by the equally excellent John Furzeland. It is also helpful that I have an excellent and experienced deputy traffic commissioner in Anthony Seculer.”*

The staff who support traffic commissioners perform a vital function for us and for the operator licensing regime. It is frequently said that an organisation is only as good as the people who work there, but the improvement in services provided to licensing and tribunal users is a testament to the professionalism, hard work and commitment of the staff who work to us.

The forbearance of Steve Jordan and his staff in the OTC, in the face of major IT changes, further reviews and interventions by the agency should not be understated. Many members of staff, including managers, are in temporary positions and have been required to deliver many different roles. Deputy Heads for Applications, Paul Hartley, and for Compliance, Debs Crosby, have demonstrated considerable commitment to delivering services whilst wrestling with vacancies and additional work. It is impossible to name everyone but another example amongst many is the support that David Huggins, a STL, has provided to the enforcement liaison work.

The year also brought the appointment of a new Senior Traffic Commissioner, who retains his role as East of England Traffic Commissioner. The new duties inevitably impacted on the management of his area. It is right to recognise there was a loss of flexibility in listings so the efforts of our long-standing Deputy Traffic Commissioner, Marcia Davis, and the appointment of a new colleague, Laura Thomas, should be recognised. As should the support provided by Sarah Bell, whilst we waited for DVSA to recruit staff to support the STC. She covered some 40 sitting days of sometimes lengthy and complex cases to support that area. Staff from her office supported managers in the East of England, whilst Deputy Traffic Commissioner John Baker covered listings in London and the South East of England.

We also recognise the invaluable support of the sponsorship team within DfT. We are pleased to record that relations with departmental officials have never been stronger.

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TABLE 1: GOODS VEHICLE OPERATORS - LICENCES CONTINUED AND IN ISSUE
2017-18 2016-17

	Type of Licence			Total number of licences in issue	Total continuations sought	Continuations not sought
	Restricted	Standard National	Standard International			
Eastern Traffic Area	6494	4575	1949	13018	1704	453
	6543	4578	1854	12975	1817	569
North Eastern Traffic Area	5458	4387	1236	11081	1613	419
	5613	4458	1213	11284	1437	450
North Western Traffic Area	5234	3753	1012	9999	1496	402
	5325	3859	1013	10197	1395	462
South Eastern and Metropolitan Traffic Area	4916	2794	1169	8879	1168	366
	4973	2868	1178	9019	1172	382
West Midlands Traffic Area	4188	2980	821	7989	1116	331
	4267	3002	821	8090	1113	393
Western Traffic Area	5620	3704	1212	10536	1461	400
	5653	3780	1177	10610	1455	411
Scotland	2893	2588	525	6006	902	230
	2994	2627	520	6141	846	241
Wales	2711	1901	427	5039	754	234
	2764	1968	410	5142	737	278
Total	37514	26682	8351	72547	10214	2835
	38132	27140	8186	73458	9972	3186

TABLE 2: GOODS VEHICLE OPERATORS - NUMBERS OF SPECIFIED VEHICLES ON LICENCES 2017-18 2016-17

	Specified vehicles by type of licence			Total number of specified vehicles	Certified copies of European Community Licences
	Restricted	Standard National	Standard International		
Eastern Traffic Area	16414	35837	18003	70254	7344
	16383	35474	17714	69571	6747
North Eastern Traffic Area	14322	30455	14326	59103	5173
	14441	30225	14171	58837	4494
North Western Traffic Area	13530	26816	11647	51993	4073
	13466	26517	11464	51447	3784
South Eastern and Metropolitan Traffic Area	14212	21093	9704	45009	4334
	14381	21257	9897	45535	4130
West Midlands Traffic Area	10114	20080	10221	40415	3409
	10166	19794	10006	39966	3261
Western Traffic Area	13750	28420	11162	53332	4491
	13769	28012	11007	52788	4212
Scotland	6970	20160	5367	32497	2100
	7055	20218	5368	32641	2105
Wales	5970	10714	3189	25873	1509
	6040	10774	3007	19821	1441
Total	95282	193575	83619	378476	32433
	95701	192271	82634	370606	30174

Note 1: the figure for Standard National discs in issue in Wales for 17/18 has been amended since first publication as it was previously incorrect.

Standing Note: with a Community Licence document, hauliers are able to make as many journeys as they want between EU member states. The operator is also issued with certified copies which have to be covered in vehicles on international journeys.

TABLE 3: GOODS VEHICLE OPERATORS - APPLICATIONS FOR NEW LICENCES AND TO VARY LICENCES
2017-18 2016-17

	Number of applications processed		Number of licences issued in full		Number of applications refused		Number of applications withdrawn		Number of licences issued with environmental restrictions	
	New licences	Publishable variations	New licences	Publishable variations	New licences	Publishable variations	New licences	Publishable variations	New licences	Publishable variations
Eastern Traffic Area	1177	1427	1055	1387	85	33	75	43	29	20
	1147	1419	1042	1278	46	20	76	117	28	20
North Eastern Traffic Area	739	994	661	972	26	9	56	34	17	9
	778	1045	729	980	40	11	33	53	16	10
North Western Traffic Area	711	100	633	952	46	19	48	36	16	12
	740	941	680	876	44	8	41	57	19	9
South Eastern and Metropolitan Traffic Area	747	1016	674	966	56	20	100	66	45	39
	728	974	654	869	31	19	54	76	57	31
West Midlands Traffic Area	618	783	577	750	40	6	52	36	9	8
	571	694	493	623	33	8	61	61	10	4
Western Traffic Area	775	1046	712	1048	25	12	32	40	31	15
	801	1036	738	942	18	15	58	75	37	24
Scotland	374	546	339	548	35	17	37	26	7	6
	353	511	327	467	14	7	27	35	6	4
Wales	332	329	310	326	15	5	39	14	10	5
	296	325	272	291	11	7	19	26	6	2
Total	5473	6241	4961	6949	328	121	439	295	164	114
	5414	6945	4935	6326	237	95	369	500	179	104

TABLE 4: GOODS VEHICLE OPERATORS - RESULTS OF OPPOSED APPLICATIONS FOR NEW LICENCES AND FOR PUBLISHABLE VARIATIONS TO LICENCES 2017-18 2016-17

	Number of applications received		Number of applications processed		Number of applications opposed		Opposed applications issued in full		Opposed applications issued with restrictions	
	New licences	Publishable variations	New licences	Publishable variations	New licences	Publishable variations	New licences	Publishable variations	New licences	Publishable variations
Eastern Traffic Area	1178	1431	1129	1434	24	22	9	10	7	5
	1185	1349	1147	1419	31	25	4	7	13	6
North Eastern Traffic Area	739	997	740	1031	10	14	3	9	4	4
	838	1016	778	1045	12	16	1	9	8	4
North Western Traffic Area	711	1006	713	1000	13	7	2	3	8	3
	775	929	740	941	16	13	5	7	4	4
South Eastern and Metropolitan Traffic Area	747	1019	751	1044	22	23	4	9	8	14
	807	984	728	974	26	25	2	6	14	7
West Midlands Traffic Area	619	787	631	779	8	6	1	2	3	3
	674	724	571	694	4	5	1	0	0	2
Western Traffic Area	773	1048	775	1108	8	12	4	6	2	3
	814	1031	801	1036	8	8	2	2	3	4
Scotland	374	548	391	591	7	10	2	6	2	2
	397	568	353	511	8	10	1	4	5	2
Wales	332	331	340	358	6	4	1	1	3	2
	357	335	296	325	4	8	0	2	3	1
Total	5473	7167	5470	7345	98	98	26	46	37	36
	5847	6936	5414	6945	109	110	16	37	50	30

Note: the data in this table has been amended since first publication to correct inaccurate 17/18 data in relation to applications received and processed.

TABLE 4 (CONTINUED)						
	Opposed applications refused		Opposed applications withdrawn		Number of applications heard at Public Inquiry	
	New licences	Publishable variations	New licences	Publishable variations	New licences	Publishable variations
Eastern Traffic Area	2	2	6	4	0	0
	3	2	11	10	1	0
North Eastern Traffic Area	1	0	3	1	3	0
	2	1	1	2	0	3
North Western Traffic Area	2	1	5	2	1	0
	2	0	5	2	2	0
South Eastern and Metropolitan Traffic Area	3	0	7	6	1	0
	4	1	6	11	3	3
West Midlands Traffic Area	2	0	2	0	0	0
	1	0	2	3	0	1
Western Traffic Area	0	0	2	4	1	0
	0	0	3	2	4	2
Scotland	1	0	3	1	1	0
	0	0	2	4	0	0
Wales	1	0	2	1	0	0
	0	0	1	5	0	0
Total	12	3	30	19	7	0
	12	4	31	39	10	9

**TABLE 5: GOODS VEHICLE OPERATORS - COMPLAINTS AGAINST EXISTING OPERATING CENTRES
2017-18 2016-17**

	Total licences reviewed where complaints received	Number called to public inquiry	Continued without change	Continued with new restrictions	Removal of operating centre
Eastern Traffic Area	6	0	5	1	0
	5	0	4	1	0
North Eastern Traffic Area	5	0	3	2	0
	3	0	2	1	0
North Western Traffic Area	8	0	2	4	0
	6	1	2	3	1
South Eastern and Metropolitan Traffic Area	5	0	1	1	0
	1	0	1	0	0
West Midlands Traffic Area	2	0	1	0	0
	2	0	2	0	0
Western Traffic Area	7	0	4	2	0
	1	0	1	0	0
Scotland	2	0	1	0	0
	4	0	1	2	1
Wales	0	0	0	0	0
	0	0	0	0	0
Total	35	0	17	10	0
	22	1	13	7	2

TABLE 6: GOODS VEHICLE OPERATORS - ACTION TAKEN AT PUBLIC INQUIRY FOR NON-COMPLIANCE
2017-18 2016-17

	Number of public inquiries completed	Licence revocations	Licence suspensions	Curtailment or conditions imposed	Notification of formal warning	Disqualification of licence holder under Section 28	Disqualification of transport manager	No action taken
Eastern Traffic Area	135	41	17	46	25	3	17	9
	102	40	8	42	31	6	2	10
North Eastern Traffic Area	78	23	3	11	35	4	7	7
	103	29	6	13	41	3	4	15
North Western Traffic Area	114	34	10	31	29	5	14	12
	76	27	16	27	37	2	2	10
South Eastern and Metropolitan Traffic Area	155	52	31	33	32	22	13	15
	162	62	40	34	33	36	17	22
West Midlands Traffic Area	112	46	24	23	12	33	24	18
	102	45	18	23	9	23	31	18
Western Traffic Area	86	30	2	19	26	3	12	13
	73	22	13	14	30	7	4	13
Scotland	64	18	10	12	17	7	5	11
	61	14	7	27	13	6	4	10
Wales	66	17	7	28	11	5	13	8
	50	22	6	13	17	9	5	5
Total	810	261	104	203	187	82	105	93
	729	261	114	193	211	92	69	103

Note: the figures in the last seven columns may not equal the number of public inquiries completed, as more than one action may be taken against a licence holder.

TABLE 7: GOODS VEHICLE OPERATORS - RESULTS OF UNOPPOSED NEW AND VARIATION APPLICATIONS HEARD AT PUBLIC INQUIRY 2017-18 2016-17

	Number of applications determined at public inquiry		Applications granted as applied for		Applications granted in part		Applications granted with conditions		Applications refused		Applications withdrawn	
	New licences	Publishable variations	New licences	Publishable variations	New licences	Publishable variations	New licences	Publishable variations	New licences	Publishable variations	New licences	Publishable variations
Eastern Traffic Area	38	14	8	4	9	5	2	0	16	1	1	0
	30	22	9	13	6	8	2	0	12	1	1	0
North Eastern Traffic Area	35	7	15	0	11	2	3	0	4	4	3	1
	30	8	23	8	1	0	0	0	6	0	0	0
North Western Traffic Area	40	13	28	9	1	0	0	0	11	4	0	0
	32	18	22	8	0	5	0	0	8	5	2	0
South Eastern and Metropolitan Traffic Area	66	21	43	12	3	3	7	1	12	5	1	0
	33	26	20	12	1	4	4	1	4	8	4	1
West Midlands Traffic Area	28	8	18	8	2	0	0	0	9	1	2	0
	41	11	17	0	5	5	0	0	14	6	5	0
Western Traffic Area	18	11	13	6	0	0	0	0	5	4	0	0
	28	20	19	13	0	3	0	0	5	3	4	1
Scotland	42	12	19	5	1	1	3	1	19	3	0	2
	29	5	17	3	1	0	0	0	10	2	1	0
Wales	10	3	9	2	1	0	0	0	3	2	3	0
	17	12	12	7	0	4	1	0	4	1	0	0
Total	277	89	153	46	28	11	15	2	79	24	10	3
	240	122	139	64	14	29	7	1	63	26	17	2

Note: this table only shows applications that were heard at public inquiry whereas table 3 shows the total number of applications determined.

TABLE 8: BUS AND COACH OPERATORS - LICENCES CONTINUED AND IN ISSUE
2017-18 2016-17

	Restricted	Standard National	Standard International	Total number of licences in issue	Total continuations sought
Eastern Traffic Area	442	389	335	1166	147
	456	391	350	1197	125
North Eastern Traffic Area	770	429	310	1509	188
	793	452	313	1558	181
North Western Traffic Area	689	400	212	1301	159
	707	397	214	1318	162
South Eastern and Metropolitan Traffic Area	398	360	414	1172	137
	405	374	414	1193	145
West Midlands Traffic Area	402	323	188	913	98
	400	233	185	818	84
Western Traffic Area	412	356	261	1029	147
	406	361	282	1049	112
Scotland	315	421	145	881	124
	325	420	145	890	129
Wales	379	226	180	785	118
	393	235	185	813	104
Total	3807	2904	2045	8756	1118
	3885	2863	2088	8836	1042

TABLE 9: BUS AND COACH OPERATORS - DISCS IN ISSUE
2017-18 2016-17

	Restricted	Standard National	Standard International	Total discs
Eastern Traffic Area	621	6155	5488	12264
	651	6121	5650	12422
North Eastern Traffic Area	1048	6544	6044	13636
	1098	6678	5958	13734
North Western Traffic Area	957	6673	4106	11736
	982	6422	4241	11645
South Eastern and Metropolitan Traffic Area	534	11708	8211	20453
	547	11645	8865	21057
West Midlands Traffic Area	537	3749	2767	7053
	536	3955	2690	7181
Western Traffic Area	599	6874	4643	12116
	581	7120	4740	12441
Scotland	436	5617	4840	10893
	451	5641	4789	10881
Wales	540	2171	3487	6198
	560	2180	3533	6273
Total	5272	49491	39586	94349
	5406	49762	40466	95634

Note: the data in this table has been amended since first publication to correct inaccurate figures in the totals rows.

**TABLE 10: BUS AND COACH OPERATORS - APPLICATIONS FOR NEW LICENCES AND TO VARY EXISTING LICENCES
2017-18 2016-17**

	Number of applications processed		Number of licences granted in full		Number of licences granted with less than applied for		Number of applications refused		Number of applications withdrawn	
	New licences	Major variations	New licences	Major variations	New licences	Major variations	New licences	Major variations	New licences	Major variations
Eastern Traffic Area	100	58	64	47	0	0	18	3	14	6
	111	117	71	102	0	0	42	5	9	10
North Eastern Traffic Area	128	62	76	59	3	0	20	4	25	4
	109	113	78	102	1	0	18	2	19	9
North Western Traffic Area	123	53	75	48	4	0	35	4	16	8
	125	98	97	78	0	0	37	9	11	9
South Eastern and Metropolitan Traffic Area	118	82	74	78	3	0	23	2	19	5
	111	123	94	111	0	0	21	3	3	9
West Midlands Traffic Area	82	34	51	29	1	0	14	0	9	4
	87	63	64	55	1	0	32	6	7	3
Western Traffic Area	92	62	59	60	0	0	16	4	14	6
	84	82	71	70	0	0	7	4	9	8
Scotland	86	50	46	43	2	0	17	6	20	11
	45	87	39	77	0	0	11	4	1	6
Wales	60	41	27	32	1	0	13	4	1	4
	62	64	48	58	0	0	16	2	2	3
Total	789	442	472	396	14	0	156	27	118	48
	734	747	562	653	2	0	184	35	61	57

Note: figures included applications treated as withdrawn because the fee had not been paid

**TABLE 11: BUS AND COACH OPERATORS - RESULTS OF APPLICATIONS HEARD AT PUBLIC INQUIRY
2017-18 2016-17**

	Number of applications determined at public inquiry		Applications granted as applied for		Applications granted in part		Applications granted with conditions		Applications refused		Applications withdrawn	
	New licences	Major variations	New licences	Major variations	New licences	Major variations	New licences	Major variations	New licences	Major variations	New licences	Major variations
Eastern Traffic Area	7	2	2	1	2	1	0	0	2	0	1	0
	7	5	1	2	0	2	1	0	5	1	0	0
North Eastern Traffic Area	13	1	2	0	4	0	0	0	7	1	0	0
	11	1	6	1	1	0	0	0	3	0	1	0
North Western Traffic Area	23	1	7	0	4	0	0	0	12	1	0	0
	23	5	11	4	3	0	0	0	8	1	1	0
South Eastern and Metropolitan Traffic Area	7	0	5	0	1	0	0	0	1	0	0	0
	18	4	13	1	2	0	0	0	3	2	0	1
West Midlands Traffic Area	9	0	3	0	0	0	0	0	6	0	1	0
	21	8	4	3	1	0	0	0	15	5	1	0
Western Traffic Area	11	1	5	1	1	0	0	0	4	0	1	0
	9	3	7	1	0	1	0	0	2	1	0	0
Scotland	18	3	5	2	1	0	3	0	8	0	1	1
	7	3	3	0	0	1	0	0	4	2	0	0
Wales	6	1	1	0	0	0	0	0	5	0	0	0
	5	1	1	1	0	0	0	0	4	0	0	0
Total	94	9	30	4	13	1	3	0	45	2	4	1
	101	30	46	13	7	4	1	0	44	12	3	1

Note: this table only shows applications heard at public inquiry whereas table 10 shows the total number of applications determined.

**TABLE 12: BUS AND COACH OPERATORS - SPECIAL RESTRICTED PUBLIC SERVICE VEHICLE OPERATOR LICENCES
2017-18 2016-17**

	Licence applications processed	Licences issued	Applications refused	Applications withdrawn and grants not taken up	Licences continued at five-year review date	Licences not continued at five-year review date	Total number of licences in issue
Eastern Traffic Area	3	1	0	2	2	0	9
	3	1	0	0	1	2	8
North Eastern Traffic Area	2	2	0	0	4	1	17
	2	2	0	0	1	0	16
North Western Traffic Area	1	0	0	1	2	1	10
	0	0	0	0	0	1	12
South Eastern and Metropolitan Traffic Area	4	0	1	5	0	0	0
	3	0	1	0	0	1	0
West Midlands Traffic Area	2	0	0	2	0	2	1
	3	0	0	3	0	1	2
Western Traffic Area	1	0	0	2	0	3	8
	3	1	0	1	2	1	12
Scotland	2	2	0	1	6	3	39
	1	0	0	0	2	8	40
Wales	0	0	0	0	0	2	12
	0	0	0	0	2	5	14
Total	15	5	1	13	14	12	96
	15	4	1	4	8	19	104

Note: the figures in columns 2-4 may not equal the figures shown in the 'licence applications processed' column, as applications may have been carried over from the previous year or carried forward into next year.

TABLE 13: LOCAL BUS SERVICE REGISTRATIONS - LIVE, NEW, VARIATIONS AND CANCELLED LOCAL BUS SERVICES 31 MARCH 2018 31 MARCH 2017

	Live local bus registrations	Applications processed		Applications accepted		Refused	Withdrawn	Existing registrations cancelled
		New	Variations	New	Variations			
Eastern Traffic Area	2472	306	1493	306	1493	0	0	450
	2601	285	1284	285	1284	0	9	375
North Eastern Traffic Area	3800	722	1777	722	1777	0	0	712
	3915	420	1808	420	1808	0	2	454
North Western Traffic Area	3353	593	1637	593	1637	0	6	728
	3544	519	1460	519	1460	0	2	660
South Eastern and Metropolitan Traffic Area	1369	150	523	150	523	0	0	178
	1408	159	588	159	588	0	1	172
West Midlands Traffic Area	2323	170	923	170	923	0	0	224
	2388	187	745	187	745	0	4	232
Western Traffic Area	2640	300	1631	300	1631	0	4	340
	2726	339	1517	339	1517	0	1	436
Scotland	3095	288	1300	288	1300	0	4	135
	3189	384	1036	384	1036	0	0	434
Wales	1539	132	538	132	538	0	4	135
	1577	159	552	159	552	0	2	130
Total	20591	2661	9822	2661	9822	0	18	2902
	21348	2452	8990	2452	8990	0	21	2893

Note: the data in this table has been amended since first publication to correct inaccurate historic 16/17 data in relation to new and cancelled registrations, as well as applications accepted.

TABLE 14: FLEXIBLE BUS REGISTRATIONS
2017-18 2016-17

	Received	Accepted	Refused	Withdrawn	Varied	Cancelled
Eastern Traffic Area	46	44	0	1	35	4
	10	10	0	0	3	0
North Eastern Traffic Area	9	9	0	0	0	7
	0	0	0	0	0	1
North Western Traffic Area	9	8	0	0	0	1
	6	6	0	0	1	4
South Eastern and Metropolitan Traffic Area	4	4	0	0	1	1
	1	1	0	0	0	1
West Midlands Traffic Area	1	1	0	0	1	0
	0	0	0	0	0	0
Western Traffic Area	14	13	0	0	6	4
	6	6	0	0	6	3
Wales	2	2	0	0	1	1
	2	2	0	0	7	0
Total	85	81	0	1	44	18
	25	25	0	0	17	9

Note: flexible bus registrations apply only to operators that hold licences in England and Wales; Scotland is excluded from this requirement.

TABLE 15: BUS AND COACH OPERATORS - NUMBER OF STANDARD, LARGE AND COMMUNITY BUS PERMITS ISSUED 2017-18 2016-17

	Standard Bus Permits Issued by			Total	Large Bus Permits	Community Bus Permits
	Traffic Commissioners	Local authorities	Designated bodies			
Eastern Traffic Area	565	319	257	1141	2	38
	583	227	181	991	0	65
North Eastern Traffic Area	473	202	222	897	3	14
	518	184	145	847	2	20
North Western Traffic Area	364	147	156	667	1	4
	467	141	103	711	5	10
South Eastern and Metropolitan Traffic Area	763	62	311	1136	37	8
	973	87	236	1296	49	31
West Midlands Traffic Area	272	180	134	586	14	5
	257	61	109	427	13	67
Western Traffic Area	860	270	397	1527	6	22
	757	377	292	1426	3	58
Scotland	275	91	148	514	6	4
	243	147	94	484	0	10
Wales	164	22	114	300	0	17
	145	41	59	245	1	10
Total	3736	1293	1739	6768	69	112
	3943	1265	1219	6427	73	271

**TABLE 16: BUS AND COACH OPERATORS - ACTION TAKEN AT PUBLIC INQUIRY FOR NON COMPLIANCE (UNDER THE PUBLIC PASSENGER VEHICLES ACT 1981)
2017-18 2016-17**

	Number of public inquiries completed	Licence revocations	Licence suspensions	Reduction of vehicles authorised on licence	Other conditions imposed on licence	Formal warning given	Disqualification of licence holder under the 1985 Act	Disqualification of transport manager	No action taken
Eastern Traffic Area	10	5	1	2	0	2	2	3	0
	17	10	2	0	3	4	1	0	3
North Eastern Traffic Area	23	15	0	1	0	6	4	5	1
	22	14	0	4	0	4	2	0	2
North Western Traffic Area	27	16	0	6	0	5	1	5	0
	19	10	0	2	0	10	0	0	1
South Eastern and Metropolitan Traffic Area	27	10	2	4	0	6	3	7	5
	20	12	2	3	5	1	7	3	3
West Midlands Traffic Area	24	13	4	2	0	3	9	8	6
	20	12	1	6	0	4	6	6	2
Western Traffic Area	19	10	1	2	1	5	3	0	1
	18	1	1	1	4	8	1	1	5
Scotland	27	7	3	4	2	7	3	1	5
	11	6	0	5	1	3	3	3	2
Wales	24	10	0	6	0	4	3	10	4
	21	13	1	4	0	6	3	0	0
Total	181	86	11	27	3	38	28	39	22
	148	78	7	25	13	40	23	13	18

Note: the figures in the last 8 columns may not equal the number of public inquiries held, as more than one action may be taken against a licence holder.

**TABLE 17: LOCAL BUS SERVICES - ACTION TAKEN AGAINST OPERATORS
(UNDER THE TRANSPORT ACTS 1985 AND 2000)**

2017-18 2016-17

	Number of public inquiries	Restrictions imposed on licences under Section 26 of the 1985 Act	Penalty imposed under Section 155 of the 2000 Act*	Formal warnings given	No action taken
Eastern Traffic Area	0	0	0	0	0
	1	0	1	0	0
North Eastern Traffic Area	3	0	1	1	1
	3	0	2	0	1
North Western Traffic Area	1	0	0	0	1
	0	0	0	0	0
South Eastern and Metropolitan Traffic Area	1	0	0	1	0
	0	0	0	0	0
West Midlands Traffic Area	1	1	0	0	0
	1	1	0	0	1
Western Traffic Area	1	0	1	1	0
	1	0	0	0	1
Scotland	0	0	0	0	0
	0	0	0	0	0
Wales	1	0	1	0	0
	2	2	1	1	0
Total	8	1	3	3	2
	8	3	4	1	3

Note: the figures contained in the last four columns may not equal the number of public inquiries held, as more than one action may be taken against an operator.

* In Scotland action is taken under Section 39 of the Transport (Scotland) Act 2001.

TABLE 18: WORK OF THE TRAFFIC COMMISSIONERS AND THEIR DEPUTIES ON PUBLIC INQUIRIES

2017-18 2016-17

	Traffic Commissioners	Deputy Traffic Commissioners	Total
Eastern Traffic Area	43	152	195
	139	46	185
North Eastern Traffic Area	56	98	154
	106	78	184
North Western Traffic Area	158	53	211
	4	171	175
South Eastern and Metropolitan Traffic Area	85	174	259
	219	50	269
West Midlands Traffic Area	173	9	182
	179	26	205
Western Traffic Area	113	25	138
	137	21	158
Scotland	128	27	155
	114	2	116
Wales	95	17	112
	65	43	108
Total	851	555	1406
	963	437	1400

Note: the totals displayed in a previously published version of this table were incorrect

TABLE 18A: PRELIMINARY HEARINGS AND SENIOR TEAM LEADER INTERVIEWS

2017-18 2016-17

	Preliminary hearings	Senior Team Leader interviews	Total
Eastern Traffic Area	28	0	28
	47	28	75
North Eastern Traffic Area	30	13	43
	47	9	56
North Western Traffic Area	62	0	62
	124	34	158
South Eastern and Metropolitan Traffic Area	46	0	46
	9	3	12
West Midlands Traffic Area	57	11	68
	42	15	57
Western Traffic Area	37	18	55
	65	2	67
Scotland	62	24	86
	50	12	62
Wales	30	4	34
	30	3	33
Total	352	70	422
	414	106	520

**TABLE 19: BUS, COACH AND LORRY OPERATORS - APPEALS TO THE UPPER TRIBUNAL
2017-18 2016-17**

	Number of appeals made	Number of appeals heard	Number of appeals withdrawn	Number of appeals successful or partially successful
Eastern Traffic Area	9	5	4	2
	11	1	8	0
North Eastern Traffic Area	9	5	4	0
	9	5	1	1
North Western Traffic Area	12	5	4	0
	3	3	0	1
South Eastern and Metropolitan Traffic Area	8	4	3	2
	17	9	5	0
West Midlands Traffic Area	16	6	6	1
	7	3	1	0
Western Traffic Area	6	4	0	2
	6	4	2	1
Scotland	15	10	3	3
	10	7	1	2
Wales	4	2	2	0
	5	3	1	2
Total	79	41	26	10
	68	35	19	7

Note: the number of appeals heard cannot be directly compared to the number of appeals made in the year, as some of the appeals heard will have been made in the previous year, and some may still be pending.

TABLE 20: LGV AND PCV DRIVER CONDUCT CASES - ACTION AGAINST DRIVERS
2017-18 2016-17

	Total cases closed	Licences refused	Licences revoked	Licences suspended	Licences granted	Verbal warning	Routine warning letters		Refer on application	No action taken	Called to a hearing
							Endorsable	Non-endorsable			
Eastern Traffic Area	3,361	471	8	151	92	37	357	45	74	2131	447
	2,015	337	1	77	101	23	415	78	97	922	212
North Eastern Traffic Area	3,235	328	18	47	113	48	434	56	152	2,023	229
	2,538	263	17	46	151	68	520	56	285	1,151	210
North Western Traffic Area	2,549	404	76	127	389	95	382	76	87	914	604
	1,986	315	31	86	386	70	425	85	91	525	425
South Eastern and Metropolitan Traffic Area	3,552	541	34	138	307	97	481	77	69	1,810	505
	2,691	507	29	109	205	86	430	81	82	1,182	433
West Midlands Traffic Area	2,026	318	32	113	25	88	372	24	100	950	384
	1,422	286	64	72	30	88	304	17	69	466	417
Western Traffic Area	2,715	310	35	72	85	80	393	12	95	1635	382
	1,787	380	7	26	132	55	591	26	137	491	339
Scotland	2,753	262	46	143	282	168	229	24	116	1,444	544
	2,512	215	29	103	250	99	205	13	113	1,429	389
Wales	1031	164	13	47	66	11	152	13	24	551	195
	780	168	8	29	30	25	135	12	25	351	199
Total	21,222	2,798	262	838	1,359	624	2,800	327	717	11,458	3,290
	15,731	2,471	186	548	1,285	514	3,025	368	899	6,517	2,624

**TABLE 21: APPLICATIONS FOR THE RETURN OF IMPOUNDED VEHICLES
2017-18 2016-17**

	Number of vehicles impounded	Number of applications received and processed	Granted		Refused		Appeals to Upper Tribunal			
			with hearing	without hearing	with hearing	without hearing	made	heard	withdrawn	successful
Eastern Traffic Area	3	3	0	0	3	0	0	0	0	0
	5	3	0	0	0	0	0	0	0	0
North Eastern Traffic Area	4	4	3	0	1	0	0	0	0	0
	16	15	11	2	1	1	5	5	0	0
North Western Traffic Area	3	2	1	0	1	0	0	0	0	0
	4	3	0	0	3	0	1	1	0	0
South Eastern and Metropolitan Traffic Area	5	4	0	0	2	1	0	0	0	0
	11	5	0	0	5	0	0	0	0	0
West Midlands Traffic Area	3	2	0	0	2	0	1	1	0	1
	7	5	0	1	4	0	0	0	0	0
Western Traffic Area	4	4	1	0	4	0	1	1	0	0
	7	2	0	0	2	0	0	0	0	0
Scotland	2	2	0	0	2	0	0	0	0	0
	6	6	0	0	6	0	2	2	0	0
Wales	3	2	0	0	2	0	0	0	0	0
	2	1	0	0	1	0	1	1	0	0
Total	27	23	5	0	17	1	2	2	0	1
	58	40	11	3	22	1	9	9	0	0

Note: the number of applications received and processed may be greater than the number of vehicles impounded as more than one application may be made for the return of a vehicle where there is a dispute regarding the ownership of a vehicle.

Contact Details

Further details about the commissioners and their other publications can be found at:
[www.gov.uk/ traffic-commissioners](http://www.gov.uk/traffic-commissioners)

Licensing Statistics (tables 1-5 and 8-14)	Victoria Nicoll	Office of the Traffic Commissioner Hillcrest House 386 Harehills Lane Leeds LS9 6NF Email: victoria.nicoll@otc.gov.uk
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Bus Permit Statistics (table 15)	Lee Betts	Office of the Traffic Commissioner Hillcrest House 386 Harehills Lane Leeds LS9 6NF Email: lee.betts@otc.gov.uk
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Regulatory Statistics (tables 6-7 and 16-21)	Eleanor McKenzie	Office of the Traffic Commissioner Jubilee House Croydon Street Bristol BS5 0GB Email: eleanor.mckenzie@otc.gov.uk
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