



**Office of the Traffic Commissioner**

# **Traffic Commissioners' Annual Reports**

**2012–13**

## Traffic Commissioners for Great Britain



*Left to right: Richard Turfitt (East of England), Sarah Bell (West of England), Kevin Rooney (North East of England), Beverley Bell (Senior Traffic Commissioner and North West of England), Nick Jones (Wales and West Midlands), Joan Aitken (Scotland), Nick Denton (London and the South East of England)*

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# Chapter 1

## The traffic commissioners

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## **Introduction**

### **The traffic commissioners**

The seven traffic commissioners are appointed by the Secretary of State for Transport and have responsibility in their region or country for the licensing of the operators of heavy goods vehicles (HGVs) and of buses and coaches (public service vehicles or PSVs); the registration of local bus services; and regulatory action against drivers of HGVs and PSVs. The seven commissioners regulate eight geographical areas. Details of their activities are on pages 14 to 33.

The Traffic Commissioner for Scotland also has statutory powers to consider appeals by taxi operators against fare scales fixed or reviewed by Scottish licensing authorities. She is also empowered under the Road Traffic Act 1991 to appoint adjudicators to consider appeals against penalty charge notices issued in respect of improperly parked vehicles in Scottish local authority areas where parking offences have been decriminalised.

The post of traffic commissioner has existed with effect from 01 January 1931. Commissioners have always been required to exercise a number of their powers in public and a great emphasis continues to be placed on the need to ensure road safety and fair competition.

The commissioners' purpose is to champion safe, fair and reliable passenger and goods transport. They do so by ensuring licensed operators comply with undertakings that are made upon grant of a licence, as well as the mandatory requirements for holding a licence. This work is driven by their commitment to managing risks to road safety, protecting fair competition and promoting the running of punctual and reliable registered local bus services.

The traffic commissioners are assisted in this work by deputy traffic commissioners, who preside over a number of public inquiries.

One traffic commissioner (currently the Commissioner for the North West of England, Beverley Bell) is the Senior Traffic Commissioner. The role is a statutory one, following the implementation of the relevant part of the Local Transport Act 2008.

### **Offices of the traffic commissioners in England, Scotland and Wales**

Administrative support to the traffic commissioners is provided by staff employed by the Vehicle and Operator Services Agency (VOSA), an executive agency of the Department for Transport (DfT). Some of those caseworkers and managers are located at the individual offices of the traffic commissioners, to assist the commissioner in their public inquiry work and tribunal roles. Licensing administrative functions are undertaken by staff based at offices in Leeds and Edinburgh.

Staff engaged in commissioner support work act under delegated authority in the discharge of certain individual functions and within tightly defined parameters. Staff members cannot exercise delegated functions unless the individual has been specifically authorised in writing by a relevant traffic commissioner.

Traffic commissioners do not manage any of the support staff but delegate and supervise work undertaken on their behalf. The recruitment, retention and performance management

of the staff of the offices of the traffic commissioners and Office of the Senior Traffic Commissioner are retained by the Accounting Officer of VOSA.

Traffic commissioners are funded from two sources. The administrative work that is carried out to support them in their driver conduct work is funded by the DVLA and central Government. However, the majority of the funds are obtained from powers in the Public Passenger Vehicles Act 1981, which allow a commissioner to charge fees for licensing activities. VOSA collects those fees and therefore has a duty to ensure that they are used to cover the full cost of the traffic commissioner licensing system. The majority of the spend is on the staff allocated to support the commissioners.

## **Geography**

Each traffic commissioner is a separate public body and independent office holder appointed by the Secretary of State. The Traffic Commissioner based in Birmingham is responsible for both the West Midlands and Wales. A map of the geographical areas is on page 10, and details of the traffic commissioners and deputy traffic commissioners are on pages 8 and 9.

The Local Transport Act 2008 reformed the arrangements for the deployment of traffic commissioners and led to each commissioner being appointed as a deputy traffic commissioner for Great Britain.

The Act also removed the requirement (in England and Wales) for commissioners to be based in the locality for which he or she takes responsibility, however, the Department for Transport has indicated a commitment to local accountability and recognised the benefit of the existing relationship between commissioners and their region.

## **Values**

In the performance of their duties, traffic commissioners seek to act in accordance with the standards expected of those in public life. The following values reflect accepted principles of better regulation and underpin the way in which commissioners seek to approach their work and those they work with:

- Proportionality – action taken by commissioners must be proportionate to the shortcomings revealed in evidence brought to them;
- Accountability – commissioners will give reasons for their decisions;
- Consistency – commissioners are committed to consistency in their approach to decision making;
- Transparency – commissioners believe it is important that the transport industry, their representatives and the public understand their role and their work and welcome the opportunity to engage in dialogue with those who have an interest in their work;
- Targeting – commissioners will focus their attention on those who cannot, or choose not to, run their businesses properly, and on those individual drivers who fall short in their conduct

Further information about the role of traffic commissioners is available in a briefing booklet entitled 'Traffic Commissioners, what you need to know', which is available upon request from the regional offices of the traffic commissioners.

## Traffic commissioners, deputy traffic commissioners and offices of the traffic commissioners on 31 March 2013

	<b>Traffic Commissioner</b>	<b>Deputy Traffic Commissioner</b>	<b>Address</b>
East of England	Mr Richard Turfitt	Marcia Davis Gillian Ekins	Office of the Traffic Commissioner (East of England) Eastbrook Shaftesbury Road Cambridge CB2 8BF
North East of England	Mr Kevin Rooney	Liz Perrett	Office of the Traffic Commissioner (North East of England) Hillcrest House 386 Harehills Lane Leeds LS9 6NF
North West of England	Mrs Beverley Bell	Patrick Mulvenna Simon Evans	Office of the Traffic Commissioner (North West of England) Suites 4-6 Stone Cross Place Stone Cross Lane North Golborne Warrington WA3 2SH
London and the South East of England	Mr Nick Denton	John Baker Mary Kane	Office of the Traffic Commissioner (London and the South East) Ivy House 3 Ivy Terrace Eastbourne East Sussex BN21 4QT
West Midlands	Mr Nick Jones	James Astle Miles Dorrington Anthony Seculer Roger Seymour	Office of the Traffic Commissioner (West Midlands) 38 George Rd Edgbaston Birmingham B15 1PL

West of England	Miss Sarah Bell	Fiona Harrington Tim Hayden	Office of the Traffic Commissioner (West of England) Jubilee House Croydon Street Bristol BS5 0GB
Scotland	Ms Joan Aitken SSC	Richard McFarlane	Office of the Traffic Commissioner (Scotland) Level 6 The Stamp Office Waterloo Place Edinburgh EH1 3EG
Wales	Mr Nick Jones	James Astle Miles Dorrington Anthony Seculer Roger Seymour	Office of the Traffic Commissioner (Wales) 38 George Rd Edgbaston Birmingham B15 1PL

Note 1: All Deputy Traffic Commissioners have been appointed as deputies in the English Traffic Areas, Scotland and Wales and the locations indicated above are their home geographical region although they do sit in other locations.

## Geographical boundaries of the traffic commissioners and office locations

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## **Chapter 2**

### **Traffic commissioners' Annual Reports to the Secretary of State for 2012-13**

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## **Report of the Senior Traffic Commissioner Beverley Bell**

Secretary of State, I present my report as Senior Traffic Commissioner for Great Britain.

Once again it has been a busy year for traffic commissioners, not just in carrying out our regulatory role but also in our engagement with the transport industry and all stakeholders.

This engagement and working with others takes many forms. I am delighted to continue to attend the Compliance Forum chaired by your Department and attended by the Vehicle and Operator Services Agency (VOSA), the Police and the trade associations – listening to industry and seeing not only how their concerns about targeting the serially and seriously non compliant are addressed but also looking to see how the industry itself can drive up both vehicle and driver standards so that road safety and fair competition are the default position of all operators. Traffic commissioners can also play their part and from now on we will be keeping much better statistics that will enable us to see just how effective our public inquiry regime is and to be able to measure our success in a better way – and also to learn where we can improve as specialist industry regulators.

My colleagues have also been tremendously busy engaging with others as well as carrying out large numbers of public inquiries. Joan Aitken has been taking the lead for us on the driver certificate of professional competence (DCPC) which will improve driver knowledge and behaviour. She has also started to tackle the issues that surround the grant of section 19 permits and there is still much to be done about this. Sarah Bell has already referred in her report to the Olympic and Paralympic Games and I know you will be delighted that she received a special award from Chartered Institute for Logistics and Transport (CILT) for her tremendous contribution to the success of these wonderful events. Nick Denton has developed some excellent links with Her Majesty's Revenue and Customs (HMRC) and is now working on a new agreement for HMRC to share data with traffic commissioners about those operators who compete unfairly with compliant operators by using red and laundered diesel in their vehicles. It is never appropriate for operators to carry out this unfair practice but this is even more keenly felt in these constrained financial times.

Nick Jones has continued his great work in tackling the pernicious problem of unlicensed stretch limousines and other novelty vehicles. The good news is that your Department has allocated more resources to VOSA for more enforcement in this area and Nick is already working with VOSA to see what he can do in support of this important initiative. Kevin Rooney is delighting in using his many years' experience in VOSA enforcement to ensure that we work more collaboratively with VOSA on their enforcement work, informing them of what we need as traffic commissioners so that we can not only continue to take strong and effective action against the non compliant but also educate those who may have lost their way. No annual report of mine would be complete without paying tribute to Richard Turfitt for his drive and determination and enthusiasm in ensuring the Statutory Guidance Documents are kept up to date. This is a mammoth task in itself and he takes it on willingly whilst at the same time somehow managing to prepare an excellent annual professional

development seminar for all traffic commissioners and our deputies which was described by many of them as “the best one ever”.

I have also been busy attending all manner of events from meeting with the Association of Transport Coordinating Officers (ACTO) and Passenger Focus to discuss “all matters bus” to speaking along side Alastair Peoples the Chief Executive of VOSA at both an Institute of Road Transport Engineers (IRTE) conference and at Commercial Motor Live.

One of your officials Duncan Price and I also spoke jointly at two national events one organised by the British Vehicle and Leasing Association (BVRLA) and one organised by the Confederation of Passenger Transport. All traffic commissioners also appreciated the time that your Permanent Secretary Philip Rutnam took to come to the Office of the Traffic Commissioner at Bristol to meet with staff and I – and to talk about cross cutting issues.

In between this work, I was able to steal a day to receive the Freedom of the City of London and be voted a Liveryman of the Worshipful Company of Carmen. I was delighted to be supported by Geoffrey Simms a much respected retired traffic commissioner.

This event gave me time to reflect on the richness and value of our commercial transport heritage whilst at the same time looking forward to see how traffic commissioners and the industry alike can work together to face the challenges of commercial vehicle operation in the second decade of the 21st century. There is still much to be done by traffic commissioners if we are to reach our goal of further modernising the effective regulation of licensed operators. And that is where my challenge lies. All regulators would like more resources and all regulators are keen to maximise the use of those resources. Last year my resources were woefully thin and so I must offer my personal thanks to Sir Peter Hendy, Commissioner of Transport for London, who arranged for the secondment of one of his top graduates to assist me in my work – I remain in his debt. Likewise Alastair Peoples has also seconded me a member of staff from VOSA to assist me. But if traffic commissioners are to be truly effective and to change the way in which we operate then we need the time and money to do that. This has been recognised by your own officials who have offered me their unstinting support.

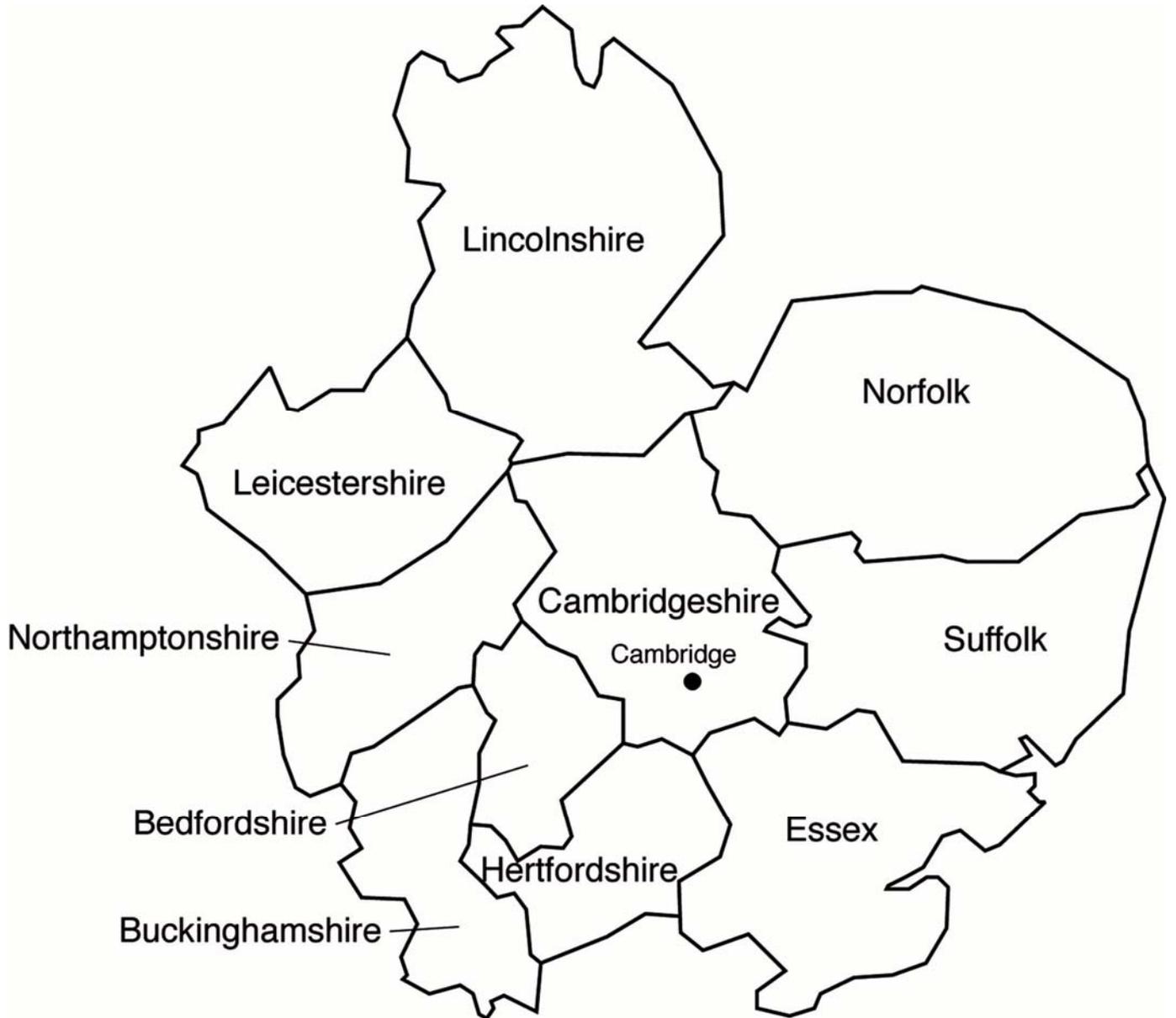
As I finish my report to you I must also look at what has not been achieved and I am sorry to report that the Memorandum of Understanding with regard to data sharing has still not been completed and it is vital that this is done as soon as possible. My draft Statutory Guidance on bus reliability and punctuality has still not been published and as you know all traffic commissioners are passionate about the value of bus service compliance work. VOSA still has a long way to go in delivering an effective enforcement regime but I am pleased to report that one of your officials Rachael Gilbert has been very supportive and has worked very hard with VOSA to ensure that they do deliver what is needed.

And so I look forward to another busy year promoting road safety and fair competition within the commercial vehicle transport industry for the benefit of that industry as well as for the benefit of Great Britain.



**East of England  
Report of Richard Turfitt  
Traffic Commissioner**

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The cost to Britain of transporting goods and people is well known. Transport is therefore key to any recovery. The Eastern Traffic Area remains the largest despite a minor 0.03% reduction in goods licences. Its geographical position in respect of the ports and other strategically important fields such as green-tech is reflected in the Departmental plans for capital expenditure. It is therefore not surprising that the Area has the largest number of specified goods vehicles and some 10,000 more vehicles than the next traffic area. There has also been an increase of 4.84% in the total number of licences issued to bus and coach operators. It is imperative for those operators that enforcement and regulation provide value for money as any unnecessary cost places the ability of transport companies to deliver at issue. It is therefore entirely appropriate that the Senior Traffic Commissioner (STC) has suggested a theme of 'working with others' for this year's slightly truncated report.

In this Area we have continued in our efforts to avoid bureaucratic delays, which might frustrate growth. Transport businesses rely on the services for which they have paid and businesses cannot afford for fees to be wasted. It is regrettable that we have been waiting two years for clarity in the Vehicle and Operator Services Agency (VOSA) accounting processes so that operators can be sure that licensing fees are used to meet their priorities. The STC has the point and has sought to redeploy resources to address a backlog - why should an Eastern operator receive a lesser service simply because he or she is located in a highly populated area? I suggest that internal managers now need to follow the STC's lead to address the backlog.

The new address in Cambridge offers improved facilities to tribunal users. We were extremely grateful to Stephen Hammond MP for opening the office and for the interest he showed in the work of the OTC staff. It was only through the efforts of those and other staff members that we were able to continue to provide tribunal services where some basic elements of project management appeared to be missing from the centrally managed exercise. I am pleased to confirm that despite the upheaval I was able to increase the proportion of hearings I took. It did however impact on my ability to deliver a timely review of the STC's Statutory Documents. Although appeals to the Upper Tribunal have reduced, with only two cases being successful or partially successful, these are only figures. Tribunal cases should not simply be viewed in terms of numerical output. Industry wants proper outcomes by which I mean deterrence, a fair playing field, confidence that there is no commercial advantage in unsafe practices. That is why I have continued to work with the trade bodies and others, who have an expertise in education and training, to maximise the message that: compliance makes good business sense.

Statistics do show that, whilst revocations, suspensions and curtailments have remained at similar levels, disqualifications have doubled; due in large part to the new powers in respect of Transport Managers. We have sought to tackle unscrupulous individuals who seek to act as Transport Managers in name only or who see appointment as an opportunity to use the operator as a cash cow. We will continue in those efforts to ensure a level playing field for operators. It is therefore concerning that advertisements, in some of the trade press, point to the return of rogues seeking to 'buy' operator licences and circumvent the requirements met by responsible operators. The continued failure of certain banks to support small and medium sized enterprises is also becoming a theme at Public Inquiry.

Without an effective enforcement agency regulation risks becoming an empty ritual; by way of example, in the last year there were no Public Inquiries in this Area to consider action against local bus service providers and nationally the figure has dropped by some 45%. To be able to act I rely on VOSA to deliver evidence so that the criminal or

unscrupulous do not gain an unfair advantage over responsible operators. I therefore wish to pay particular tribute to the Area Managers and VOSA Examiners working to support the Eastern Traffic Area. At various times during the year bureaucratic delays in filling frontline posts has had a noticeable effect. The professionalism of the remaining Examiners during that period is a credit to the agency.

Where safety is concerned the effectiveness of regulation must be paramount as the cost of the alternative is too great. As Robert Francis QC recently identified *effective accountability to the public demands a simpler regime of regulation*<sup>1</sup>. There have been plenty of recent examples<sup>2</sup> of the consequences for British business when regulation is undermined. This, I would suggest, also reflects the Red Tape Challenge set down by the Government. I would therefore encourage the new merged agency to not lose sight of its enforcement function.

The merger also presents an opportunity to look at the options for commissioning of support services for traffic commissioners so that they are focussed on delivering to businesses and free of internal bureaucracy. The Courts and Tribunal Service is undergoing similar change. The agency structure can lead to barriers which alternative delivery models such as outsourcing or the Cabinet Office support programme for the spinning out of services, may not attract. I envisage that this might form part of the cost benefit analysis to be carried out in line with the Government's Strategic Work Programme for Administrative Justice and Tribunals during 2013-16.

The last year represents a period of transition. The immediate challenge is to ensure that we are listened to by senior managers in the merged agency so that we are best placed to help industry in meeting changes such as the Driver CPC. Like my colleagues I will continue to assist with that move to improved tribunal delivery wherever possible.

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<sup>1</sup> Paragraph 1.126, Mid Staffordshire Inquiry

<sup>2</sup> including the Report of the Parliamentary Commission on Banking, 19<sup>th</sup> June 2013



## North East of England Report of Kevin Rooney Traffic Commissioner

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Reviewing the statistics within this report, it is impossible to miss the continuing down-sizing of the GB commercial vehicle fleet, both in terms of vehicles specified and numbers of operators. The business realities that cause this shrinkage play themselves out day-in, day-out in the public inquiry room whether it be an application following a pre-pack administration or an operator who has cut costs on maintenance or not replaced his fleet. I have taken great care to understand the economic climate in which I regulate and to remind myself at every turn of the first Hampton principle of good enforcement enshrined in the Regulators' Compliance Code<sup>1</sup> *“Regulators should recognise that a key element of their activity will be to allow, or even encourage, economic progress and only to intervene when there is a clear case for protection”*.

Against this economic climate, I find it hard to understand why so many operators opt for six weeks as the period between periodic maintenance inspections. What drives this magic figure? Why has it not changed despite developments in vehicle technology and reliability? The table given in the Vehicle and Operator Services Agency (VOSA) Guide to Maintaining Roadworthiness aims to provide a starting point for an operation that has no history and the Guide is explicit that in saying that the actual period needs to be derived based on a range of factors and tailored depending on performance. It is for a professional operator to work this out and set appropriate frequencies across his or her fleet. Six weeks is undoubtedly a reasonable starting point for many operations but when I see it applying across a range of vehicle ages and types and different operations in an operator's fleet it causes me concern. At worst, it points to a lack of fundamental understanding of the point of periodic inspection and maintenance; at best it shows a lack of interest and imagination.

Along with my fellow Traffic Commissioner Sarah Bell, I have the role of liaising on behalf of traffic commissioners with VOSA on enforcement matters. As part of that, we have begun discussions on refreshing the Guide to Maintaining Roadworthiness. I am hopeful that this will generate debate across the industry and lead more towards a risk-based approach to periodic maintenance with inspection regimes based on intelligent analysis of performance data. Ultimately, this can deliver a better maintained fleet at a lower overall cost.

Over the course of the year, I have had many interesting conversations with transport managers and their advocates. EU Regulation 1071/2009 defines the transport manager as the person who effectively and continuously manages the transport activities of the undertaking. The Regulation appears to prefer a full-time transport manager employed within the business. However, it accepts this is impracticable in some circumstances and allows for an external person to undertake the role. In that case, it specifies the minimum tasks to be undertaken as follows:

- vehicle maintenance management,
- verification of transport contracts and documents,
- basic accounting,
- the assignment of loads or services to drivers and vehicles,
- and the verification of safety procedures;

Nowhere does it mention popping in once a fortnight for a cup of tea and a shuffle of a few tacho charts, yet many who appear before me purporting to be a transport manager seem to do little more than that. Even where a transport manager is a full-time employee, they will frequently either be in a training or other role which gives them no authority, or they will

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<sup>1</sup> Regulators' Compliance Code: Statutory Code of Practice for Regulators, Better Regulation Executive, 17 December 2007.

be at board level and far too far away from the transport operation to be able to conduct the role effectively. I commend the trade associations, the Road Haulage Association (RHA), Freight Transport Association (FTA) and the Confederation of Passenger Transport (CPT), for working hard to get the message across to operators that the transport manager is central to their continuing operation. This is an area I will continue to focus on this year.

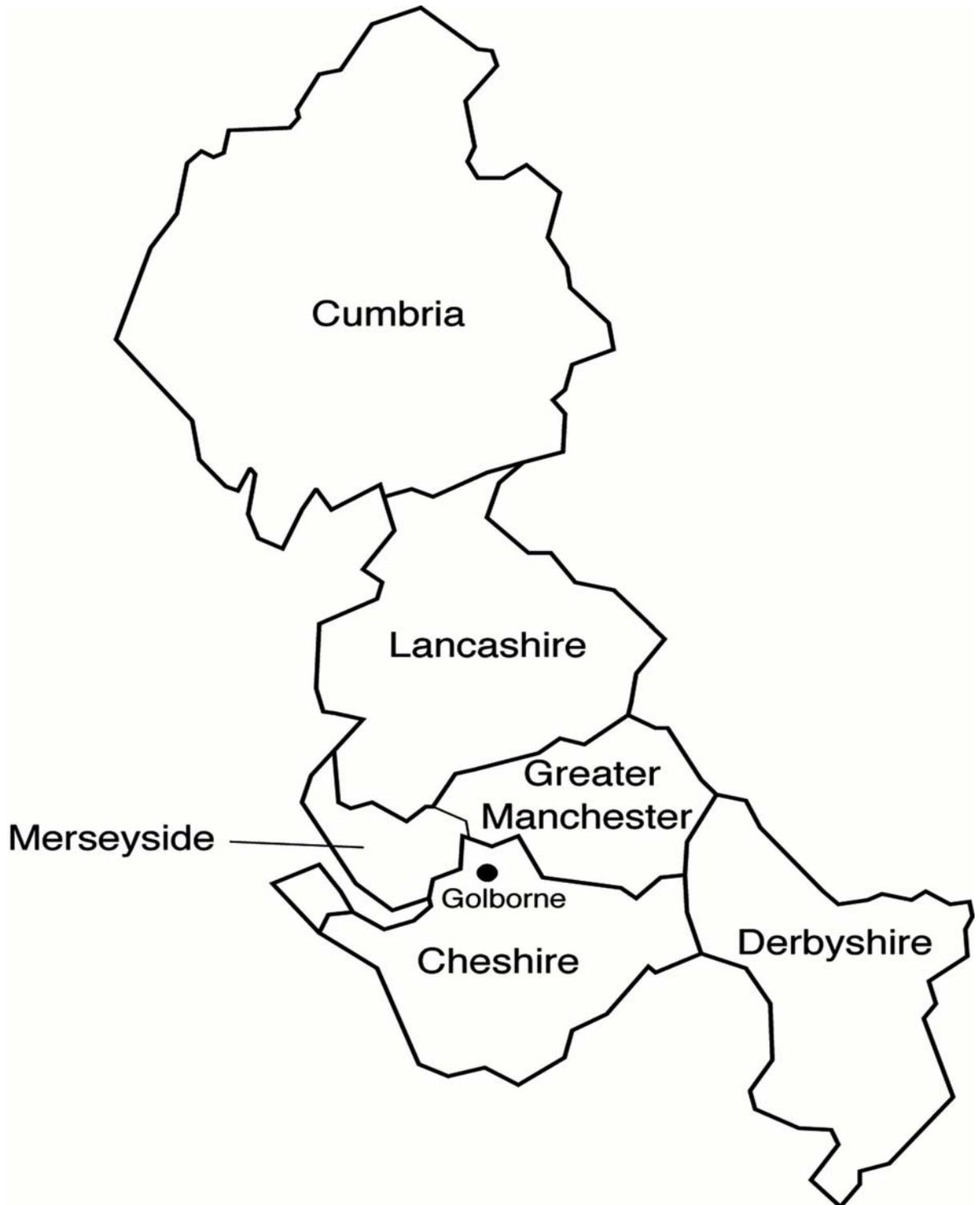
I have been surprised this year to have operators and their consultants come before me to argue for the existence of “wheel-loss syndrome”. It is an interesting concept that properly maintained, cleaned, torqued and checked wheels should spontaneously separate from the wheel hub. One operator told me that a wheel loss incident had been the result of regular over-tightening of the nuts by one of his drivers who was particularly big and strong and used a big bar. The operator had fixed the problem. He’d given the driver a shorter bar. I prefer a more scientific approach but at least the operator had identified the root of his problem and taken some action.

I will close by stating the obvious, as I find myself doing frequently in public inquiry. An operator’s licence is not like a TV licence or a tax disc. It is authority to operate large vehicles, some of which carry passengers, that are disproportionately involved in causing death and serious injury. That authority to operate brings with it the complete responsibility for doing so safely, and fairly.



**North West of England  
Report of Beverley Bell  
Traffic Commissioner**

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Secretary of State, once again my annual report is brief and I would like to make just a few key points – and the statistics speak for themselves.

Like last year I have not been able to conduct as many public inquiries as I would have liked but I am privileged in being able to rely on my excellent deputies to regulate on my behalf and I remain indebted to them. The types of orders and directions that they have made has remained broadly consistent with last year. Those cases where the licences have been allowed to continue with a careful watch being kept on the operators are to be regarded as success stories. But it is also good to see that my deputies do not resile from excluding from the legitimate industry those operators who are prepared to compromise road safety and fair competition to an unacceptable extent – whatever the reason.

As always I have been busy engaging with industry and I shall just pick out two events by way of example. I was particularly pleased to speak at the North West Bus Summit in November and to address a wide audience on how we can all play our part in the promotion of punctual and reliable bus services. Similarly, attending Manchester College in December and speaking about the value of Apprenticeship Schemes reminded me about the importance of investing in the future generation of those who will work in the commercial vehicle industry. It is vital that these investments are made so that we can look forward to the future with confidence.

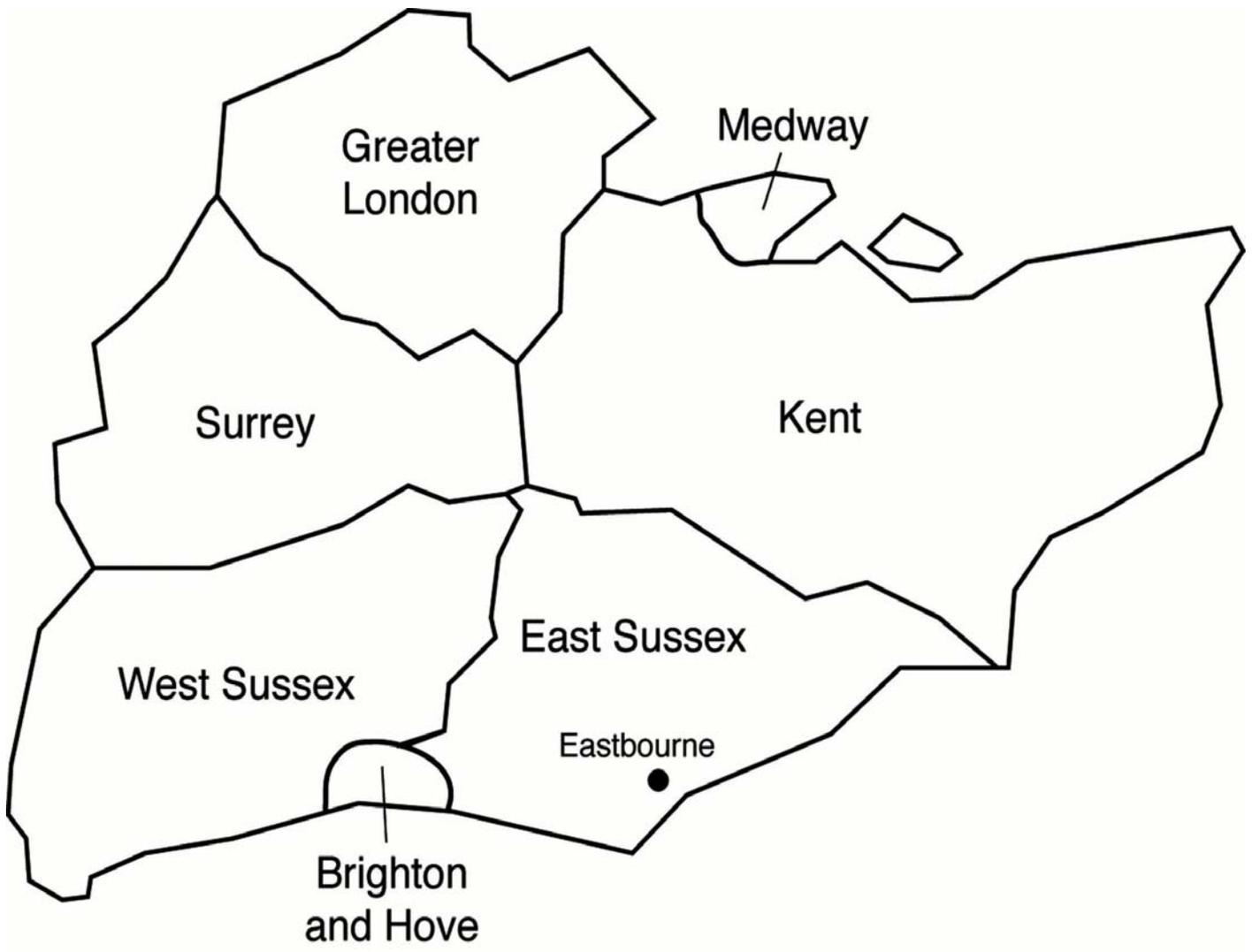
Sometimes a traffic commissioner's life can be a little lonely and so it is always good to "phone a friend". In the North West I know that I can rely on many such friends from the industry. My regular engagement with the Confederation of Passenger Transport (CPT), Freight Transport Association (FTA) and Road Haulage Association (RHA) is vital in my role and I know that these organisations will always be a "critical friend" where needed whilst at the same time offering me their unstinting support. All those who attend the North West Punctuality Working Group and the North West Maintenance Liaison Committees (both goods and passengers) offer me invaluable expert advice and I am grateful to them for taking the time out of their busy diaries to attend these important meetings.

As always I am ably supported by VOSA staff in my area as well as by all those who work on my behalf at Golborne, Chadderton and Leeds. I remain in their debt.



## London and the South East of England Report of Nick Denton Traffic Commissioner

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Behind the bald statistics accompanying this report lies the daily fare of a traffic commissioner's life. Reading submissions (well over a thousand over the year) describing safety or other shortcomings found in goods vehicle or passenger transport operators by VOSA or the police. Selecting from those submissions the cases to call to public inquiry, so that taxpayers' resources are deployed to best effect. Educating or scolding operators back into compliance or, where that has proved fruitless, suspending or revoking their licences and disqualifying them from holding licences again. Day in, day out, the process continues, always with the twin objectives of maintaining road safety and fair competition.

Over my first year in post, and having presided over around 200 public inquiries and preliminary hearings, a few bêtes noires have emerged. They include:

#### *Flag of convenience transport managers*

Transport managers who are named on the licence but who have little real involvement in the business. I saw one example where a transport manager was claiming to work 32 hours a month for an operator but charging only £100. Can he have been doing a proper job? Another failed to spot that his operator did not have two drivers as claimed but rather one driver using two tachograph cards under different names. I have not hesitated to take away the repute of such managers.

#### *Operators who fail to fulfil undertakings*

I frequently ask operators to agree to undergo refresher training, or be externally audited by trade bodies, as the price for retaining their licence. Most carry out these promises, but some do not. I suppose it is this detachment from reality which means they are surprised when, at our next encounter, I revoke their licences.

#### *Scaffolders*

What is it about some scaffolders which causes them to take health and safety seriously when they are erecting their scaffolding and walking around at height, and then ignore the subject entirely when they leap into an overloaded and defective lorry and drive off without checking it? I have sent many scaffolders on operator licence management courses so that they are aware of the responsibilities that come with operating heavy goods vehicles, but it would be better if they took these responsibilities as seriously as building site safety in the first place.

### **Other activities**

Rather in the manner of the British Ambassador to Guyana who regarded his main achievement in the post as drawing up new fire regulations, I have drawn up new letters calling operators to public inquiry, which will soon be implemented across all traffic areas. I myself lose the will to live somewhere in the middle of the current eight page letter: my objective is a much shorter, simpler letter which operators will actually read, understand and do something about.

Conscious that a public inquiry is time-consuming and expensive, I have been calling operators whose shortcomings are not too serious but, if left unchecked, might develop into something worse, to an informal, short, preliminary hearing, where we discuss what has gone wrong and what the operator is doing to put it right. I have held about 50 of these between October 2012 and March 2013: they enable me to see a far greater number of

operators, who are usually sufficiently frightened by the experience to go back and put their house in order.

I have worked with Her Majesty's Revenue and Customs (HMRC) over the year to develop a new process, enshrined in an Memorandum of Understanding, for referring to traffic commissioners operators who illegally use duty-rebated (red) diesel, competing unfairly with legitimate hauliers. The first cases are starting to come through and I recently disqualified an operator found using it.

I have also been liaising with the various police forces in my area, with the aim of improving the flow of information about non-compliant operators they come across. This has resulted in several serious cases being considered at public inquiry.

Finally, with the encouragement of Sir Peter Hendy, I have developed close links with Transport for London (TfL) officials, to lend my support to what they are doing to encourage better standards and safer vehicles in the London area.

### **Acknowledgements**

My warmest appreciation goes to my teams in both Leeds and Eastbourne, who feed me with a constant diet of information about operators and who do all the preparation work for preliminary hearings and public inquiries, to the VOSA traffic and vehicle examiners in my area whose meticulous investigations and reports provide the raw material with which we work, and to my fellow traffic commissioners for seeing me through my first year, especially to the senior traffic commissioner Beverley Bell and my mentor Joan Aitken.



**West Midlands  
Report of Nick Jones  
Traffic Commissioner**

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As the one traffic commissioner with specific responsibilities for two distinct traffic areas, I am aware of the importance of engaging with and listening to the industries that I regulate. I am comforted by the vigour and integrity of the Senior Traffic Commissioner, Beverley Bell; she has striven to support traffic commissioners and I remain grateful to her.

Statistics confirm that the work in the West Midlands of England continues largely as before, I spend much of my time dealing with operators and drivers who have problems, but I acknowledge and pay tribute to the excellent work undertaken by trade associations to help improve standards.

Looking to the future, there are real opportunities to address the systemic structural problems that have dogged traffic commissioners in recent years, this has taken up a disproportionate amount of time and personal investment. The Framework Agreement referred to my report last year was a real hope for the future, it is unfortunate that it is too often ignored. The dangers of lip service to key issues were spelt out in the leading case of *Nolan Transport v VOSA & Secretary of State for Transport T2011/60*, an appeal against impounding decisions of mine. An unprecedented two judge Upper Tribunal provided a detailed analysis of the law and offered clear guidance. Dealing with the issue of our relationship with VOSA and DfT paragraphs 228 to 231 are very clear: “...*Those in the DfT who have direct or indirect dealings with Traffic Commissioners would be well advised to remember the old saying that: “actions speak louder than words”. ....support can all too easily be damaged or destroyed by actions which, directly, intentionally or inadvertently, undermine or give the appearance of undermining the independence of Traffic Commissioners. While the verbal support may come from the highest level it can be damaged or destroyed by action at the lowest level.*” Later the same paragraph refers to “*the risk that demands will be made for its responsibility for Traffic Commissioners to be moved to another Department.*”

Helpful suggestions have been given by the Transport Select Committee which provides positive solutions for the future. The announcement of agency mergers provides an opportunity to address the existing systemic problems which remain from the previous merger, as do options of outsourcing the provision of services both externally and internally (the latter by community based initiatives). I recognise that the Government's published plans for reviewing tribunals provides an obvious solution, however there are other options to overcome the existing longstanding systemic problems. I look forward to learning the outcome with interest; a change that is thought through and planned is more likely to be effective than one that is necessitated by legal challenge.

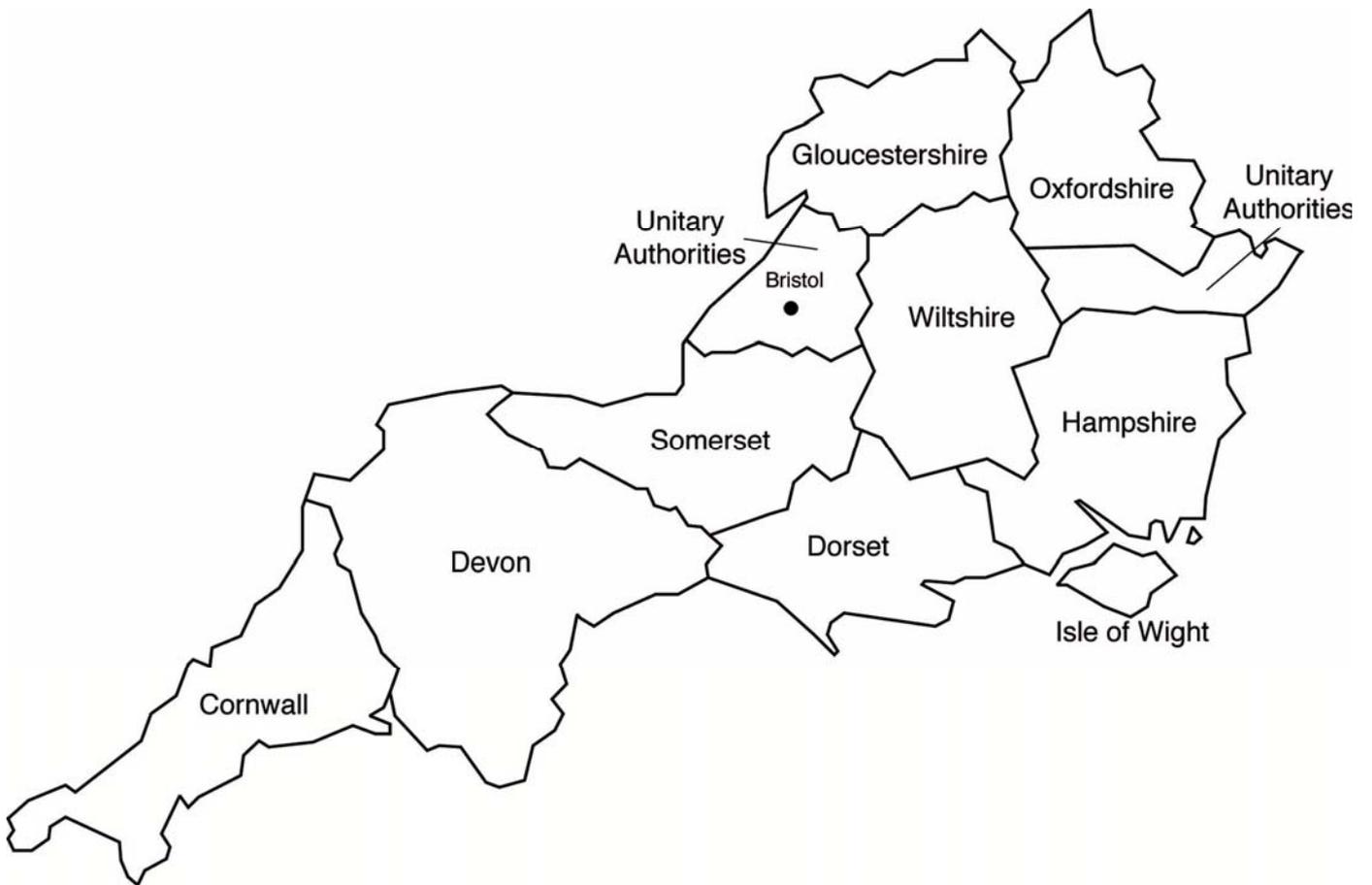
Despite the undeniable issues above, I acknowledge the excellent work undertaken on behalf of Traffic Commissioners; in particular VOSA's grass roots staff deserve credit for their professionalism.

Those species that survive are not those which are the most intelligent or the fastest; they are the ones that are most adaptable to change. I recognise and welcome the need for change in working arrangements and look forward to the forthcoming year with relish. Now is the time for VOSA management to start listening to and benefitting from the expertise and specialist knowledge of Traffic Commissioners.



## West of England Report of Sarah Bell Traffic Commissioner

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## Introduction

Secretary of State,

Last year my annual report focussed predominantly on my work as lead Traffic Commissioner for Games Delivery. To do so was an exception, but then it was an exceptional extravaganza. A document setting out the Legacy for OTCAL is available at: <https://www.gov.uk/government/publications/lead-traffic-commissioner-olympic-and-paralympic-games-2013-legacy>. This year, I return to focus on the West of England but I draw on the Games legacy, which is underpinned by collegiate working based on mutual trust. It is therefore appropriate that the theme of this year's annual report is 'working with others'.

## West of England

We know that the last 12 months have been a challenge for the industries. Through my licensing and regulatory work, I see at first hand the successes and the failures, not just the broad figures, but also the impact on the people who sit behind those figures, the joy and the despair. The statistics are provided in the compendium but across the board there is an increase in work in the West of England, in part created by backlogs from staff shortages. It is a matter of real regret that not a single local bus service case was brought before me at Public Inquiry under the new timeliness monitoring regime imposed. It is of particular surprise when my Area used to have one of the highest figures for such hearings.

I remain grateful to the trade associations in my area and in particular John Burch (CPT), Mike Moore, Nick Payne (RHA) and Ian Gallagher (FTA). They have helped me communicate with their members in a year where it is of particular importance because of the enhanced regime for transport managers settling in and the deadlines for drivers' CPC now on the near horizon. Through this team working, I reach a wide audience at very little pressure to the budget. Further, media interest in their events, have given me the opportunity for wider messaging to the 'rogues' who continue to undermine the legitimate industry. Each association has provided proportionate feedback and representations, informing the way in which I have targeted my limited resources. I am fortunate to enjoy such an excellent working relationship.

I record my thanks to the staff engaged to support me in Bristol. They have striven to work as a team to deliver for our operators and drivers to the best of their ability, meeting the challenges arising from the staff shortages and time out needed to train agency staff. The inability to fill posts in a timely manner is difficult to explain to operators and wider stakeholders. Operators and related private businesses receive numerous applicants for a single job and can fill a vacancy in a couple of weeks, yet the current Civil Service process means it can be a year before a permanent post is filled. I commend the Red Tape Challenge but invite it to address the unwieldy recruitment process for the Civil Service. Operators who pay their fees are entitled to timely throughput of work so as not to create unnecessary delays to their business. Through no fault of their own, those delays exist in my Area. This has been the position year on year for too long.

It is a matter of record that the move to Jubilee House was not a happy one. Potential unintended outcomes from the use of VOSA premises were raised with officials nearly a year before we even moved from Rivergate. Regrettably, a year has gone by since we actually moved and issues are unresolved. The issues are not trivial. They strike directly at

the perception of independence. The lack of apparent understanding of the Framework by VOSA and the poor communication (as demonstrated before the Transport Select Committee) is manifesting itself locally and has added unnecessary pressure to my staff and I over a sustained period. The Framework was a genuine attempt by Commissioners to assist civil servants in understanding the different roles and adopted by the Minister as such. I want to engage with VOSA at a senior level to assist efficient regulation, but that is a challenge when there is limited regard for the Framework. There is good communication at a level in relation to the portfolio work that Kevin Rooney and I are doing with the operational managers of VOSA. However, the wider ignorance of the Framework is unhelpful, particularly where it reaches Board level. It cannot be surprising that VOSA staff attending Jubilee House on other business feel confident to ignore the safeguards provided by agreed protocols said to be in place whilst issues are resolved.

This year I was invited to join the UK Association of Women Judges. Membership has brought the opportunity to learn from truly inspiring female colleagues. Further, it has brought real benefit to my tribunal work through the sharing of best practice, for example awareness of the useful work being undertaken to help those who sit as tribunals assessing the credibility of witnesses where parties are unrepresented.

## **Forward Looking**

It is a genuine disappointment to me that there remains a communication block despite the Framework. From the Games, I have seen what 'good' looks like. I have seen working with others at its absolute best for the benefit of operators and their drivers. In this I include in particular the invaluable assistance from Matt Hammond and Jonathan Shorrocks at DfT. I have seen regulation at its best – accessible, efficient and cost effective. It is direct evidence of how red tape can be cut through. Despite the setbacks I will continue to strive for that Legacy to impact on the West of England and wider, namely to use it to inform better efficiencies and communication. The future is somewhat uncertain with the merged agencies. More so with the commitment by Government as part of the Ministry of Justice work programme for tribunals outside HMCTS to be transferred over if there is a business case. This is something that Traffic Commissioners are unsighted on but the challenges I have referred to are clearly relevant. However, the majority of small and medium operators are interested in the present and near future. If I can assist in some way to help the VOSA Board and senior managers of the merged agency understand the principles of the Framework and their practical impact, I am happy to make that commitment on an on-going basis. I happily delivered similar support to Licensing managers and staff when training was required on public law and in particular on legitimate expectation and the separation of powers. The offer to discuss, to try and resolve knotty issues is always there.

## **Acknowledgements**

Deputy Traffic Commissioner Lester Maddrell retired this year. As well as sitting in other jurisdictions Lester was a DTC for 17 years. It is right that I publicly record my thanks for his unerring support of myself and local colleagues and his contribution to the TC Bench as a whole. Lester was always diligent, conscientious and insightful, presiding over a number of complex and high profile cases. Yet again DTCs Fiona Harrington and Tim Hayden have proven invaluable to the regulatory cause. I record my gratitude to John Furzeland and Andy Toth, who have helped manage to keep the wheels turning in my office despite

already carrying heavy workloads. I am grateful to CILT, FTA, RHA and TfL for their ongoing commitment to Games Legacy.



**Scotland**  
**Report of Joan Aitken**  
**Traffic Commissioner**

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In March of this year I completed ten years as Traffic Commissioner for Scotland. When I endeavour to explain to members of the public what it is that the Traffic Commissioner for Scotland does, I usually say it's about lorries and buses. I also have to explain that I am not a mechanic or a civil servant but an independent lay person (with in my case a legal qualification) who comes to the task to secure the expectations of the public that they will be protected from harms and that buses will turn up. "Lorries and buses" assists superficial understanding but does not quite reflect the essential range of activities undertaken by operators in the interests not just of their own profits or ambitions but the economy, the infrastructure of town and country and people making their way by bus or coach.

Within a few months of starting I was challenged by one west of Scotland bus operator as to why I had not cleaned up the west of Scotland of the cowboys, money launderers, predators, and so on. Ten years later the landscape has changed. I and my Office were influential – ranging from my securing extra bus compliance monitor support from successive Scottish Ministers to using Public Inquiries and the decisions there from to root out bad players. Closer liaison was developed between the Traffic Commissioner's Office and Transport Scotland, local Council transport officers, Strathclyde Partnership for Transport (SPT), the police and other agencies. Vehicle and Operator Services Agency (VOSA) Examiners took from me the message that I expected to see first time pass rates at annual test. To the industry I gave the messages that I would not ignore wheel loss or emergency doors which could not be opened. By way of example I do not expect ever again to be presented with a photograph of a bus emergency door with a broom propped up against it. I gave out the messages that I would not tolerate early running of buses (save in the most exceptional of circumstances such as weather closing in) or buses which were erratic or off route. I see this Office playing its part in road safety, fair competition, the disruption of crime, and the environment.

VOSA took the decision that for consistency within Great Britain, the bus compliance officer posts could be no more. The statistics in this report reflect the complete drop in my receiving reports from VOSA of service buses failing to operate compliantly. I wish that was because all of Scotland's buses run to time and route, reasonable excuse excepted. I have felt the loss of that resource acutely. Fortunately SPT monitors services in its region and most welcome at the end of this reporting year was the news that the Scottish Government would provide grant assistance to BUS Users UK to take over the complaints handling work hitherto entrusted to Bus Passengers Platform and to undertake on street monitoring. I am most appreciative of Keith Brown MSP, Minister for Transport and Veterans, for the support which he and his officials have given to me in my devolved responsibilities.

VOSA will continue to support PSV compliance in different ways and I am delighted that recently recruited traffic and vehicle examiners are growing in competence and providing a much needed complement to their more experienced but thinly stretched colleagues. To be effective I need good reports from VOSA and I am seeing the fruits of Scottish examiners having the "power to stop" vehicles which their colleagues in England and Wales have had for many years. I am so very pleased for them and their Area Managers that they have this resource. I am very heartened by the decision to build a VOSA check-site at Glenluce on the A75 which links the M74 from Carlisle to the ferry crossings to Ireland. This year I particularly want to compliment the VOSA Examiners in Cumbria and their road traffic police colleagues (with help of course from Scottish colleagues) for the very high standard of their joint working on the M6/M74 which led to the convictions of some seriously non compliant Scottish truck drivers and my being able to revoke their driving entitlements.

Last year Association of Chief Police Officers in Scotland (ACPOS) members agreed to notify my Office of mobile phone offending by drivers holding PCV or LGV driving licence

entitlements. In 2012/13 just under 60 professional drivers were called to driver conduct hearings in respect of mobile phone offending with the majority having their entitlement to drive professionally suspended for periods ranging from 14 days to several months. 14 or 21 days may not sound like much when balanced against the risk to road safety but such suspensions can affect drivers' livelihoods significantly. The aim is to get operators and drivers to change their behaviours. The launch of this initiative was well covered in the Scottish print and broadcast media and I was grateful to First Scotland East and the Malcolm Group for providing drivers and vehicles for that launch.

In respect of licensing, as in previous years I remain concerned at the quality or authenticity of some transport manager arrangements. For every revoked or insolvent operator there seems to be a "phoenix" and we take very seriously the fair competition aspects of such. "Entity, entity, entity" is my refrain to capture that operator's licences are not transferable – would that those advising operators to incorporate would heed that. Far too often VOSA examiners or my own teams discover that the entity which is operating the vehicles does not hold a licence.

I have been pleased to take the lead for Traffic Commissioners in considering the implications of the driver CPC and this has led to engaging discussions chaired by DSA Driving Standards Agency (DSA) officials. Officials in my Office have been looking at community transport permits and have discovered poor record keeping by many of the designated bodies – or that such bodies no longer undertake the task.

I have undertaken a range of stakeholder engagements over the year including speaking at conferences organised by the Confederation of Passenger Transport (CPT); Association of Transport Coordinating Officers (ATCO); Association of Public Service Excellence (APSE); Road Haulage Association (RHA); SPT's West of Scotland Community Transport forum; and many others. Time prevented much in the way of operator visits but I was grateful to be invited to Andrew Black's haulage operation at Drem, to Lothian Bus in Edinburgh and First Scotland East at Larbert. I am a member of the Scottish Government's Bus Stakeholder Group. 2014 will be a very significant year for Scotland with the Commonwealth Games coming to Glasgow and I am a member of Games stakeholder groups.

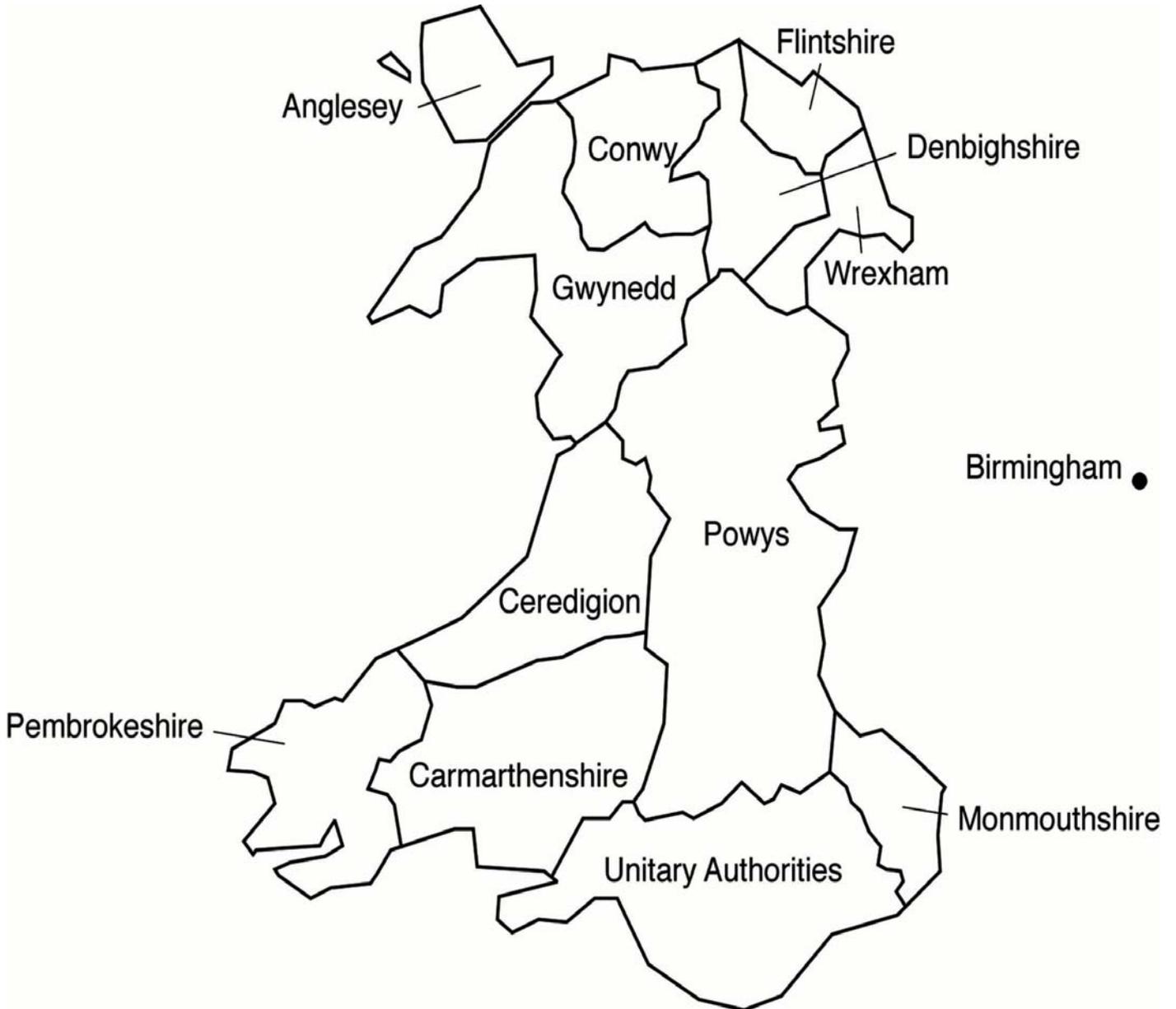
In respect of my parking adjudicator appointment role, I record that no new adjudicators required recruiting, the current four adjudicators being able to absorb work from further Councils decriminalising parking in their areas. I concluded two taxi fares scales appeals in 2012/13 – in South Lanarkshire where I altered the scales and in Argyll and Bute where I confirmed the scales. A further 4 appeals were received but did not progress to a hearing.

It is a privilege to be Traffic Commissioner for Scotland and to have the opportunity to enthuse those who work with me and for those whom we aim to serve. Whether with team Scotland in Edinburgh or teams Scotland in Leeds, I and the teams have an important role to perform. Best of all is when we have the satisfaction of doing that with those who share our aspirations for compliant operating.



**Wales / Cymru**  
**Report of Nick Jones**  
**Traffic Commissioner / Comisiynydd Traffig**

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Positive support for my role by Welsh Ministers and the Welsh Government has been welcome, as has the invaluable steer provided by the Welsh Language Commissioner. Annual reports for Wales have historically referred to: problems caused by traffic commissioner services being administered from England; comparatively lower safety levels in parts of Wales; comparative lack of regulatory interventions in parts of Wales; and, on-going Welsh language problems.

In looking to the future, the Secretary of State will be concerned that the above issues have not been addressed and matters are coming to a head. A formal complaint to the Welsh Language Commissioner has confirmed non compliance with current law relating to the service provided in Wales; it is naïve to think that existing arrangements are capable of being compliant. I have taken advice from the Welsh Language Commissioner and VOSA's directors need to do the same.

Whilst compliance with the current law remains a challenge, this is exacerbated by the fact that when outstanding provisions in the Welsh Language Measure 2011 are introduced within the next year or so, I will as industry regulator, be expected to take action against PSV operators who have registered services but do not themselves provide equal treatment for Welsh and English language speakers. I expect operators to comply with the law and will take action if they do not; it is not unreasonable for me to expect that those who are supposed to support me comply with their own statutory responsibilities. The trade association for PSV operators in Wales is already seeking ways to address the forthcoming changes for its members.

Looking to the future of the traffic commissioner role in Wales, potential solutions are provided by others. I gave evidence to the Prime Minister's Commission on Devolution in Wales (commonly known as the "Silk Commission") and look forward to the outcome with interest. Separately the Welsh Government has made public representations about services and accountability; again I look forward to learning the outcome with interest.

A very positive feature of my role in Wales is that, unlike the rest of Great Britain, there are individuals employed with funding from the Welsh Government to monitor and report upon bus timetable compliance. As a traffic commissioner responsible for both Wales and the West Midlands of England, I confirm that the Welsh Government funding has led to higher levels of timetable monitoring and compliance when compared to that in England; again this is a feature of successive annual reports. The Welsh Government deserves thanks and credit for its commitment to providing support.

Statistics demonstrate that although Wales has the smallest population of the various traffic areas, it does not have the fewest number of PSV operators. It is a feature of the PSV industry in Wales that it is heavily reliant upon family firms compared with the English regions. I seek to nurture the family businesses who provide an invaluable service.

Attendance at haulage and PSV industry events allows me to both engage with and listen to those industries that I regulate and has been a real help to me in my role; a feature that I do not lose sight of.

My attempt to adhere to a request for brevity in my report should not mask my appreciation of the many individuals and organisations that provide support to me in my role in seeking to both improve road safety and create a level playing field for operators in Wales.

Finally, I refer to my report for the West Midlands of England; my comments apply equally to Wales.

## Chapter 3

### Detailed statistics and contact details

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**Table 1: Goods vehicle operators - licences continued and in issue, 2012-13 (2011-12)**

	Type of Licence			Total number of licences in issue	Total continuations sought	Continuations not sought
	Restricted	Standard National	Standard International			
Eastern Traffic Area	7188	4998	1777	13963	1957	848
	(7322)	(5225)	(1870)	(14417)	(2102)	(908)
North Eastern Traffic Area	6350	4854	1202	12406	1678	791
	(6573)	(5134)	(1301)	(13008)	(1659)	(808)
North Western Traffic Area	5991	4449	1032	11472	1795	775
	(6155)	(4636)	(1107)	(11898)	(1596)	(704)
South Eastern and Metropolitan Traffic Area	5370	3120	1203	9693	1353	644
	(5460)	(3359)	(1300)	(10119)	(1341)	(663)
West Midland Traffic Area	4790	3322	841	8953	1182	668
	(4924)	(3487)	(905)	(9316)	(1281)	(633)
Western Traffic Area	6199	4309	1262	11770	1680	767
	(6321)	(4485)	(1345)	(12151)	(1643)	(752)
Scotland	3321	2928	580	6829	1045	395
	(3404)	(3081)	(625)	(7110)	(950)	(438)
Wales	3173	2216	419	5808	890	404
	(3261)	(2331)	(461)	(6053)	(876)	(345)
Total	42382	30196	8316	80894	11580	5292
	(43420)	(31738)	(8914)	(84072)	(11448)	(5251)

**Table 2: Goods vehicle operators - numbers of specified vehicles on licences, 2012-13 (2011-12)**

	Specified vehicles by type of licence			Total number of specified vehicles	Certified copies of European Community Licenses
	Restricted	Standard National	Standard International		
Eastern Traffic Area	15161	31639	15201	61988	7721
	(15402)	(31663)	(15924)	(62989)	(7953)
North Eastern Traffic Area	13962	25822	12016	51800	4968
	(14084)	(28282)	(12256)	(54622)	(4975)
North Western Traffic Area	12990	23727	10543	47260	4470
	(13353)	(23787)	(11277)	(48417)	(4682)
South Eastern and Metropolitan Traffic Area	13162	20018	8636	41816	3968
	(13282)	(20614)	(8792)	(42688)	(5151)
West Midland Traffic Area	10257	17494	8825	36576	3594
	(10447)	(17808)	(8885)	(37140)	(3707)
Western Traffic Area	13402	25750	9645	48797	4662
	(13658)	(26154)	(9847)	(49659)	(4832)
Scotland	7106	16598	4958	28662	2307
	(7174)	(16901)	(5073)	(29148)	(2366)
Wales	5956	8496	2911	17363	1759
	(6024)	(8725)	(3061)	(17810)	(1881)
Total	91996	169544	72735	334262	33449
	(93424)	(173934)	(75115)	(342473)	(35547)

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, 2012-13 (2011-12)**

	applications processed		Number of licences issued in full		Number of licences issued with restrictions		Number of applications refused		Number of applications withdrawn	
	New licences	Publishable variations	New licences	Publishable variations	New licences	Publishable variations	New licences	Publishable variations	New licences	Publishable variations
Eastern Traffic Area	886	1048	800	1101	0	0	43	11	60	55
	(993)	(1116)	(874)	(1152)	(0)	(0)	(56)	(12)	(78)	(75)
North Eastern Traffic Area	744	865	677	957	0	0	51	16	41	35
	(784)	(834)	(723)	(934)	(0)	(0)	(38)	(19)	(27)	(46)
North Western Traffic Area	702	760	638	830	0	0	40	15	28	30
	(753)	(839)	(679)	(889)	(0)	(0)	(47)	(22)	(43)	(44)
South Eastern and Metropolitan Traffic Area	739	813	649	926	0	0	62	27	40	31
	(768)	(853)	(658)	(942)	(0)	(0)	(59)	(30)	(56)	(60)
West Midland Traffic Area	543	650	493	673	0	0	48	23	28	33
	(629)	(633)	(556)	(673)	(0)	(0)	(46)	(18)	(34)	(24)
Western Traffic Area	733	818	667	881	0	0	42	10	34	50
	(781)	(900)	(678)	(965)	(0)	(0)	(55)	(12)	(54)	(59)
Scotland	397	493	345	539	0	0	32	9	38	24
	(399)	(514)	(350)	(570)	(0)	(0)	(29)	(18)	(33)	(33)
Wales	334	296	303	348	0	0	19	12	19	13
	(359)	(326)	(315)	(370)	(0)	(0)	(23)	(10)	(23)	(25)
Total	5078	5743	4572	6255	0	0	337	123	288	271
	(5466)	(6015)	(4833)	(6495)	(0)	(0)	(353)	(141)	(348)	(366)

**Table 4: Goods vehicle operators - results of opposed applications for new licences and for publishable variations to licences, 2012-13 (2011 -12)**

	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	913	1248	886	1048	38	30	15	10	16	10
	(1074)	(1404)	(993)	(1116)	(36)	(43)	(4)	(12)	(26)	(23)
North Eastern Traffic Area	773	1098	744	865	14	14	2	5	9	7
	(817)	(1129)	(784)	(834)	(20)	(18)	(3)	(7)	(9)	(7)
North Western Traffic Area	741	974	702	760	15	13	3	3	7	8
	(806)	(1093)	(753)	(839)	(12)	(19)	(3)	(7)	(7)	(8)
South Eastern and Metropolitan Traffic Area	758	1053	739	813	47	22	6	4	23	13
	(813)	(1198)	(768)	(853)	(45)	(33)	(5)	(6)	(29)	(19)
West Midland Traffic Area	573	767	543	650	8	15	5	4	2	6
	(668)	(807)	(629)	(633)	(11)	(16)	(3)	(3)	(6)	(8)
Western Traffic Area	785	1028	733	818	20	23	3	6	11	12
	(783)	(1234)	(781)	(900)	(19)	(15)	(1)	(4)	(11)	(6)
Scotland	426	629	397	493	6	10	1	3	3	5
	(426)	(699)	(399)	(514)	(12)	(14)	(2)	(7)	(4)	(4)
Wales	356	401	334	297	14	5	2	1	9	1
	(375)	(430)	(359)	(326)	(8)	(10)	(1)	(3)	(5)	(3)
Total	5325	7198	5078	5744	162	132	37	36	80	62
	(5762)	(7994)	(5466)	(6015)	(163)	(168)	(22)	(49)	(97)	(78)

**Table 4 (continued)**

	ed 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	0	1	7	9	1	2
	(3)	(1)	(3)	(7)	(3)	(4)
North Eastern Traffic Area	1	0	2	2	0	1
	(2)	(1)	(5)	(3)	(3)	(2)
North Western Traffic Area	4	0	1	2	1	0
	(1)	(0)	(1)	(4)	(1)	(1)
South Eastern and Metropolitan Traffic Area	10	0	8	5	2	1
	(2)	(3)	(9)	(4)	(1)	(2)
West Midland Traffic Area	0	0	1	5	3	3
	(2)	(1)	(0)	(4)	(2)	(3)
Western Traffic Area	2	0	4	5	2	3
	(2)	(0)	(5)	(5)	(2)	(2)
Scotland	0	0	2	2	0	0
	(0)	(0)	(6)	(3)	(3)	(0)
Wales	1	1	2	2	0	0
	(1)	(0)	(1)	(4)	(1)	(0)
Total	18	2	27	32	9	10
	(13)	(6)	(30)	(34)	(16)	(14)

**Table 5: Goods vehicle operators - complaints against existing operating centres, 2012-13 (2011-12)**

	<b>Total licences reviewed where complaints received</b>	<b>Number called to public inquiry</b>	<b>Continued without change</b>	<b>Continued with new restrictions</b>	<b>Removal of operating centre</b>
<b>Eastern Traffic Area</b>	8	0	1	4	3
	(6)	(0)	(3)	(2)	(1)
<b>North Eastern Traffic Area</b>	9	1	6	2	1
	(5)	(3)	(3)	(1)	(1)
<b>North Western Traffic Area</b>	1	1	0	1	0
	(4)	(0)	(3)	(1)	(0)
<b>South Eastern and Metropolitan Traffic Area</b>	2	0	2	0	0
	(5)	(0)	(2)	(3)	(0)
<b>West Midlands Traffic Area</b>	2	0	1	0	1
	(2)	(1)	(0)	(2)	(0)
<b>Western Traffic Area</b>	10	1	3	5	2
	(5)	(0)	(3)	(2)	(0)
<b>Scotland</b>	0	0	0	0	0
	(0)	(0)	(0)	(0)	(0)
<b>Wales</b>	1	0	0	1	0
	(2)	(0)	(1)	(0)	(1)
<b>Total</b>	33	3	13	13	7
	(29)	(4)	(15)	(11)	(3)

**Table 6: Goods vehicle operators - action taken at public inquiry for non-compliance, 2012-13 (2011-12)**

	Number of public inquiries completed	Licence revocations	Licence suspensions	Curtailement or conditions imposed	Notification of formal warning	Disqualification of licence holder under Section 28	Disqualification of transport manager	No action taken
Eastern Traffic Area	130	37	7	32	55	6	17	8
	(149)	(52)	(10)	(30)	(51)	(12)	(11)	(6)
North Eastern Traffic Area	136	37	24	22	59	3	2	12
	(103)	(35)	(11)	(11)	(42)	(3)	(3)	(5)
North Western Traffic Area	182	37	21	57	86	3	7	18
	(203)	(66)	(23)	(43)	(68)	(6)	(1)	(17)
South Eastern and Metropolitan Traffic Area	163	33	40	48	34	11	12	14
	(135)	(41)	(25)	(29)	(27)	(5)	(10)	(9)
West Midland Traffic Area	124	65	5	29	18	8	12	11
	(129)	(51)	(13)	(33)	(15)	(3)	(3)	(16)
Western Traffic Area	141	45	22	40	31	6	12	13
	(113)	(44)	(7)	(28)	(23)	(6)	(8)	(11)
Scotland	45	13	9	5	12	2	0	7
	(71)	(19)	(5)	(22)	(19)	(1)	(1)	(10)
Wales	75	36	7	21	7	6	5	4
	(40)	(14)	(3)	(10)	(8)	(1)	(0)	(4)
Total	996	303	135	254	302	45	67	87
	(943)	(322)	(97)	(206)	(253)	(37)	(57)	(78)

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, 2012-13 (2011-12)**

	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	46 (41)	13 (11)	24 (18)	7 (7)	8 (4)	6 (2)	7 (3)	0 (0)	5 (12)	0 (1)	2 (4)	0 (1)
North Eastern Traffic Area	47 (61)	16 (18)	36 (50)	11 (13)	2 (3)	1 (1)	0 (3)	0 (0)	6 (3)	3 (3)	3 (0)	1 (1)
North Western Traffic Area	45 (65)	14 (13)	30 (43)	10 (10)	2 (5)	0 (1)	1 (3)	0 (0)	10 (8)	2 (2)	2 (6)	2 (0)
South Eastern and Metropolitan Traffic Area	51 (58)	23 (19)	24 (41)	12 (9)	7 (0)	2 (0)	15 (7)	3 (2)	5 (9)	6 (3)	0 (1)	0 (0)
West Midlands Traffic Area	35 (36)	17 (18)	14 (20)	8 (8)	2 (4)	0 (1)	0 (2)	0 (2)	16 (10)	8 (6)	3 (0)	1 (0)
Western Traffic Area	35 (42)	17 (11)	15 (25)	10 (9)	7 (1)	2 (0)	11 (6)	1 (0)	7 (9)	0 (2)	0 (1)	3 (1)
Scotland	39 (36)	6 (12)	17 (17)	4 (5)	7 (4)	1 (2)	2 (5)	1 (0)	11 (8)	0 (2)	2 (2)	0 (1)
Wales	27 (13)	8 (5)	16 (9)	1 (3)	1 (2)	0 (0)	2 (0)	1 (1)	7 (2)	4 (1)	1 (0)	2 (0)
Total	325 (352)	114 (107)	176 (223)	63 (64)	36 (23)	12 (7)	38 (29)	6 (5)	67 (61)	23 (20)	13 (14)	9 (3)

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, 2012-13 (2011-12)**

	<b>Restricted</b>	<b>Standard National</b>	<b>Standard International</b>	<b>Total number of licences in issue</b>	<b>Total continuations sought</b>
Eastern Traffic Area	519	442	379	1370	210
	(502)	(444)	(381)	(1327)	(180)
North Eastern Traffic Area	874	461	324	1659	250
	(889)	(468)	(339)	(1696)	(247)
North Western Traffic Area	751	451	221	1423	224
	(729)	(450)	(246)	(1425)	(215)
South Eastern and Metropolitan Traffic Area	385	376	410	1171	170
	(369)	(382)	(411)	(1145)	(176)
West Midland Traffic Area	433	240	196	869	135
	(427)	(248)	(197)	(872)	(120)
Western Traffic Area	445	414	285	1144	193
	(454)	(418)	(296)	(1168)	(163)
Scotland	370	462	149	981	141
	(370)	(470)	(159)	(999)	(188)
Wales	409	255	194	858	142
	(408)	(255)	(202)	(865)	(134)
Total	4186	3101	2158	9475	1465
	(4148)	(3135)	(2231)	(9514)	(1423)

**Table 9: Bus and coach operators - discs in issue, 2012-13 (2011-12)**

	<b>Restricted</b>	<b>Standard National</b>	<b>Standard International</b>	<b>Total discs</b>
Eastern Traffic Area	763	5927	6202	12892
	(730)	(5310)	(6420)	(12460)
North Eastern Traffic Area	1257	5115	7702	14074
	(1265)	(4663)	(7945)	(13873)
North Western Traffic Area	1097	6485	4889	12471
	(1033)	(3792)	(7372)	(12197)
South Eastern and Metropolitan Traffic Area	520	6906	11376	18802
	(492)	(5863)	(12645)	(19000)
West Midland Traffic Area	609	3825	3202	7636
	(612)	(3866)	(3255)	(7733)
Western Traffic Area	657	4849	6751	12257
	(661)	(4665)	(6720)	(12046)
Scotland	534	5213	5585	11332
	(533)	(6316)	(4238)	(11087)
Wales	592	2237	3675	6504
	(590)	(1585)	(4124)	(6299)
Total	6029	40557	49382	95968
	(5916)	(36060)	(52719)	(94695)

**Table 10: Bus and coach operators - applications for new licences and to vary existing licences, 2012-13 (2011-12)**

Traffic Area	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	131	123	88	123	0	0	30	0	17	0
	(86)	(131)	(70)	(131)	(0)	(0)	(9)	(0)	(4)	(0)
North Eastern Traffic Area	149	145	124	145	0	0	17	0	11	0
	(110)	(163)	(87)	(163)	(0)	(0)	(16)	(0)	(9)	(0)
North Western Traffic Area	138	121	111	121	0	0	14	0	12	0
	(96)	(117)	(73)	(117)	(0)	(0)	(15)	(0)	(12)	(0)
South Eastern and Metropolitan Traffic Area	113	171	99	171	0	0	11	0	6	0
	(99)	(180)	(82)	(180)	(0)	(0)	(8)	(1)	(10)	(1)
West Midland Traffic Area	81	81	58	81	0	0	23	1	3	0
	(71)	(85)	(56)	(75)	(0)	(0)	(18)	(0)	(5)	(0)
Western Traffic Area	103	129	78	128	0	0	16	0	10	1
	(69)	(134)	(59)	(134)	(0)	(0)	(7)	(0)	(5)	(0)
Scotland	104	84	77	84	0	0	20	0	8	0
	(61)	(107)	(47)	(107)	(0)	(0)	(15)	(1)	(2)	(0)
Wales	75	77	56	77	0	0	15	0	7	0
	(64)	(81)	(49)	(81)	(0)	(0)	(5)	(0)	(3)	(0)
Total	894	931	691	930	0	0	146	1	74	1
	(656)	(998)	(523)	(998)	(0)	(0)	(93)	(2)	(50)	(1)

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, 2012-13 (2011-12)**

	ber 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	8 (1)	3 (2)	4 (1)	1 (1)	0 (0)	0 (0)	3 (0)	2 (0)	1 (0)	0 (1)	0 (0)	0 (0)
North Eastern Traffic Area	33 (9)	15 (2)	26 (7)	8 (1)	1 (0)	2 (0)	0 (0)	2 (0)	6 (1)	2 (1)	0 (1)	1 (0)
North Western Traffic Area	11 (19)	7 (6)	8 (12)	2 (6)	0 (1)	1 (0)	0 (4)	0 (0)	3 (2)	3 (0)	0 (0)	1 (0)
South Eastern and Metropolitan Traffic Area	8 (4)	5 (5)	5 (2)	2 (1)	1 (0)	1 (2)	1 (1)	1 (0)	1 (1)	0 (1)	0 (0)	1 (1)
West Midland Traffic Area	11 (15)	7 (1)	3 (7)	3 (1)	1 (0)	0 (0)	0 (1)	0 (0)	5 (7)	3 (0)	2 (0)	1 (0)
Western Traffic Area	11 (13)	4 (0)	8 (8)	2 (0)	0 (0)	0 (0)	2 (2)	0 (0)	0 (3)	0 (0)	1 (0)	2 (0)
Scotland	28 (17)	6 (1)	18 (8)	5 (1)	1 (1)	0 (0)	0 (1)	1 (0)	9 (6)	0 (10)	0 (1)	0 (0)
Wales	7 (7)	5 (4)	3 (4)	2 (2)	0 (0)	0 (0)	0 (2)	2 (0)	2 (1)	1 (1)	0 (0)	0 (1)
Total	117 (85)	52 (21)	75 (49)	25 (13)	6 (2)	4 (2)	11 (11)	9 (0)	27 (21)	9 (4)	3 (2)	6 (2)

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, 2012-13 (2011-12)**

	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	2	2	0	0	0	0	10
	(2)	(2)	(0)	(0)	(0)	(2)	(8)
North Eastern Traffic Area	2	2	0	0	2	2	16
	(2)	(2)	(0)	(0)	(0)	(8)	(16)
North Western Traffic Area	4	4	0	0	0	0	14
	(2)	(1)	(0)	(0)	(0)	(0)	(10)
South Eastern and Metropolitan Traffic Area	0	0	0	0	0	0	2
	(1)	(1)	(0)	(0)	(0)	(0)	(2)
West Midland Traffic Area	1	1	0	0	1	1	5
	(1)	(0)	(0)	(0)	(0)	(0)	(5)
Western Traffic Area	1	1	0	0	2	1	16
	(0)	(0)	(0)	(0)	(1)	(5)	(16)
Scotland	10	14	0	0	1	0	32
	(4)	(4)	(0)	(0)	(2)	(0)	(18)
Wales	2	2	0	0	0	0	16
	(7)	(7)	(0)	(0)	(0)	(0)	(14)
Total	22	26	0	0	6	4	111
	(19)	(17)	(0)	(0)	(3)	(15)	(89)

Note: the figures in columns 2-4 may not equal the figures shown in the 'licence applications received' 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 as at 31 March 2013 (31 March 2012)**

	Live local bus registrations	Applications processed		Applications accepted		Refused	Withdrawn	Existing registrations cancelled
		New	Variations	New	Variations			
Eastern Traffic Area	2768	523	1235	523	1235	0	13	476
	(2834)	(501)	(1280)	(493)	(1269)	(0)	(19)	(426)
North Eastern Traffic Area	3818	785	1651	785	1651	0	4	719
	(3865)	(695)	(1814)	(692)	(1810)	(0)	(7)	(538)
North Western Traffic Area	3926	870	1516	870	1516	0	2	736
	(4144)	(952)	(1671)	(950)	(1669)	(0)	(4)	(691)
South Eastern and Metropolitan Traffic Area	1232	305	524	305	524	0	1	223
	(1238)	(178)	(686)	(178)	(683)	(0)	(3)	(182)
West Midland Traffic Area	1991	308	816	308	816	0	6	346
	(2111)	(422)	(1015)	(412)	(1008)	(0)	(14)	(459)
Western Traffic Area	2583	451	1497	451	1497	0	1	362
	(2721)	(634)	(1599)	(633)	(1599)	(0)	(1)	(540)
Scotland	2627	683	1063	683	1063	0	6	614
	(2636)	(725)	(1675)	(718)	(1673)	(0)	(9)	(542)
Wales	1680	279	572	279	572	0	4	300
	(1741)	(290)	(624)	(284)	(621)	(0)	(9)	(313)
Total	20625	4204	8874	4204	8874	0	37	3776
	(21290)	(4397)	(10364)	(4360)	(10332)	(0)	(66)	(3691)

**Table 14: Flexible bus registrations, 2012-13 (2011-12)**

	Received	Accepted	Refused	Withdrawn	Varied	Cancelled
Eastern Traffic Area	7	7	0	0	5	0
	(10)	(10)	(0)	(0)	(3)	(0)
North Eastern Traffic Area	3	7	0	0	1	0
	(7)	(7)	(0)	(0)	(1)	(0)
North Western Traffic Area	4	6	0	0	2	0
	(6)	(6)	(0)	(0)	(2)	(0)
South Eastern and Metropolitan Traffic Area	0	0	0	0	0	0
	(0)	(0)	(0)	(0)	(0)	(0)
West Midland Traffic Area	1	6	0	0	1	0
	(6)	(6)	(0)	(0)	(6)	(0)
Western Traffic Area	8	23	0	0	5	0
	(23)	(23)	(0)	(0)	(6)	(0)
Scotland	0	0	0	0	0	0
	(0)	(0)	(0)	(0)	(0)	(0)
Wales	6	7	0	0	6	0
	(7)	(7)	(0)	(0)	(3)	(0)
Total	29	56	0	0	20	0
	(59)	(59)	(0)	(0)	(21)	(0)

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, 2012-13 (2011-12)**

	rd Bus Permits Issued by			Total	Large Bus Permits	Community Bus Permits
	Traffic Commissioners	Local authorities	Designated bodies			
Eastern Traffic Area	412	286	148	846	8	30
	(430)	(228)	(258)	(916)	(31)	(43)
North Eastern Traffic Area	370	262	366	998	10	38
	(317)	(235)	(380)	(932)	(2)	(13)
North Western Traffic Area	347	181	121	649	44	31
	(402)	(140)	(115)	(657)	(34)	(9)
South Eastern and Metropolitan Traffic Area	689	220	255	1164	29	12
	(792)	(268)	(278)	(1338)	(76)	(35)
West Midland Traffic Area	259	104	181	544	15	26
	(263)	(123)	(180)	(566)	(19)	(16)
Western Traffic Area	538	266	244	1048	0	26
	(735)	(241)	(271)	(1247)	(16)	(32)
Scotland	259	83	49	391	0	16
	(201)	(99)	(75)	(375)	(5)	(19)
Wales	204	49	31	284	22	15
	(117)	(81)	(35)	(233)	(10)	(7)
Total	3078	1451	1395	5924	128	194
	(3257)	(1415)	(1592)	(6264)	(193)	(174)

**Table 16: Bus and coach operators - action taken at public inquiry for non compliance (under the Public Passenger Vehicles Act 1981), 2012-13 (2011-12)**

	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	9	5	1	1	0	2	2	2	1
	(23)	(7)	(2)	(7)	(0)	(5)	(1)	(2)	(2)
North Eastern Traffic Area	19	7	2	4	3	7	2	1	2
	(26)	(10)	(4)	(3)	(0)	(9)	(1)	(1)	(1)
North Western Traffic Area	41	10	3	10	0	13	1	2	7
	(43)	(11)	(6)	(2)	(4)	(15)	(2)	(1)	(7)
South Eastern and Metropolitan Traffic Area	21	2	6	5	1	5	0	3	3
	(12)	(3)	(2)	(2)	(0)	(2)	(0)	(0)	(1)
West Midlands Traffic Area	14	6	0	3	0	3	1	2	2
	(22)	(11)	(1)	(3)	(0)	(3)	(1)	(1)	(4)
Western Traffic Area	26	9	1	3	0	7	2	4	6
	(18)	(10)	(2)	(1)	(0)	(5)	(2)	(3)	(0)
Scotland	34	15	0	8	1	4	7	0	6
	(33)	(10)	(0)	(3)	(6)	(13)	(5)	(1)	(3)
Wales	15	7	2	1	1	1	0	0	5
	(14)	(9)	(0)	(2)	(0)	(1)	(0)	(0)	(2)
Total	180	61	15	35	6	42	15	14	32
	(191)	(71)	(17)	(23)	(10)	(53)	(12)	(9)	(20)

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), 2012-13 (2011-12)**

	<b>Number of public inquiries</b>	<b>Restrictions imposed on licences under Section 26 of the 1985 Act</b>	<b>Penalty imposed under Section 155 of the 2000 Act*</b>	<b>Formal warnings given</b>	<b>No action taken</b>
Eastern Traffic Area	0	0	0	0	0
	(2)	(0)	(1)	(0)	(1)
North Eastern Traffic Area	0	0	0	0	0
	(0)	(0)	(0)	(0)	(0)
North Western Traffic Area	1	0	1	0	0
	(4)	(0)	(4)	(1)	(0)
South Eastern and Metropolitan Traffic Area	0	0	0	0	0
	(2)	(0)	(2)	(0)	(0)
West Midlands Traffic Area	3	1	1	0	1
	(1)	(0)	(1)	(0)	(0)
Western Traffic Area	0	0	0	0	0
	(4)	(0)	(3)	(1)	(0)
Scotland	7	0	3	0	1
	(5)	(0)	(1)	(1)	(3)
Wales	0	0	0	0	0
	(2)	(0)	(2)	(0)	(0)
Total	11	1	5	0	2
	(20)	(0)	(14)	(3)	(4)

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, 2012-13 (2011-12)**

	<b>Traffic Commissioners</b>	<b>Deputy Traffic Commissioners</b>	<b>Total</b>
Eastern Traffic Area	138	75	213
	(85)	(134)	(219)
North Eastern Traffic Area	139	120	259
	(82)	(137)	(219)
North Western Traffic Area	53	238	291
	(88)	(257)	(345)
South Eastern and Metropolitan Traffic Area	166	74	240
	(7)	(226)	(233)
West Midlands Traffic Area	115	68	183
	(149)	(72)	(221)
Western Traffic Area	115	117	232
	(126)	(72)	(198)
Scotland	103	55	158
	(126)	(41)	(167)
Wales	77	42	119
	(50)	(33)	(83)
Total	906	789	1695
	(713)	(972)	(1685)

**Table 19: Bus, coach and lorry operators - appeals to the Upper Tribunal, 2012-13 (2011-12)**

	Number of appeals made	Number of appeals heard	Number of appeals withdrawn	Number of appeals successful or partially successful
Eastern Traffic Area	5	6	1	2
	(8)	(9)	(0)	(3)
North Eastern Traffic Area	7	7	3	0
	(11)	(7)	(4)	(1)
North Western Traffic Area	11	8	1	5
	(9)	(5)	(4)	(0)
South Eastern and Metropolitan Traffic Area	9	10	2	1
	(6)	(7)	(2)	(3)
Western Traffic Area	8	6	0	0
	(8)	(4)	(4)	(0)
West Midland Traffic Area	12	10	2	3
	(5)	(6)	(2)	(3)
Scotland	7	4	2	0
	(4)	(4)	(0)	(2)
Wales	4	1	5	1
	(8)	(4)	(2)	(2)
Total	63	52	16	12
	(59)	(46)	(18)	(14)

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, 2012-13 (2011-12)**

	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	1622	174	6	155	62	27	514	23	226	461	235
	(1632)	(205)	(4)	(66)	(104)	(19)	(471)	(9)	(346)	(516)	(198)
North Eastern Traffic Area	3092	255	6	28	177	63	1054	0	713	502	118
	(3387)	(376)	(13)	(40)	(159)	(57)	(1375)	(0)	(775)	(746)	(126)
North Western Traffic Area	1516	171	18	129	105	83	360	143	276	363	325
	(1579)	(179)	(23)	(72)	(108)	(36)	(374)	(153)	(328)	(530)	(229)
South Eastern and Metropolitan Traffic Area	1880	344	8	106	110	114	433	31	203	527	278
	(2078)	(420)	(16)	(71)	(144)	(170)	(529)	(57)	(228)	(616)	(322)
West Midland Traffic Area	1064	240	22	74	117	114	134	36	119	201	313
	(1211)	(261)	(26)	(69)	(117)	(67)	(241)	(0)	(82)	(283)	(484)
Western Traffic Area	1177	82	3	17	171	66	285	3	252	280	212
	(1476)	(192)	(7)	(37)	(222)	(59)	(259)	(21)	(350)	(286)	(221)
Scotland	1253	232	20	96	66	128	197	17	187	313	329
	(1358)	(267)	(21)	(85)	(87)	(163)	(242)	(29)	(157)	(313)	(433)
Wales	626	143	12	76	64	47	79	11	68	124	211
	(810)	(104)	(18)	(34)	(83)	(44)	(161)	(0)	(62)	(131)	(151)
Total	12230	1641	95	681	872	642	3056	264	2044	2771	2021
	(13531)	(2004)	(128)	(474)	(1024)	(615)	(3652)	(269)	(2328)	(3421)	(2164)

**Table 21: Applications for the return of impounded vehicles, 2012-13 (2011-12)**

	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	12	9	1	2	2	0	1	0	0	0
	(11)	(11)	(0)	(0)	(11)	(0)	(1)	(1)	(0)	(0)
North Eastern Traffic Area	5	5	0	0	4	1	1	0	0	0
	(4)	(2)	(0)	(0)	(2)	(0)	(0)	(0)	(0)	(0)
North Western Traffic Area	10	5	0	0	3	0	0	0	0	0
	(3)	(3)	(0)	(0)	(3)	(0)	(0)	(0)	(0)	(0)
South Eastern and Metropolitan Traffic Area	23	18	1	0	12	2	11	2	5	0
	(6)	(4)	(1)	(0)	(0)	(0)	(0)	(0)	(0)	(0)
West Midland Traffic Area	5	3	0	0	3	0	2	1	0	0
	(1)	(1)	(0)	(0)	(1)	(0)	(0)	(0)	(0)	(0)
Western Traffic Area	8	8	1	1	3	0	1	0	1	0
	(4)	(3)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)
Scotland	2	2	0	0	1	1	0	2	1	0
	(1)	(1)	(0)	(2)	(1)	(0)	(0)	(0)	(0)	(0)
Wales	1	1	0	0	1	0	0	0	0	0
	(6)	(5)	(0)	(0)	(4)	(0)	(2)	(0)	(0)	(0)
Total	66	51	3	3	29	4	16	5	7	0
	(36)	(30)	(1)	(0)	(22)	(0)	(3)	(1)	(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 other publications can be found at:  
[www.gov.uk/government/organisations/traffic-commissioners](http://www.gov.uk/government/organisations/traffic-commissioners).

### Statistical enquiries

Licensing (tables 1 to 5 and 8 to 14):

Kabir Majid  
Central Licensing Office  
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LS9 6NF  
Telephone: 0113 254 3280  
Email: [kabir.majid@otc.gsi.gov.uk](mailto:kabir.majid@otc.gsi.gov.uk)

Bus permits (table 15):

Lee Betts  
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Hillcrest House  
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Regulatory (tables 6-7 and 16 to 21):

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### Press and media enquiries

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