



Traffic Commissioners' Annual Reports 2016-17

October 2017

Traffic Commissioners for Great Britain

2016-17



(L-R) Richard Turfitt, Sarah Bell, Kevin Rooney, Beverley Bell, Nick Jones, Joan Aitken, Nick Denton

Our mission

Our mission is to promote safe, fair, efficient and reliable passenger and goods transport through effective and efficient licensing and regulation of the commercial vehicle industry.

Our vision

For us and our staff to be recognised by our stakeholders as proportionate, accountable, consistent and transparent in our approach – a model of independent regulation.

Contents	
Senior Traffic Commissioner’s foreword	5
Introduction	7
Traffic commissioners’ annual reports to the Secretary of State	8
Senior Traffic Commissioner	8
- The operating landscape and regulating the industry in Great Britain	8
- Educating the industry	12
- Consulting and engaging with stakeholders	14
- Our performance and progress	15
Geographical boundaries of the traffic commissioners and office locations	19
Traffic Commissioner for the East of England	20
Traffic Commissioner for the North East of England	23
Traffic Commissioner for the North West of England	25
Traffic Commissioner for London and the South East of England	28
Traffic Commissioner for the West Midlands	31
Traffic Commissioner for the West of England	34
Traffic Commissioner for Scotland	36
Traffic Commissioner for Wales / Comisiynydd Traffig ar gyfer Cymru	40
Traffic Commissioners and Operator Licensing	42
Office of the Traffic Commissioner	42
Values	43
Traffic commissioners, deputy traffic commissioners and offices of the traffic commissioners	45
Statistics and contacts	47
Detailed statistics	48
Contacts	71



Senior Traffic Commissioner's foreword

Secretary of State,

This is the last Annual Report I present to you on behalf of the Traffic Commissioners for Great Britain. Like last year, 2016/17 has not been without its challenges for the commercial vehicle industries and us as their regulators.

To take account of those challenges traffic commissioners agreed a new set of strategic objectives whilst recognising that we also face a number of strategic challenges. These objectives and challenges are set out at pages 15-17.

Traffic commissioners have known for a long time that many of the operator licensing processes no longer reflect the realities of modern day transport operations and that the service to compliant operators needs to improve.

Last year I reported that traffic commissioners want to support industry and introduce change, granting genuine applications in four weeks instead of nine. We said that we want to take strong action against errant operators quickly but we need to be properly funded to do this and I referred to the low costs of obtaining licences when compared to many other regulators.

I was pleased to see my comments sparked some debate in the trade press, which I read with interest, and I would like to remind you (and the press) that the fee to obtain a licence is not just spent on dealing with non-compliant operators. Indeed the vast majority of our fee income is spent on servicing the licences of compliant operators, and the cost of non-compliance work is borne elsewhere. It is therefore vital that any fee reform takes account of this work to ensure an equitable spread of costs amongst licence holders.

The initial licence application and grant fees for a goods licence total £651 with a continuation fee of £401 every five years, meaning that the annual cost of a licence is less than £100. A PSV licence costs even less as the application fee is just £209 with no regular continuation fee as this is collected as part of the annual test fee (despite the fact we are administering an identical licence regime).

A cursory look at the fees of some other regulators will show just how low and disproportionate operator licence fees are – and they have been for far too long. There is good reason why operator licensing is known as the “Cinderella service” of regulators.

I therefore hope that your Department decides to conduct a full consultation exercise about fee reform with the regulated industries as my early discussions with them have shown that the compliant industry would be prepared to pay a more realistic and proportionate fee if it meant that they were offered an enhanced service.

“We have concentrated our very limited resources on those operators and drivers who post the greatest risk to road safety and fair competition”

The fees for operator licensing are not the only problem traffic commissioners and the industry face. The Triennial Review now seems a distant memory but we still await any effective change as a result of the recommendations. The law in many cases remains archaic, outdated and no longer fit for purpose. Again, I raised this last year and whilst I appreciate your officials have been

dealing with the implication of the vote for Great Britain and Northern Ireland to leave the European Union, very little has been done to bring about legislative change. I hope your officials will therefore have sufficient time and resource to consult on law reform.

This reform is needed for both goods and passenger operators but the problem is particularly acute in the field of PSV legislation. I have always held the view since my appointment in 2000 (and indeed before then as a specialist transport solicitor) that it is unnecessarily complex and in need of radical review. It is disappointing that 17 years on the position remains the same.

It will therefore be of no surprise to you that despite TCs working hard to streamline our processes and reduce unnecessary burdens on the compliant industry, we have not achieved as much as we would have liked.

Similarly, we have concentrated our very limited resources on those operators and drivers who pose the greatest risk to road safety and fair competition. Unscrupulous operators are compromising road safety and fair competition and there are inadequate resources for them to be targeted as quickly or as effectively as TCs or DVSA would like. The effects on the British public are real and they are frightening. The relatives of those killed or seriously injured know this all too well as they live with the tragic consequences of facing life without their loved ones or they spend the rest of their lives caring for them as they are no longer able to care for themselves.

The public expect their regulators to be robust but they also expect them to be adequately resourced and to have modern effective legislation.

As I retire as Senior Traffic Commissioner, I hope that fee and legislative reform remain high on your and your officials' agendas.

Beverly Bell

Senior Traffic Commissioner

Introduction

Who we are and what we do

The eight traffic commissioners (TCs) 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 eight commissioners regulate eight geographical areas. Details of their activities are on pages 20-41.

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 (TC) has existed with effect from 01 January 1931. TCs 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 TCs are assisted in this work by deputy traffic commissioners (DTCs), who preside over a number of public inquiries.

One traffic commissioner is the Senior Traffic Commissioner (STC). The role is a statutory one, following the implementation of the relevant part of the Local Transport Act 2008.



Beverley Bell

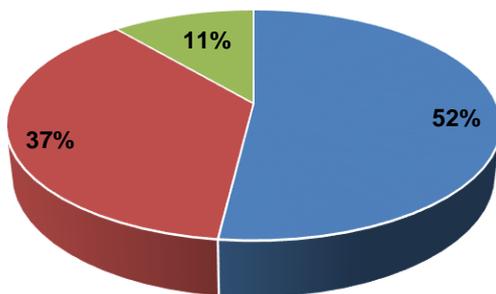
Senior Traffic Commissioner for Great Britain

The operating landscape and regulating the industry in Great Britain

Licensing

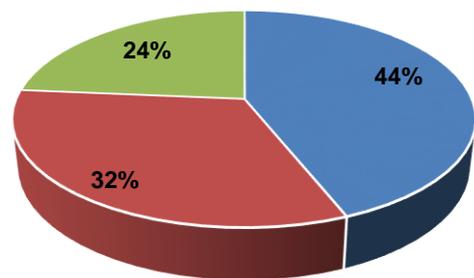
This year there has been no significant change to the total number of commercial vehicles in the UK or to the number of heavy goods vehicles covered by operator licences. Similarly, there has been little change to the numbers and types of licences held by operators or to the size of operators indicating a stability in the goods and passenger transport industries despite the current climate.

Goods licences in issue by licence type



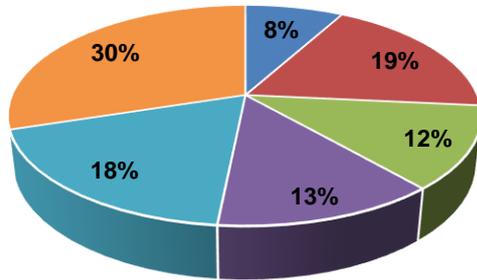
- Restricted
- Standard National
- Standard International

PSV licences in issue by licence type



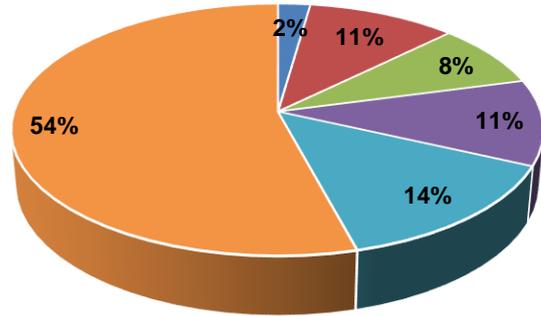
- Restricted
- Standard National
- Standard International

Number of goods vehicles specified by fleet size



■ 1 ■ 2 to 5 ■ 6 to 10
 ■ 11 to 20 ■ 21 to 50 ■ 50 +

Number of PSV authorised by fleet size



■ 1 ■ 2 to 5 ■ 6 to 10
 ■ 11 to 20 ■ 21 to 50 ■ 50 +

Drivers

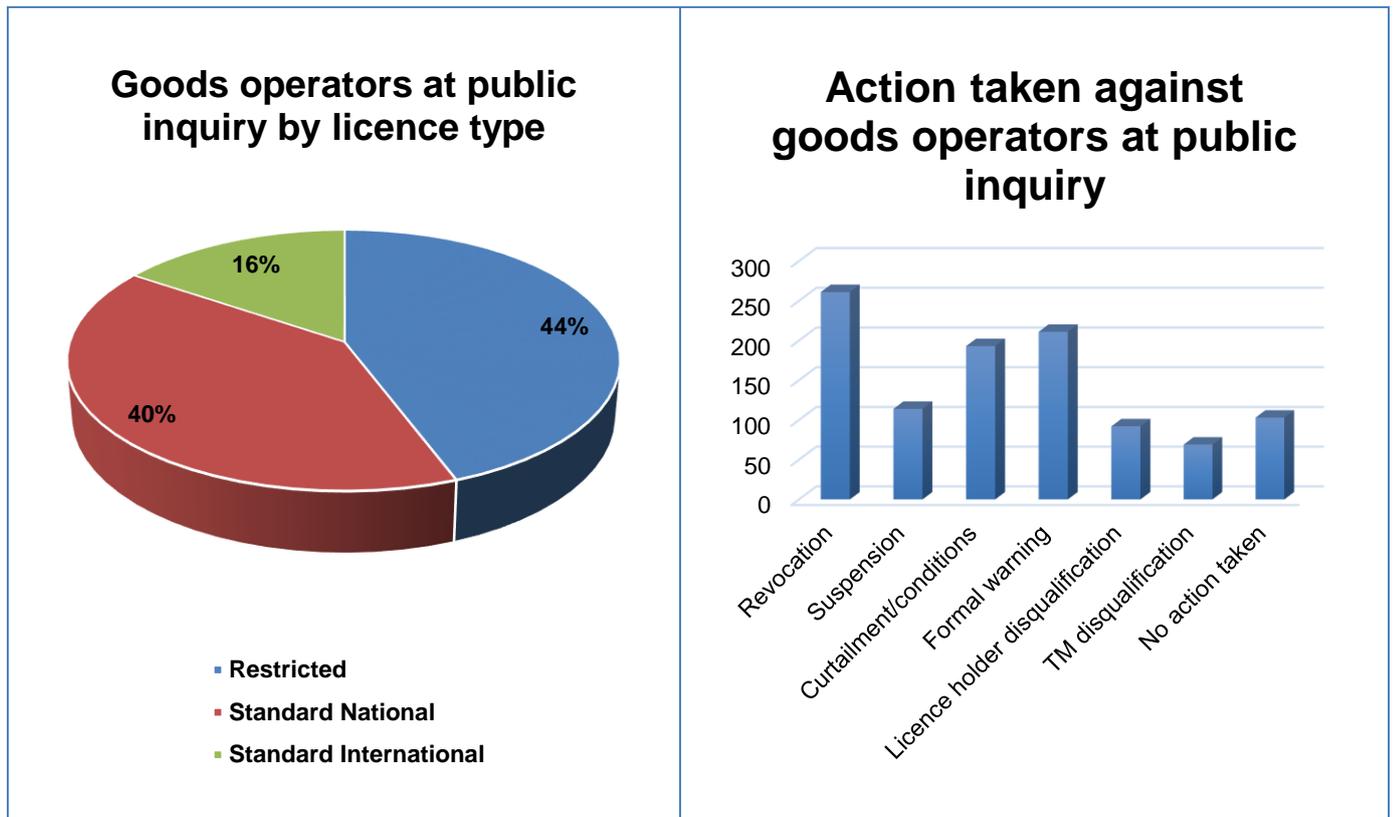
Last year I reported that the goods sector estimated there was a shortage of HGV drivers of about 45,000, which some representatives suggested could grow by an estimated 20,000 each year. Foreign drivers have been employed extensively, with industry estimates varying between 20,000 and 30,000. I know that Government has been working across departments and in tandem with the industry to address the driver shortage but more needs to be done. This is having an adverse impact on the British economy and it shows no signs of improving.

The average age of HGV drivers remains much older than the national average and there are real concerns that not enough young drivers are coming through to replace them. This driver shortage is limiting the haulage industry's ability to deliver high quality services and this growing problem needs to be addressed. There are many reasons for the shortage. Examples include an ageing workforce, economic growth – both national and international – increasing demand for drivers to move more goods, the driver CPC qualification leading some drivers to choose to leave the industry earlier than originally planned, the industry not having the positive public image it deserves and the financial costs of becoming a vocational driver. In addition, drivers retain valid concerns about the lack of acceptable facilities such as clean, working toilet facilities in service stations and secure, safe lorry parks.

I therefore regard it as vital that action is taken by Government and industry to address this shortage before it starts to have an even greater impact on the movement of goods and people across Great Britain and beyond.

Non-compliance

Goods operators



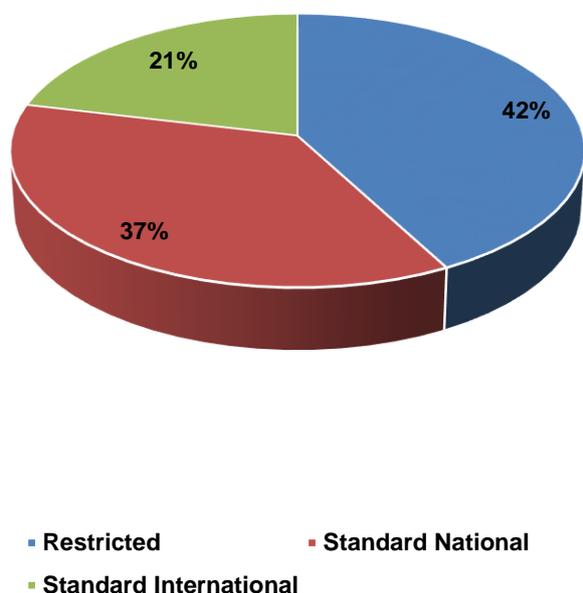
The number of goods operator public inquiries fell by 200 between 2015/16 and 2016/17 to 729. The fact that we revoked 261 licences shows that these cases were quite rightly put before traffic commissioners to ensure that action was taken to put an end to non-compliant operation. The overall percentage of revocations in Great Britain increased from 29% in 2015/16 to 36% in 2016/17 meaning that operators called to public inquiry faced a real risk of losing their licence.

This year the percentage of transport managers disqualified from holding or obtaining a licence was virtually the same as last year.

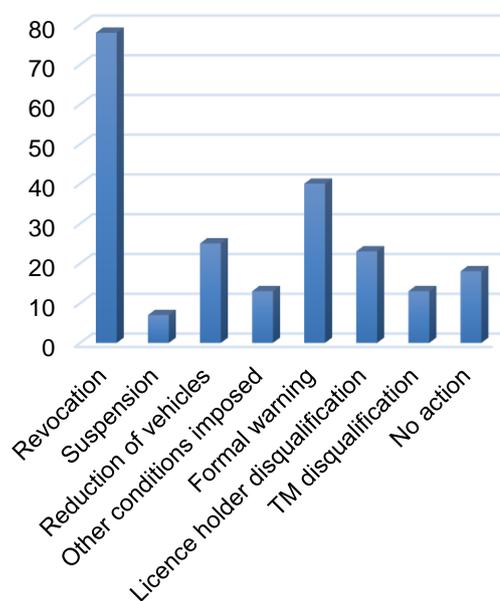
PSV operators

The number of PSV public inquiries fell from 162 in 2015/16 to 148 in 2016/17. We revoked 53% of PSV licences this year, compared to 46% last year. The percentage has been high over many years and whilst it is comforting to know TCs are taking strong regulatory action, it is nonetheless worrying that so many PSV operators still cannot get the basics right, taking account of all the education and training that is available and the strong deterrent message from TCs.

PSV operators at public inquiry by licence type



Action taken against PSV operators at public inquiry



Disqualification of both operators and transport managers remained significant, highlighting the serious issue of operators and transport managers who have no intention of running a compliant regime. The disqualification rate for operators has doubled from 8% last year to 16% this year. The disqualification rate for transport managers has virtually stayed the same from 7.5% last year to 9% this year indicating that they continue to cause TCs concern.

Alternative methods of disposal

The Senior Traffic Commissioner’s [Statutory Document on the principles of decision making and the concept of proportionality](#) encourages TCs to consider alternative methods of disposal. Last year we were able to report for the first time on the number of cases where we used those alternative methods of disposal. It is interesting to compare the figures with this year. I am pleased to see that these alternative methods continue to be adopted by all TCs. I am also pleased to see that there has been an increase of just over 25% in the number of Senior Team Leader interviews as these can be a very effective way of ensuring low risk non-compliance is dealt with quickly and effectively by senior staff in our offices. I would like to thank them for their work in this regard.

Consequently, a total of 601 goods and PSV operators were diverted away from the formal public inquiry route and I am sure my successor, Richard Turfitt, will look forward to reporting on these figures again next year. I regret that we have not been able to set the

statistics out separately for the goods and PSV industries but I hope this can be done next year.

Last year I reported that TCs do not have the resource to carry out an effective analysis of the regulatory action we take and that we were only able to conduct a limited analysis of some preliminary hearing work. Once again, due to a lack of resource, we have not been able to carry out any meaningful analysis but I understand that TCs are now working with DVSA to see how we might obtain this resource to enable this important piece of work to be carried out.

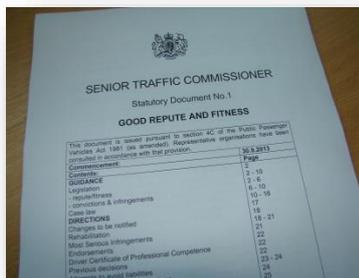
Bus reliability cases

Each year I report that TCs do not convene many bus reliability public inquiries and I always seek to explain the reasons. Last year I stated that DVSA has been working with TCs and DfT to ensure that registered service reliability enforcement is effective and that non-compliant operators are referred to the traffic commissioner as soon as possible. Whilst I am pleased to report that DVSA's work is now complete, I regret to say that TCs and DVSA have not yet agreed a way forward. As a result of this uncertainty and a paucity of bus reliability cases being referred to TCs the number of public inquiries has halved from last year to just eight with no cases being heard in the North West, London and the South East or Scotland. Of those eight cases, five resulted in penalties being imposed.

Educating the industry

Educating the commercial vehicle industry remains a key priority for TCs, including giving guidance to those operators who have "lost their way" on the road to compliance. Education is therefore a common theme in all that we do. Set out below are examples of some of the work that we have done this year.

Statutory Guidance and Directions



In January 2017, three revised statutory documents were introduced.

Statutory Document 3 – Transport Managers

This was amended to clarify the findings TCs can make with regard to professional competence and offer further detail regarding the requirements for requesting a period of grace.

Statutory Document 7 – Impounding

This was amended to clarify the evidence hauliers need to produce for cabotage operations to conform to the 2009 regulation. It also offers guidance on steps that should be taken to prevent the future illegal use of a vehicle.

Statutory Document 9 – Case Management

This was amended to reflect the Welsh Language Act 1993 and the Welsh Language (Measure) 2011 requirements in the administration of justice. It also confirms what the Office of the Traffic Commissioner is required to do when dealing with operators who use the Welsh language and how much notice operators are expected to give that the Welsh language will be used in proceedings.

Mobile Phone Offending



TCs were pleased to note that in March 2017 the penalties for the use by motorists of mobile phones and other hand held devices were increased to tackle this pernicious problem. Motorists now receive 6 penalty points on their licence and a £200 fine rather than the previous 3 points and £100 fine.

TCs partnered with the Department for Transport's THINK! mobiles campaign to promote messages to professional drivers when the law changed, including contributing to a leaflet raising awareness about the impact on drivers who are caught.

Our view on the use of mobile phones whilst driving has always been clear. It is dangerous and unacceptable. The starting point for action against a professional driver who is caught in a commercial vehicle is a four week vocational licence suspension.

TCs working together



In October 2016, my colleague Nick Jones was appointed as the first full time Traffic Commissioner for Wales. I wish him every success and know he will relish the opportunity to devote his full attention to regulation in Wales.

As a result of his appointment, commissioners in England were re-deployed to other areas. From 31 October 2016, Nick Denton became TC for the West Midlands, Sarah Bell became TC for London and the South East of England, while Kevin Rooney became the West of England Traffic Commissioner. I know they wasted no time in getting to know their traffic areas and maintaining the excellent work done by their predecessors.

Before the end of the year, I was delighted see the Secretary of State announce the appointment of two new Traffic Commissioners - Simon Evans as my successor in the North West and Tim Blackmore as

TC for the North East. I wish them both well in their new roles.

Consulting and engaging with stakeholders

This year we did not undertake any consultations but we did respond to the European Commissioner's impact assessment for the revision of Regulation EC 1071/2009 and 1072/2009.

I set out below details of some of the work that we do to ensure that we consult and engage with a wide range of stakeholders. In addition, TCs continue to attend a large number of industry events that we have reported on in our individual reports.



TCs continued to meet with DfT officials and DVSA.

TCs attended and contributed to the DfT compliance forum meetings that took place in June and November 2016.



TCs continue to meet with the Northern Ireland Transport Regulator so that we do all we can to adopt a unified approach to regulation in the United Kingdom. It is important that we work together as many operators deliver across borders and it is also vital that the Regulator in Northern Ireland receives the necessary support from her Government so that her powers can be used effectively and without fear or favour in the same way that TCs do.

Trade Associations

TCs continue to host stakeholder meetings with the trade associations, Association of Road Transport Lawyers (AoRTL) and the Chartered Institute of Logistics & Transport (CILT) twice a year.

Discussions at these meetings enable us to tell them what is happening with regard to TCs and to hear what their areas of concern are.

This year I invited DVSA to attend as much of what we discuss is related to enforcement but regrettably, they did not attend. This is disappointing as TCs do not regulate in a vacuum and it is vital that regulators and enforcement agencies work together to target the serially and seriously non-complaint operators and drivers.

Our performance and progress

Our Strategic Objectives

In August 2016, traffic commissioners agreed a new set of strategic objectives for the operator licensing regime. We stated that, as independent specialist regulators, we promote safe, fair, efficient and reliable passenger and goods transport through effective and efficient licensing and regulation of the commercial vehicle industry. We want to be recognised by our stakeholders as proportionate, accountable, consistent and transparent in our approach.

To achieve these goals, we set two key strategic objectives taking us through to April 2019.

Objective 1: Deliver a modern, effective operator licence regime that ensures operators are fit to hold a licence whilst minimising the regulatory burden on the compliant.

We stated we would focus on:

1. A value for money licensing process
2. Faster processing of applications
3. The development of process improvements to ensure that compliant applicants gain entry to the licence regime
4. A modern licensing regime aligned with the “digital by default” intentions
5. Working with DfT on the removal of the legislative barriers to faster application processing
6. Working with DVSA to review operator licence fees in line with the Motoring Services Agencies Strategy 2016-2020
7. Understanding user needs

We stated we would deliver:

1. Quarterly publication of application processing times by December 2016
2. Implementation of a joint SLA with DVSA for the service provided to the industry by April 2017
3. Decisions on applications for compliant operators reduced to 7 weeks by April 2017
4. Decisions on applications for compliant operators reduced to 4 weeks by April 2019
5. All operator licensing functions to be delivered digitally by April 2019

Achievements

I am pleased to report that with the introduction of the Vehicle Operator Licensing (VOL) service, there has been a significant reduction in the time taken to process digital applications to completion. Currently digital applications (without a public inquiry) are being completed in less than seven weeks. I therefore urge all operators and applicants to make full use of the digital service, as they will see a real benefit to their applications being processed quickly.

Challenges

Regrettably, we have not yet commenced the quarterly publication of application processing times but I am assured by senior officials within the Office of the Traffic Commissioner that this will be delivered as soon as possible.

I had also hoped that a new service level agreement between TCs and DVSA would be in place by April 2017. I know this agreement is important to industry. Unfortunately, this work has not progressed as quickly as everyone would have liked due to a number of competing priorities such as the introduction of VOL and the need to ensure revised data management processes in preparation for the agreement. I am pleased that, despite this, work is progressing to finalise this important document.

Objective 2: Promote a safe road transport industry which supports compliance, fair competition and protects the environment.

We stated we would focus on:

1. Working with other enforcement agencies to target and remove the seriously and serially non-compliant drivers and operators (defined at Annex A) from the operator licensing regime
2. Taking proportionate regulatory action against non-compliant operators and drivers
3. Publishing clear statutory guidance on what traffic commissioners expect of operators and drivers
4. Developing data sharing processes to support effective use of information with other enforcement agencies
5. Greater transparency with regard to our decision making
6. Maximising the effectiveness of our decisions by communicating common themes to drivers and industry

We stated we would deliver:

1. Online publication of our written decisions by April 2017
2. A review of TC sanction effectiveness to be completed by October 2017
3. By July 2017 public inquiries will be listed for a full hearing within 12 weeks of being referred by the traffic commissioner
4. Implementation of an enforcement SLA with DVSA by October 2017

Challenges

We set an ambitious target date to publish our written decisions online from April 2017. This has been a more costly matter than originally anticipated. As a result TCs decided this ambitious target is not currently achievable taking account of the projected cost and the fast pace of change in communications.

Our Strategic Challenges

We reminded ourselves that the stated objectives rely upon the service provided to TCs by DVSA and the support of the Department for Transport. For this reason, we highlighted that the delivery of these objectives faces three key challenges:

- Fee reformation: fee reform is required in order to support the necessary investment in the IT infrastructure to deliver up-to-date services and ensure that the cost of the regime is proportionate to the burden operators and applicants place upon it.
- Recruitment: The current recruitment process causes substantial delays in the employment of skilled and knowledgeable staff and undermines the resilience of the Offices of the Traffic Commissioner.
- Legislative reform: A number of improvements to the regulatory approach can only be delivered through legislative change and we will continue to engage with the Department for Transport to emphasise the need for these reforms in order to allow us to modernise the regulatory regime.

We stated that we would keep our objectives under review and work together with stakeholders on this challenging agenda because we recognised that effective collaboration can help us perform as specialist independent regulators and deliver efficient, effective and consistent regulation.

I have made mention above that it is my view that fee and legislative reform are needed and are needed now. Similarly, without efficient recruitment processes the resilience of the Office of the Traffic Commissioner will be undermined and, as the industry knows all too well, compliant licence applications will not be dealt with quickly enough and non-compliant operators will not be held to account in time to prevent further unacceptable risk to road safety and fair competition.

Acknowledgments and thanks

As I submit my last annual report as Senior Traffic Commissioner for Great Britain, I cannot possibly thank everyone who has assisted me since I took up post as TC for the North West Traffic Area in 2000 and as Senior Traffic Commissioner in 2012. Every single person who works in the Offices of the Traffic Commissioners and DVSA plays their individual part in promoting road safety, fair competition and protecting the environment. They do so quietly, selflessly and often without recognition. I want to thank each and every one of them (past and present) for their unstinting support for me and for my fellow TCs and our deputies.

It is also right that I thank every deputy traffic commissioner who has eased the burden on myself and on my colleagues of the public inquiry and submissions workload. Quite simply, the operator licensing regime would fall down without them and it is right that their vital contributions are recognised.

The Office of the Senior Traffic Commissioner (OSTC) has continued to operate with a limited number of staff. Tim Bond took over as my assistant in February 2016 and he immediately made a real and positive impact on the excessive workload whilst always remaining calm under pressure. When Tim was promoted to OSTC Office Manager, Nadine Woods took over as my assistant in December 2016. Like Tim, she wasted no time

in getting to grips with the complex demands of the role and soon became an invaluable member of the team.

Once again, I relied tremendously on Bev Crowley (TC Information Access Manager) to deal so efficiently with the many FOI and Information Access requests that I receive. Damien Currie (TC and STC Media Officer) and Chris Dormand (Head of the OSTC) could always be relied upon to navigate me through when the path was not always clear. I want to place on record that I will always be extremely grateful to them.

With regard to the staff at the Leeds office there are simply too many of them who have supported me over the years to mention by name, as I would be bound to miss someone out – but they know who they are!

Finally, I must pay tribute to my fellow traffic commissioners and deputy traffic commissioners who have assisted me so much since my appointment as TC for the North West in 2000 and as STC in 2012. I extend my thanks and gratitude to every one of them for each have in their own way always been “there for me” to offer wise counsel, sage advice and most of all, friendship. I shall miss them but I know they will continue to regulate the commercial vehicle industry without fear or favour, affection or ill will and they will do so with a genuine commitment to reduce the burden on the compliant and to take robust action against those who pose the greatest risks to road safety and fair competition.

Geographical boundaries of the traffic commissioners and office locations





East of England
Richard Turfitt
Traffic Commissioner

**To quote the Associate Director of the LSE’s International Trade Policy Unit:
“all regulations, without exception, create, modify or destroy markets. The
policy challenge of good regulation is to try to ensure that regulations
support a public purpose...”**

I have departed from my customary analysis of the traffic area statistics to consider how that public purpose has been addressed within the Eastern Traffic Area (and probably more widely) within the last year. Traffic Commissioners of course only apply the law. We rely on officials within the Department to drive regulatory change and DVSA Examiners to bring us the evidence upon which we base our decisions. Significant efforts are being made to strengthen that process.

I am encouraged that those who have used the new digital licensing service – Vehicle Operator Licensing (VOL) – are already finding it much quicker and easier to use. At every opportunity, I have been encouraging eastern operators to realise its benefits. It is unfortunate that the introduction of VOL coincided with long-term absences and the loss of staff from key posts. The system has also led to some un-programmed work: licensing teams are used to dealing with 40,000 changes to licences in an average year; since VOL switched on in November 2016, there have already been 30,000 such applications. Industry must do its bit to ensure that OTC services are not overrun due to operators’ tardiness. Statistics suggest that only 16% of licences go unaltered on renewal. This implies that a staggering 84% of operators may not be complying with the condition to notify relevant changes within 28 days. I return to the responsibilities on directors and operators below.



I would like to see internal users now benefit from the advantages identified during the scoping stages. Traffic commissioners have sought to streamline application times but the ETA licensing team has employed considerable effort in ensuring that the quality of the gatekeeping function is not lost. DVSA needs to bring forward the promised management information, which will allow resources to be re-deployed to further speed up front line services. That will not happen if

“Statistics suggest that only 16% of licences go unaltered on renewal. This implies a staggering 84% of operators may not be complying with the condition to notify relevant changes within 28 days”

posts are not filled quickly enough again whilst VOL continues to generate additional work.

The trade associations are unsurprisingly keen to see value for the investment in the new digital services. The current service levels are nearly ten years old and do not reflect the improvements made in response to the triennial review. It is almost universally accepted that improved accountability will allow finite resources to be targeted at those who pose the greatest risk to road safety and in support of responsible businesses. I am pleased to say that the reorganisation of DVSA enforcement staff has now been completed within the traffic area. I anticipate improved delivery of information, which hopefully can be turned into evidence upon which tribunal decisions can proceed.

I am afraid that the staffing issues have impacted on the accuracy of the statistics produced on my behalf. Those which are available suggest a drop in formal intervention at PI, in line with other areas statistics. We have continued to intervene where action against the licence or individual Transport Manager is required. However where alternative disposals are appropriate we have increased the use of preliminary hearing and senior team leader interviews to support improved compliance, to 47 hearings and 28 interviews respectively.



Those hearings have identified a number of recurring issues. Last year's report referred to separate operators relying on Preventative Maintenance Inspection standards from 1972. I was therefore amazed to encounter a further example in the reporting year just gone. Too many of the Public Inquiries have shown directors and senior managers content to leave compliance to the drivers or their fitters. I would have hoped that it is a matter of common sense that if, having been given advice by a

DVSA Examiner, you failed to act on it, the licence is at risk at a subsequent PI. I am disabused of these hopes all too frequently.

The impact of the driver shortage has also been increasingly obvious at Public Inquiries. Good drivers are as valuable as a properly maintained vehicle. Directors and managers should appreciate that simply writing a memo to drivers does not equate to proper management. Paying for maintenance inspections but never looking at the reports is not a good use of money and poses an unacceptable risk to road safety. The best operators I encounter know the risks to their businesses, plan for those eventualities and mitigate them for instance through scheduling and route planning. They reassure me that businesses are capable of appreciating that compliance makes good sense. Predictably, the trade bodies and professional associations have already commenced work to address the skills challenge faced by industry and this is evident from the seminars I have attended.

Even after an adverse incident operators might avoid a PI by seeking expert advice rather than just relying on ill-informed gossip.

There can also be a lot of misinformation ('fake news' even) about the way TCs do their jobs. Recurring mutterings about inconsistency fail to understand what the law requires of us to ensure the fairness of proceedings. That is part of the job and most informed stakeholders appreciate the legal requirement to protect

“Good drivers are as valuable as a properly maintained vehicle. Directors and managers should appreciate that simply writing a memo to drivers does not equate to proper management”

cases from even a perception of bias. However, it is worth restating that whilst TCs consider each case on its merits, guidance on the starting points on delegations and regulatory action have been in circulation since 2010 and first commenced in 2011. In the past, reporting of our cases involved an element of schadenfreude, sometimes concentrating on personalities rather than lessons learned. I take this opportunity to acknowledge the work of the TC Media Officer, Damien Currie, in translating cases into learning opportunities through DVSA's 'Moving On' blog and similar so as to better inform operators. I have contributed to articles on key topics such as finance and periods of grace during the year.

Where operators are committed to compliance and safety, it is right to support those efforts. I am concerned at the number of Directors who, even by the PI, have failed to take responsibility for compliance. The joint IoD and HSE advice to Directors is to "Plan, Do, Check, Act": it makes clear that Board level involvement is an essential part of the 21st Century trading ethic. In the past year, I have spoken at educational events organised by all three representative trade bodies and other local and national events. One initiative has involved TCs contributing to seminars, which attempt to demystify the TC role. The presentations go far beyond mere entertainment and explain each stage of the Public Inquiry process including disclosure and the level of evidence required in order to make an adverse decision. We invited the audience to use the published starting points before explaining the decision making process. In identifying the pitfalls, we hope that other operators will avoid them, although you can feel like a broken record at time.

I thank all those who support me in my role including the outgoing Senior Traffic Commissioner and the deputy traffic commissioners who have sat in this area during the last reporting year. I need to acknowledge in particular the efforts of David Beaton and his team in Leeds and the Cambridge team that have continued to serve the largest traffic area whilst experiencing the sad loss of colleagues and other obstacles.

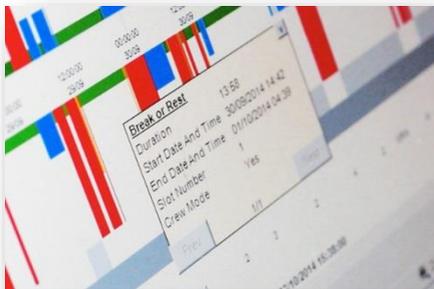
East of England In Numbers (2016/17)	
GV operator licences	12,975
PSV operator licences	1197
GV specified vehicles	69,571
PSV discs in issue	12,422
GV applications processed	2566
PSV applications processed	228
GV regulatory public inquiries	102
PSV regulatory public inquiries	17
Preliminary hearings and STL interviews	75
Local bus service registrations processed	1693
Driver conduct cases closed	2015
Driver conduct hearings	212



North East of England Kevin Rooney Traffic Commissioner

As I write on my final year as Traffic Commissioner for the North East of England, I reflect that really very little has changed in that time and I have little new to report. There have been a few common themes coming out of public inquiry, not entirely new, but hopefully worthy of taking a few moments to reflect upon.

Falsifications have featured highly in a variety of guises. One of the more unusual related to a large organisation which provided false driver CPC declarations for a small supplier. Drivers had not attended training but had been provided with driver qualification cards. The scam came to light when one of the drivers fell out with his employer, drove in to a DVSA check site and revealed all. It inevitably led to the revocation of one of the O licences.



Tachograph falsifications ranged from those where the bosses instructed or encouraged drivers to drive off the card to others where bosses were blissfully unaware of their drivers' behaviour because they had no idea how to analyse the data from the tachograph vehicle unit. In the latter case, the way an operator responds when the issue is pointed out is key. Do nothing and the licence is likely to go. React positively with training, investment in systems and process improvement and it is likely to be safe. Operators who allow

vehicles to run the full legal maximum of 90 days before downloading run the greatest risk. Think to yourself, if someone asked you where one of your drivers was on a specific day 3 months ago, could you tell them?

Download periods need to be risk-based. If your drivers are out all week, maybe on time-sensitive work, the temptation to pull the card to get a job done might be more than if they are on local work, back in the yard for lunch every day and home in time to pick the kids up from school. In many cases, downloading weekly for driver cards and four-weekly for vehicle units is absolutely essential and must be linked to quick, thorough analysis, driver de-briefing, retraining and, ultimately, effective disciplinary systems.

“Downloading ... must be linked to quick, thorough analysis, driver de-briefing, retraining and, ultimately, effective disciplinary systems”

DVSA has continued to enforce the requirements of cabotage on foreign operators by detaining their vehicles. I know this because vehicle owners apply to traffic commissioners for their return. Where the owner is a finance house that can demonstrate it did not act recklessly by, for example, providing finance to an unlicensed operator, it is likely that they can make a case to have the vehicle returned to them. Where the owner is a revoked UK operator running right hand drive trucks on a Bulgarian operator's licence, their task is somewhat more difficult. I mention this just so that GB hauliers are aware that DVSA's enforcement activity and commissioners' scrutiny of impounding appeals are driven by the principle of fair competition.

The PSV sector has been rather quieter following the conclusion of the Quality Contract Scheme application in Tyne & Wear in the previous year. I did have the opportunity to visit one operator to discuss a bus service registration that was satnav-based in order to achieve more reliable journey times in and out of Leeds. I was satisfied that the system introduced no new risks and that passengers wouldn't be left standing at bus stops as the bus diverted to avoid the traffic. Operators are to be applauded for deploying technology in a novel way to improve the passenger experience.

“DVSA's enforcement activity and commissioners' scrutiny of impounding appeals are driven by the principle of fair competition”

It is difficult for traffic commissioners to get compliance and safety messages across to operators. Those who attend events and read the magazines tend to be the more engaged and probably have little to learn; it is often me who learns the most from these interactions. The profile of compliance has, though, increased dramatically over recent

years and much of this is down to our lone media officer who has continually strived to increase coverage of cases, especially in specialist or local media so that we get to those who we don't normally reach. My cases have been reported in publications as diverse as *British Baker*, *Cranes Today* and *Furniture News*, along with more well-known media outlets like the BBC. Given the small number of operators who can be called to a public inquiry it is essential that we use every means possible to get the compliance message across.

Finally, I would like to give a huge thank you to all the team in Leeds who took on a rookie Traffic Commissioner five years ago and provided me throughout with the support and guidance I have needed. I am immensely grateful.

North East of England In Numbers (2016/17)	
GV operator licences	11,284
PSV operator licences	1558
GV specified vehicles	58,837
PSV discs in issue	13,734
GV applications processed	1823
PSV applications processed	222
GV regulatory public inquiries	103
PSV regulatory public inquiries	22
Preliminary hearings and STL interviews	56
Local bus service registrations processed	2433
Driver conduct cases closed	2538
Driver conduct hearings	210



North West of England Beverley Bell Traffic Commissioner

Secretary of State, once again my annual report is brief – and as always the statistics speak for themselves.

My duties as Senior Traffic Commissioner (STC) continued to take me away from my activities as Traffic Commissioner (TC) for the North West. As always, I have relied extensively on deputy TCs, most frequently Simon Evans, to conduct the day-to-day licensing and tribunal duties. As the burden of conducting the majority of public inquiries has once again fallen on Simon Evans, I have again asked him to contribute to my report. His reflections on the regulatory activities of the public inquiry room and case submissions follow below.

Report of the Deputy Traffic Commissioner Simon Evans

As the DTC responsible for the majority of the licensing and regulatory work carried out in this traffic area, the TC for the North West, Beverley Bell, has again asked me to provide a short contribution reflecting particular themes of relevance in the North West. I should however also point out that I have been assisted this year on a significant number of occasions by the presence in the traffic area of other DTCs, notably Miles Dorrington and Fiona Harrington. We have worked successfully as a group to ensure that both public inquiries and burgeoning volumes of preliminary hearings, as well submissions, have been completed in timely fashion.

Whilst the tables that follow do not this year necessarily reflect that level of detail, it will be of positive note for the Secretary of State that our backlog of cases based on older material has been addressed and overcome. It is now very typically the case that for straightforward regulatory hearings a PI date can be listed within weeks, not months, of the case being received in the OTC. Working with local colleagues at DVSA, there is an expectation that we will further refine such timelines during the year ahead, so that the

connection between enforcement activity and regulatory consideration can be further streamlined, and the objective of timely, robust and proportionate action being taken against the non-compliant achieved more consistently.

“It is now the case that for straightforward regulatory hearings a PI date can be listed within weeks, not months, of the case being received in the Office of the Traffic Commissioner”

I refer the Secretary of State to the series of tables covering this region, which continue to reflect for the North West the broad national

picture. Whilst those tables are of course to a very high degree self-explanatory, the key message is that *business as usual* is constituted by hearing activity little changed from last year. We have though continued enthusiastically to embrace preliminary hearings and senior team leader meetings in the area, as an effective means of addressing what appear less serious shortcomings and discrepancies in practice by operators during the year. At least anecdotally, licence undertakings attached there, voluntary reductions in fleet size, a readiness by operators to embrace refresher training or to commission quality assurance reports or audits have manifestly improved compliance. The area is well placed to achieve the target agreed to process new applications and licence variations within 7 weeks going forward.

From within the hearing room, four day-to-day themes can usefully be raised here. Their recurrent nature during the reporting period is such that they are a real problem when they should not be:

- The failure of transport managers to evidence their personal activity in the business. How can it possibly be that such a post holder can be exercising continuous and effective management of the transport operations in a business, yet there is no letter, internal report, memorandum to a director nor instructions to a driver demonstrating the fact?
- The surprising and concerning failure to have proper procedures and systems to download digital vehicle data units, and to obtain and review missing mileage reports to meet an operator's undertaking to comply with the drivers' hours and tachograph legislation. (The eagle-eyed reader will note this item repeats almost exactly, what I wrote last year.) Alarming, far too many operators still have little idea of what useful reports the sophisticated software systems they have purchased are able to deliver
- The failure of operators to notify material changes which affect their licence. Change in the directors of a company holding a licence is but one good example of such a failure. The fact that the VOLS licensing system receives updated information from Companies House provides good reason for all operators to review their current information and make the necessary changes promptly
- The failure to appreciate that old style paper driving licences should not be relied on to evidence driving entitlements or endorsement history.



Acknowledgements by the North West Traffic Commissioner

I want to thank Simon Evans for all the work he does on my behalf. He always got on with the job quietly and effectively, dealing with the constant submissions that came his way, conducting the many public inquires and preliminary hearings and attending stakeholder events for me. I could not have done without him and I am delighted that he has been

appointed as my successor. I know he will be an excellent TC in the North West of England. I wish him the very best of luck and I congratulate him on his appointment. A number of other deputy traffic commissioners have also supported the North West over the year and I am extremely grateful to them for being available and often travelling significant distances to carry out tribunal activities.

This year we said goodbye to Corrina Bielby who did an exceptional job of leading the compliance team at Golborne. Her post was not filled permanently until after this reporting period but the team continued to ensure that the compliance email inbox is never short of high quality submissions and that the public inquiries run smoothly. Whilst I want to take this opportunity to thank each and every member of the team at Golborne I must make special mention of David Simkin who has worked with me since the Golborne office opened in 2005. During that time, he has been a constant support to me in so many ways and I want to express my gratitude to him for that. I shall miss him and the whole team very much.

Final comments of the North West Traffic Commissioner

When I was interviewed for the post of TC in 1999, I was asked what the public expect of the operation of commercial vehicles. I regarded the answer as simple – they expect the vehicles and their drivers to be safe, reliable and not unduly harm the environment. I think that answer remains as valid in 2017 as it was then and that it will remain as valid when Simon Evans hands over the baton to his successor. I have been enormously privileged and honoured to hold the post of TC for 17 years.

The objectives of commercial vehicle regulation are not difficult but the delivery of those objectives will continue to be a challenge to those who hold the post of TC and all those who support them. I wish them all the very best of luck in their important work.

North West of England In Numbers (2016/17)	
GV operator licences	10,197
PSV operator licences	1318
GV specified vehicles	51,447
PSV discs in issue	11,645
GV applications processed	1681
PSV applications processed	223
GV regulatory public inquiries	76
PSV regulatory public inquiries	19
Preliminary hearings and STL interviews	158
Local bus service registrations processed	2168
Driver conduct cases closed	1986
Driver conduct hearings	425



London and the South East of England

Sarah Bell
Traffic Commissioner

Secretary of State,

I am pleased to present my first annual Report as the Traffic Commissioner ('TC') administratively appointed with responsibility for the South Eastern & Metropolitan Traffic Area; my previous nine were covering the Western Traffic Area.

I have identified two quotes, which have rung particularly true as I reflect on the past year:

'Good Risk Management fosters vigilance in times of calm and instils discipline in times of crisis.'

Dr Michael Org.

'Accountability is the glue that ties commitment to the result.'

Bob Proctor, Author

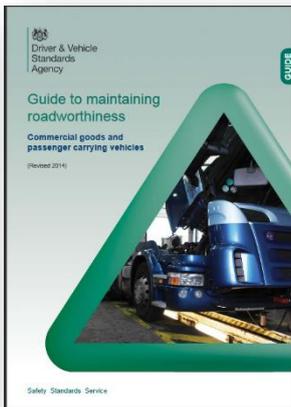
I have chosen the themes of Accountability and Risk Management. These principles underpin operator licensing for all involved: Operators, Transport Managers, Drivers, Enforcement Agencies, DfT, Office of the Traffic Commissioners, TCs and wider stakeholders. The theme is self-evident in light of 'recent' events.

In a written decision dated 15 October 2015, I revoked the Licence held by the Operator responsible for the tragic deaths of 4 people in Bath in February 2015. I embargoed the Decision until the outcome of the criminal proceedings to ensure fair process. The manslaughter convictions of the director and fitter have been well publicised since January 2017. What I can now report here is the quiet success of the regulatory regime. The Operator resisted a regulatory hearing before the end of the criminal case. Putting safety first, careful case management by my colleague Richard Turfitt and the traffic area office staff in Bristol meant that an early hearing could proceed without prejudice to those criminal proceedings. I am grateful to them all, particularly bearing in mind the tragedy and grim details from which no amount of 'process' can immunise you.

"It is a cause for concern that there remain a number of operators still relying on road testing as the mainstay, with a roller brake test at MOT – even when there has been mechanical work undertaken on those brakes"

A lot has been written about that tragic day and rightly, no lives should be lost in vain. There is also an inherent risk in a 'sound-bite' society, which focuses on tragedy as a benchmark. It is too easy for some Operators to discount any 'lessons learnt' because it was such an extreme case involving a 'rogue operator', whom they fail to identify with. I am struck by

the comments of industry and trade association observers at my tribunal hearings who have repeated their disquiet at the ongoing myths held by some Operators and transport managers around brake testing. The reality is that a number of transport operations before me have no 'better' brake testing arrangements than were evident during the criminal proceedings. It is a cause for concern that there remain a number of operators still relying on road testing as the mainstay, with a roller brake test at MOT – even when there has been mechanical work undertaken on those brakes. Sometimes there is no discernible test at all, with that section of the Preventative Maintenance Inspection sheet left completely blank.



Even where those attending the tribunal have read the Guide to Maintaining Roadworthiness (2014), they settle on the minimum advice for roller brake testing of 4 times per year but fail to read on. The full advice is that in addition, there should be a roller brake test or at least a decelerometer test at every inspection. A road test is for where '*...it is impractical to obtain a brake efficiency result on a safety inspection...*' on occasion. In modern times, with a professional maintenance contractor or in house workshop manager and proper planning, the times when it is 'impractical' to get at least a decelerometer test in between the recommended quarterly roller brake test is limited.

The Guide clearly sets out the roles and responsibilities for maintenance shared by everyone in and around the business. The management of risks should equally transpose across all elements of the transport business. The vast majority of operators in this country are professional, responsible and vigilant but the lesson I have learned since the manslaughter convictions is that there is still too much complacency around the headlines. The time is right for all Operators and those working with them to have a root and branch review of their approach to risk management and to be accountable.

Another myth is that any problems are with restricted operators alone. This is simply not my experience, as evidenced by the number of transport managers caught out at Public Inquiry. Transport operations are not a separate risk to any other in the business. The assessment of risk and accountability across the business must be inextricably linked – no matter how small a part the transport side plays in the business. The time to do it is now when it is calm, rather than wonder why it was not done when a crisis arises. Transport in the wrong hands is a risky business and my message to the complacent and the reckless is that if you treat risk management with lip service or as a part time job, you will most likely find yourself out of a job – or worse.

“A robust approach to risk management requires focus and commitment by everyone in the business, supported by an informed knowledge base”

The above identifies that a robust approach to risk management requires focus and commitment by everyone in the business, supported by an informed knowledge base. Accountability ensures responsibility and success. This applies equally across the public service, particularly where resources are finite.

The new Vehicle Operator Licensing (VOL) case management system has been implemented in the last 6 months. Early reports I have received at speaking engagements and during tribunal hearings are mainly positive. In time, this should see the end to my annual plea for operators to submit complete applications to Leeds. My new plea is for everyone to use the online access and upload as much digitally as possible. This will exponentially speed up the time in which decisions can be taken across the board. Behind the 'quiet' on the outside the managers and staff of the Office of the Traffic Commissioners have done enviable duck impressions – very still heads above water.... The last time there was such a major technology change was 1999. I thank them all for taking it in their stride, doing their very best to make it as seamless as possible for applicants and licence holders. Whilst there is disappointment for traffic area office managers that the anticipated automatic KPI data remains to be delivered, the benefits are acknowledged and welcome. I retain concern as to how decisions made during the development of VOL will be paid for.

I record my appreciation at the DVSA CEO's commitment to reinvigorate the TC/DVSA Liaison Group, which was evidenced by the attendees at the last meeting. There are further positives, with the exception of a minor slippage over Easter 2017, in that the secondment of Examiners to support testing ceased in January 2017. The roll out of Next Generation Enforcement had some setbacks during the Agency restructuring over the last year but is moving in the right direction again. I have enjoyed another year working with Kevin Rooney on our shared enforcement liaison portfolio. It is very rewarding and key to the successful delivery of the TCs' strategic objectives and DVSA's Business Plan of targeting the serially and seriously non-compliant. I hope that DVSA is able to identify a permanent Head of Enforcement at the Agency so that we can continue the improvements in joined up working during the coming year.

Acknowledgements

I thank Charlotte Povey, who managed the Western Traffic Area Office through the first part of another challenging year, with the adept assistance of Deborah Crosby and Andy Toth. Also a thank you to Debbie Kavanagh who stepped in to offer further support. Charlotte has now moved from OTC to DVSA HQ on promotion and I wish her success moving forward.

I thank Andy Toth and the SEMTA team for making me so welcome and assisting with a smooth transition along the south coast.

I pay tribute to my long-suffering Personal Secretary Hilary Coatsworth. Hilary calmly and efficiently managed the move from Bristol, whilst doing the day job and then adjusting to supporting me remotely. It has been quite a year for us both!

London & the South East of England In Numbers (2016/17)	
GV operator licences	9019
PSV operator licences	1193
GV specified vehicles	45,535
PSV discs in issue	8865
GV applications processed	1702
PSV applications processed	234
GV regulatory public inquiries	162
PSV regulatory public inquiries	20
Preliminary hearings and STL interviews	93
Local bus service registrations processed	741
Driver conduct cases closed	2691
Driver conduct hearings	433



West Midlands Nick Denton Traffic Commissioner

In the West Midlands Traffic Area over the period 1 April 2016 to 31 March 2017 my predecessor Nick Jones and I – together with our deputy traffic commissioners Jim Astle, Miles Dorrington and Tony Secular – held 205 public inquiries into the most non-compliant HGV and PSV operators, with a further 57 less formal meetings with other operators to discuss and agree improvement plans.

The public inquiries resulted in the revocation of 57 licences and the suspension or curtailment of 48 others. We disqualified 29 people from holding an operator's licence and a further 37 people from working as a transport manager. We called 417 LGV and PCV drivers to driver conduct hearings: 64 drivers had their entitlement to drive LGVs and/or PCVs revoked, while a further 72 drivers had their entitlement suspended.

Operators continue to come to my attention for much the same reasons as they have in the five years I have been a traffic commissioner:

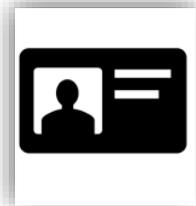
- × failure to ensure that drivers are carrying out proper defect checks on their vehicles before driving them, rather than literally just ticking the boxes
- × failure to have their vehicles put through a safety inspection at the promised intervals
- × failure to ensure that the maintainer carries out proper brake tests rather than just stamping on the brake pedal to see if the vehicle stops
- × a lack of appreciation that regular prohibitions and MOT failures, rather than irritants to be filed and forgotten, are in fact a loud warning klaxon that something is wrong with the way in which vehicles are being maintained and looked after, and that something needs to be done



On the drivers' hours side, operators frequently:

- × lack the equipment necessary to download driver card and vehicle unit data
- × lack the analysis software
- × have the right hardware and software but don't know how to use it
- × use the hardware and software to identify driver infringements but don't feel it necessary to do anything about the infringements

All this is alongside the basic mistakes of failing to ensure that vehicles are taxed, insured and MOT'd and that drivers have both the right category of driving licence and a valid CPC. Checking driver entitlement when the driver initially joins the operator is not sufficient – it must be done regularly. Nor, sadly, does it seem that driver agencies can always be relied upon to supply drivers who are entitled to drive the vehicles they have been brought in to drive.



Something which I became very aware of this year, thanks to a large DVSA investigation, was a practice prevalent among some drivers in the aggregates industry of working two shifts a day, one day and one night, for different employers, using two different driver tachograph cards.

Drivers were working for up to 20 hours a day, clearly far in excess of what the rules allow. But if a driver consistently uses card A for employer A and card B for employer B, it is difficult for either employer to pick up what is going on. DVLA now includes, in its online driver entitlement checking service, the number of the latest issue tachograph card, so that operators can check that this is the one being used and not some previous version which has supposedly been lost or stolen. I urge operators and transport managers to make use of this facility.

Operators in the West Midlands have much the same strengths and foibles as those in the London and South East, my previous traffic area. One difference between the two areas which has struck me however is that the constant stream of operator and driver referrals I used to get in the South East from the joint Transport for London/Metropolitan Police/DVSA Task Force has no equivalent in the West Midlands. The task force in London was set up after it became apparent that many construction HGVs, in particular, were not compliant in some way. With construction work set to increase exponentially in Birmingham as work on HS2 and the Curzon Street terminus begins, I see the need for a similar joined up approach in the West Midlands.

“Even some quite experienced transport managers fail to appreciate that it is only by comparing vehicle unit with driver data that they can identify instances of drivers taking their card out but continuing to drive”

It continues to be my priority to get the very worst operators to public inquiry as quickly as possible. A recent case is a good example of DVSA and traffic commissioners working quickly to tackle a seriously non-compliant operator. On 8 March 2017 my office received a letter from a transport consultant who had been working with an operator. The letter notified me that the consultant was stopping work with the operator as its attitude to compliance and advice was unacceptably poor. My office asked DVSA to investigate: a vehicle examiner visited the operating centre on 14 March and produced a very full (and worrying) report to me on 28 March. A traffic examiner visited the operator on 23 March: he subsequently obtained tachograph data, analysed it and produced a report for me on 19 April. This report also painted a very worrying picture on compliance. The operator was called to a public inquiry on 11 May and by decision dated 15 May I revoked its licence with effect from 29 May and disqualified the company's director from holding a licence for three years. The elapsed time from receiving the first indication of serious non-compliance to the revocation decision was thus under 12 weeks, with two of these weeks being the notice period before revocation.

In closing, I want to mention the case of an even worse operator, whose serious negligence of vehicle safety brought about a horrific accident and permanent injuries to a bystander. Even though I revoked its operator licence and disqualified its director for eight years my concern is that it will try to carry on in business using the exemption from operator licensing enjoyed by plant vehicles. I have written to various companies who have sub-contracted work in the past to this operator, to draw their attention to their contractor's lack of care for safety and to pose the question of the reputational risk the use of such a company could pose for them. But someone somewhere will probably be tempted still to give this company work. The general public would likely not understand how 32 tonne vehicles with cranes are somehow exempt from licensing while other 32 tonne vehicles are not. I look forward to the rapid abolition of this exemption which has been under consideration for some time.



West Midlands In Numbers (2016/17)	
GV operator licences	8090
PSV operator licences	818
GV specified vehicles	39,966
PSV discs in issue	7181
GV applications processed	1265
PSV applications processed	150
GV regulatory public inquiries	102
PSV regulatory public inquiries	20
Preliminary hearings and STL interviews	57
Local bus service registrations processed	979
Driver conduct cases closed	1422
Driver conduct hearings	417



West of England Kevin Rooney Traffic Commissioner

I must start this with a thank you to my colleague Nick Jones who worked so hard with the Welsh government to achieve funding for a full time Welsh Traffic Commissioner. For the last seventeen years, I have lived in South Wales and know that the country has both opportunities and challenges that are distinctly different to elsewhere.

Nick has the passion and determination to build a Traffic Commissioner service for Wales that can contribute to both its economic development as well as promoting the culture of safety and compliance. The decision has a very personal benefit for me and, with the generous agreement of colleagues Sarah Bell and Nick Denton, has enabled me to bring an end to 5 years of living away from my family. I therefore returned to being based in Bristol last November with a fresh enthusiasm.

Sarah Bell has previously commented on the very real staffing issues in the Bristol office caused by a number of factors. National pay scales mean that the salaries on offer have less real value in an affluent and relatively expensive city like Bristol than they do in other parts of GB. There are twenty six government departments in Bristol so there are many opportunities for our staff to move elsewhere. I am happy to report that the office now has a good team of knowledgeable and dedicated staff. A solicitor remarked to me recently that he thought I must have had particular concerns about his client as the case had gone from DVSA visit to public inquiry in little over three months. My intention is for that to become the norm.

“Happily the West of England has ... DVSA officers who impound revoked GB operators flouting cabotage rules”

Happily, the West of England has at least one thing in common with the North East. It also has DVSA officers who impound revoked GB operators flouting cabotage rules in Bulgarian registered trucks.

There have been a couple of relatively unusual public inquiry cases since I arrived, which are worthy of further attention. In one application, for an increase in authority from one to fourteen coaches, financial standing for all but one vehicle relied upon a series of credit cards from supermarkets and other lenders. I refused the application and was upheld on appeal. It demonstrates that traffic commissioners are right to question whether money is

really “available” if, for example, the interest rates are high and there is no clear evidence that an operator would be able to repay any money borrowed.

Another variation application, this time by a haulier, relied upon a third party audit to demonstrate compliance. The audit was generally positive but noted that drivers were self-employed. In fact, each driver had set up his own limited company and claimed to be an employment agency. This was done to reduce exposure to taxation and it appeared to be

“The Grittenham Haulage case sends a wake-up call to every single operator, transport manager, fitter and driver in the industry”

unlawful. The practice of drivers claiming self-employment is not unusual but it is rarely likely to be legal and is unfair on those drivers and operators who pay the taxes due. For those reasons, where it cannot be shown that self-employed drivers is legal, operators and transport managers put their good reputes at risk.

Finally, I must mention the tragic tipper truck crash in February 2015. In January this year, the owner of the company running the truck and the fitter he employed were sentenced to seven and a half years and five years and three months respectively for their role in the manslaughter of Mitzi Steady, four, Robert Parker, 59, Philip Allen, 52 and Stephen Vaughan, 34. Traffic commissioners do not usually talk about individual cases but the Grittenham Haulage case sends a wake-up call to every single operator, transport manager, fitter and driver in the industry. I am pleased to say that it has also caused the industry, including the regulators and enforcers, to take a long hard look at what can be learned. I look forward to working with the industry and DVSA in developing and implementing meaningful changes to reduce as far as possible a repeat of the circumstances that led to those tragic deaths.

West of England In Numbers (2016/17)	
GV operator licences	10,610
PSV operator licences	1049
GV specified vehicles	39,966
PSV discs in issue	4740
GV applications processed	1837
PSV applications processed	166
GV regulatory public inquiries	73
PSV regulatory public inquiries	18
Preliminary hearings and STL interviews	67
Local bus service registrations processed	1889
Driver conduct cases closed	1787
Driver conduct hearings	339



Scotland
Joan Aitken
Traffic Commissioner

Colleagues and those who have heard me speak at events will recognise the expression “successful regulation is invisible”. So very much of what we do and why we do it is invisible to the general public yet keeps them safe, without them knowing we are ever there.

Those whom we regulate, who are compliant, go about the disciplined duty of checking and assuring that all is in order; of making no assumptions; cutting no corners; applying the rhythms of checklists; asking the next question; defeating the lazy or dismissive; taking personal responsibility; being enthralled to safety.

That invisibility of success brings risk with it; that when bad things do not happen, regulation is seen as the enemy or is diluted, can be marginalised or mocked, with institutional memory no longer there to say “ah but” or “hold on” or “not so fast”. The recommendations of judges and coroners, of committees of inquiry or expert looking back, become forgotten. The seductive language of light touch, of lifting the burden on business, of de-regulation works its charms and creates new risks.

I am delighted that this year saw the arrival of our new licensing digital facilities and the much-awaited enhancements for external and internal users.



Eliminating postal delays and allowing us a quicker turnaround of decisions is most welcome. However, regulation also needs time and space to regulate effectively and curiously. A target, which would see new licences granted within a few weeks, rather than two months, rubs uneasily against a gatekeeper role. Not all who seek a licence should be allowed a lorry or a coach or to use such licences as cover. If regulation has a point to it, then regulation must have time, space and status. Regulation must

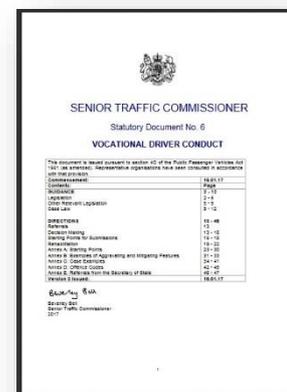
be wise and intuitive, as well as dynamic. Those who can satisfy us of repute and fitness should be the ones who get the licences quickly. We need to know whom we are licensing.

Early in the year, I disqualified an individual for life from being an operator. Already disqualified, he had used the front of another company to get another company’s licence. He had preyed on another’s financial distress to take over a

“If regulation has a point to it, then regulation must have time, space and status. Regulation must be wise and intuitive, as well as dynamic”

licence and he received sub-contracted work from operators. He used a weave of friends and family to front for him. I described him as shameless in his dealings and a blight on the haulage industry in Scotland. The people he used also found themselves publicised and disqualified. The redeeming feature of the case was that it was people within the haulage industry who signposted where to find him. As a Traffic Commissioner, I am asked why we do not take action against operators – often it is that we do not know; or that we cannot proceed on gossip; or indeed that we have taken action but within the confines of what the law permits. We truly need the co-operation of others in the industries and the public and other agencies to give us the evidence.

A challenge to one of my other oft-used phrases arose during an appeal to the Sheriff at Glasgow against one of my driver conduct decisions. It is the question “do I have to wait until someone is killed or seriously injured before I can take action against the licence?” I first posed the question in an operator licence case in the Highlands many years ago, approved since by the Upper Tribunal. The recent context was my disqualifying a 55-year-old lorry driver for 20 years. Our driver conduct jurisdiction can be confused with the jurisprudence of the criminal courts and misunderstood. Part IV of the Road Traffic Act 1988 was intended by Parliament as a means whereby higher standards of conduct are required of those who want to drive larger vehicles professionally. I was reassured by this paragraph in the Sheriff’s decision when he refused the driver’s appeal. “I wonder just how many times the authorities are supposed to allow an HGV driver to drive at excessive speed, drive dangerously close behind 2 other vehicles, overtake one in defiance of road markings and then overtake the second – and another lorry – round a blind bend and over a blind summit” [which was what the driver had done]. He quoted my “I do not have to wait for the driver to kill or injure someone before I can exercise my powers to disqualify indefinitely”. No one likes being appealed but the virtue of cases such as this judgment from Glasgow Sheriff Court is that it provides affirmation for the preventative nature of our determinations and assists the Senior Traffic Commissioner in the drafting of the Statutory Guidance and Directions on Driver Conduct. The case was widely publicised in the press in the west of Scotland given continuing interest in HGV driving standards following the Glasgow bin lorry fatalities of 2015.



Drivers of all vehicles who cross the border between Scotland and England need to know that some of the road traffic laws are different, notably that in Scotland the drink driving limit is lower and that the HGV speed limit remains at 40 on single carriageways in Scotland other than on the A9 experiment (with variable speed cameras). My report on this matter can only be anecdotal, as I have no means of collecting evidence systematically – that is for professional research projects – but there appears to be more speeding above 50 [not a misprint] by HGV drivers in Scotland since the change in England. Given the involvement of HGVs in road traffic accidents, speed and stopping distances cannot be casual matters.

During the year, I conducted Public Inquiries and driver conduct hearings in Edinburgh, Glasgow, Aberdeen and Inverness with a two stage environmental Inquiry at Oban for a site at North Connel. I continued to use Preliminary Hearings with developing use of Senior Team Leader interviews as a means of clarifying issues through face-to-face contact with operators or applicants. These interviews develop engagement by the team in Edinburgh with those whom we regulate.

In all my time as Traffic Commissioner for Scotland, I have enjoyed engagement with the Minister for Transport in the Scottish Government. The current Minister for Transport and the Islands, Humza Yousaf, is no exception and we meet regularly. I continue as a member of Transport Scotland's Bus Stakeholder Group, chaired by the Minister. Officials of Transport Scotland are unfailingly supportive and attentive. Recent engagement with them has included preparations for a Bill on Seatbelts on School Buses; emissions control and the potential for using Traffic Commissioner Traffic Regulation Orders; and dialogue on bus service changes. A prevalent topic of discussion is the congestion and roadworks that thwart punctual bus travel and convenient journey times.

Contact with the Scottish Environment Protection Agency is essential given that waste transfer and waste crime require vehicles. I hope that the year ahead will bring closer working with SEPA through better information exchange. A memorandum of agreement is long overdue. SEPA is an inspiring organisation with international reach. I saw that first hand when invited to a reception with its partners in Interpol. SEPA's Regulatory Strategy "One Planet Prosperity" uses the phrase "beyond compliance". I have seized on this concept to influence how I speak to operators or applicants about where compliance fits into their businesses and thinking.

I was most grateful to Ben Rimmington, Director of Road Safety, Standards and Service at the Department and his colleagues for including me in the selection panel for a new Deputy Traffic Commissioner for Scotland. The appointment of Hugh Olson, Advocate, has

secured an optimistic and engaging start to the year ahead. Particular thanks this year go to bus manufacturer Alexander Dennis Ltd of Camelon for twice hosting a management team away day and giving us a tour of their most impressive factory. Seeing electric buses in construction was fascinating. Colleagues at Strathclyde Partnership for Transport are generous with their advice on west of Scotland travel issues.

"I so enjoy celebrating those who serve the public with such professionalism, good humour and compassion"

As in previous years, I try to find time to engage with the trade associations. Given my concern that bus travel should be safe, punctual and reliable, I value the discussions I can have with the Director of the Confederation of Passenger Transport in Scotland who serves as a conduit for any of my concerns. Two real treats in 2016 were being an invited guest to the Lothian Bus People Awards evening in Edinburgh and to First Scotland East's similar event in Falkirk. Too much of a Traffic Commissioner's time is spent with the non-compliant where language tends to the negative. I so enjoy celebrating those who serve the public with such professionalism, good humour and compassion. I reflect that so much has changed since I became Traffic Commissioner 14 years ago when complaints would be of bus drivers driving away with running passengers in sight and nonsense like that. Attitudes have changed so very much for the better. I spoke at conferences organised by the Freight Transport Association, the Road Haulage Association; the Community Transport Association; and the Scottish Transport Applications and Research Conference.

This year I received or determined appeals from taxi operators against taxi fares scales determined by Falkirk Council, Glasgow City Council, Moray Council and Highland Council. In all of these appeals, I declined to proceed to a hearing and dismissed the appeals. They were all hopeless. The appellants had not regarded the requirements of section 18 of the Civic Government (Scotland) Act 1982. A feature of these cases is the poverty of engagement by operators with Councils at the consultation stages required

before the determination of the fares scales. I have had to warn operators that succeeding in an appeal will always be difficult if there has been no engagement with a Council's statutory consultations. I did proceed to a hearing in Irvine and upheld an appeal by a taxi operator against North Ayrshire Council. Her appeal was cogent, had support and merited success.

I remain responsible for the appointment and re-appointment of the Parking Adjudicators for Scotland. The parking appeals service has been rebranded as the Parking and Bus Lane Appeal Tribunal for Scotland. I assisted the Adjudicators in their scrutiny of the Tribunal procedures. The Parking Adjudicators and Tribunal staff and functions will move to the jurisdiction of the Scottish Courts and Tribunals Service most likely in spring 2019. The involvement of the Traffic Commissioner for Scotland and my Office will cease then. I do not envisage having to recruit any more Adjudicators between now and then. The four Adjudicators are experienced and content to serve the current 16 decriminalised Council areas and the further 5 in the pipeline.



Parking and Bus Lane
Tribunal for Scotland

The year ended on a high – and not on Scottish soil, but at Cape Agulhas in South Africa. This is where Indian and Atlantic oceans meet; with mariners guided by the lamp of its red



and white striped lighthouse. I was there as a participant in Transaid's South Africa Cycling Challenge, 300 miles in 5 days. Transaid was founded by great people in the logistics industries to take practical logistics skills and knowledge to Africa. This was industry stakeholder engagement with a difference, with a community of purpose somewhat removed from talking at seminars, networking at dinners, operator visits or such like. I thank everyone who gave me this astonishing experience and who contributed to Transaid. Most of all I am grateful to have had this chance to express my admiration for all of those in the industries who work tirelessly in the service of road safety and human goodness.

Scotland In Numbers (2016/17)	
GV operator licences	6141
PSV operator licences	890
GV specified vehicles	32,641
PSV discs in issue	10,881
GV applications processed	864
PSV applications processed	132
GV regulatory public inquiries	61
PSV regulatory public inquiries	11
Preliminary hearings and STL interviews	62
Local bus service registrations processed	1716
Driver conduct cases closed	2512
Driver conduct hearings	389



**Wales
Cymru**
Nick Jones
Traffic Commissioner
Comisiynydd Traffig ar gyfer Cymru

It is with pleasure that I produce my Annual Report to the Secretary of State for 2016/17. I report upon a number of positive developments over the year and it is clear that positive decisions have been made which will eventually lead to significant improvements in both road safety and fair competition.

First and importantly, a decision was made that there be a full-time Traffic Commissioner for Wales and that the post will no longer be a mere adjunct to the post holder in the West Midlands based in Birmingham. Until October 2016 I held both posts, I am pleased that I am now responsible for Wales on a full-time basis. This change has come about as a result of financial contributions from the Welsh Government. A Memorandum of Understanding (MoU) between the Department for Transport (DfT) and the Welsh Government sets out clearly the element of subsidy from Wales, it also confirms that my role will be very different to that of the other traffic commissioners within Great Britain.

Historic resistance to there being a full-time Traffic Commissioner for Wales has been based upon the suggestion that the workload would not necessarily justify a separate post, however the MoU confirms my role as one which will involve far more extensive levels of communication, education and engagement with both public authorities and private industry within Wales. This is especially so in the PSV sector.

As this report is dictated, a site has been identified in St Mary's Street, Cardiff to provide an Office of the Traffic Commissioner for Wales. I am grateful to the Welsh Government for providing it. Eventually it will be staffed by fully bilingual staff who will be in a position to address the requirements of Welsh language legislation. I record my appreciation of the subsidy from the Welsh Government, reflecting that this will, for the first time, enable full and proper compliance.

As the new bilingual team has yet to be recruited, there is an element of difficulty caused by the fact that compliance work for Wales is administered elsewhere. Primarily this is from Birmingham, with assistance from the Bristol office. I am grateful to both offices and to staff who work in those offices for me in the transitional period.

“My role ... will involve far more extensive levels of communication, education and engagement with both public authorities and private industry within Wales”

My engagement with Welsh Government officials, local authority officers and industry representatives has identified a number of areas where I can and will work with a view to further improve road safety and ensure a level playing field for both industries which I regulate. One example amongst many is where I have been engaging with industry, local authorities and the DVSA with view to assisting in ensuring better value for money, improving road safety and fair competition in the procurement of PSV contracts; I report in greater detail on this in my separate report to the Welsh Government, which will be available in October 2017.

A feature of the MoU, referred to above, is that I am now expected to produce a separate Annual Report as Traffic Commissioner to the Welsh Government. This will set out in greater detail the work that I have been undertaking with encouragement and assistance from the Welsh Government and others. My engagement with the Welsh Assembly has been especially helpful.

Hitherto, successive annual reports have referred to the lack of DVSA enforcement staff within Wales, I am pleased that the new DVSA chief executive has facilitated improvements in staffing levels which will, in the fullness of time, lead to improvements in safety standards for road users.

Whilst this report to the Secretary of State is relatively brief, the relevant statistics are attached. My report to the Welsh Government will inevitably be far more detailed, identifying a number of areas which are likely to be the subject of debate. Devolution will enable a number of different roles for the Traffic Commissioner for Wales, that are likely to be identified and debated over the next couple of years.

Wales In Numbers (2016/17)	
GV operator licences	5142
PSV operator licences	813
GV specified vehicles	19,821
PSV discs in issue	6273
GV applications processed	621
PSV applications processed	126
GV regulatory public inquiries	50
PSV regulatory public inquiries	21
Preliminary hearings and STL interviews	33
Local bus service registrations processed	693
Driver conduct cases closed	780
Driver conduct hearings	199

Traffic Commissioners and Operator Licensing

Offices of the traffic commissioners in England, Scotland and Wales

Administrative support to the traffic commissioners is provided by staff employed by the Driver and Vehicle Standards Agency (DVSA), 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 responsibility for recruitment, retention and performance management of the staff of the offices of the traffic commissioners (OTCs) and Office of the Senior Traffic Commissioner (OSTC) are retained by the Accounting Officer of DVSA.

TCs are funded from two sources. The administrative work that is carried out to support them in their driver conduct work is funded by the Driver and Vehicle Licensing Agency (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. DVSA collects those fees and therefore has a duty to ensure that they are used to cover the full cost of the TC licensing system.

Central Licensing Office

Staff at the Central Licensing Office (CLO) handle the administration of operator licensing on behalf of the TCs, and for the Transport Regulation Unit in Northern Ireland. The primary activities of the CLO are:

- processing of fee payments
- registering and processing licence applications (including variations for existing operators)
- day to day licence administration
- referring casework to TCs (and the NI Transport Regulation Unit)
- maintaining operator self service – an online facility for operators to manage their licence
- registering and processing local bus service registrations and applications for Section 19 and Section 22 permits*

*Bus registration work in Scotland is carried out at the Office of the Traffic Commissioner in Edinburgh.

Office of the Traffic Commissioner

A number of staff working on behalf of TCs are regionally based, located at the individual OTCs. These offices assist TCs in carrying out their regulatory functions, including facilitating public inquiry hearings.

The primary activities of an OTC are:

- referring non-compliance cases
- conducting the administration around public inquiry hearings, including the preparation of call-in letters and briefs, clerking the public inquiries and issuing decision letters
- issuing warning letters to operators not dealt with at public inquiry
- implementing TC decisions, including the formal notice of licence revocations
- referring driver conduct cases from the DVLA and conducting the administration around conduct hearings
- dealing with impounding appeals including the preparation of call-in letters and briefs, clerking the hearings and issuing decision letters to the applicant and to DVSA
- issuing statements to enforcement officers relating to the status of operator licence holders

Geography

Great Britain is divided into eight geographical areas, covering Scotland, Wales and six regions in England. Previously there was a provision for a single TC to be appointed to each traffic area, however the Local Transport Act 2008 removed that requirement for England and Wales.

Under amendments introduced by that Act, the Secretary of State can appoint the number of TCs for England and Wales that he/she considers appropriate. As such, there is a pool of TCs who are appointed to act in all traffic areas in England and Wales, and also in respect of reserved matters in Scotland. The TC for Scotland was retained in Scotland but is also empowered to act in England and Wales in relation to reserved matters.

The Secretary of State can also appoint DTCs to perform the duties of any TC and duties which cannot conveniently or efficiently be performed by one person. The Secretary of State can also appoint a pool of deputy traffic commissioners, with powers to exercise any functions of a TC in any traffic area.

TCs retain responsibility administratively for their traffic area, with both the DfT and the STC recognising the benefit of the existing relationship between TCs and the country/region they regulate.

Values

In the performance of their duties, TCs 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 how TCs carry out their regulatory work is available on their website: <https://www.gov.uk/traffic-commissioners>.

Traffic commissioners, deputy traffic commissioners and offices of the traffic commissioner

Current appointments as of 31 March 2017

	Traffic Commissioner	Deputy Traffic Commissioners	Office Address
Eastern Traffic Area	Richard Turfitt	Marcia Davies	Office of the Traffic Commissioner Eastbrook Shaftesbury Road Cambridge CB2 8BF
North Eastern Traffic Area	Kevin Rooney	Gillian Ekins	Office of the Traffic Commissioner Hillcrest House 386 Harehills Lane Leeds LS9 6NF
North Western Traffic Area	Beverley Bell	Simon Evans	Office of the Traffic Commissioner Suites 4-6 Stone Cross Place Stone Cross Lane North Golborne Warrington WA3 2SH
South Eastern and Metropolitan Traffic Area	Sarah Bell	John Baker Mary Kane	Office of the Traffic Commissioner Ivy House 3 Ivy Terrace Eastbourne East Sussex BN21 4QT
West Midlands Traffic Area	Nick Denton	James Astle Miles Dorrington Anthony Seculer	Office of the Traffic Commissioner 38 George Rd Edgbaston Birmingham B15 1PL

Western Traffic Area	Kevin Rooney	Fiona Harrington Tim Hayden	Office of the Traffic Commissioner Jubilee House Croydon Street Bristol BS5 0GB
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Scotland	Joan Aitken	Richard McFarlane	Office of the Traffic Commissioner Level 6 The Stamp Office Waterloo Place Edinburgh EH1 3EG
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Wales	Nick Jones	Anthony Seculer	Office of the Traffic Commissioner 38 George Rd Edgbaston Birmingham B15 1PL
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Note: All DTCs have been appointed as deputies in the English Traffic Areas, Scotland and Wales and the locations indicated above are their primary office for administrative purposes.

Statistics and Contacts

Goods vehicle operators		
Table 1	Licences continued and in issue	48
Table 2	Numbers of specified vehicles on licences	49
Table 3	Applications for new licences and to vary licences	50
Table 4	Results of opposed applications for new licences and for publishable variations to licences	51-52
Table 5	Complaints against existing operating centres	53
Table 6	Action taken at public inquiry for non-compliance	54
Table 7	Results of unopposed new and variation applications heard at public inquiry	55
Bus and coach operators		
Table 8	Licences continued and in issue	56
Table 9	Discs in issue	57
Table 10	Applications for new licences and to vary licences	58
Table 11	Results of applications heard at public inquiry	59
Table 12	Special Restricted public service vehicle operator licences	60
Table 15	Number of Standard, Large and Community Bus Permits issued	63
Table 16	Action taken at public inquiry for non-compliance (under the Public Passenger Vehicles Act 1981)	64
Local bus services		
Table 13	Live, new, variations and cancelled local bus services	61
Table 14	Flexible bus registrations	62
Table 17	Action taken against operators (under the Transport Acts 1985 and 2000)	65
TC & DTC work, Upper Tribunal appeals, driver conduct and impounding hearings		
Table 18	Work of the traffic commissioners and their deputies on public inquiries	66
Table 18a	Preliminary hearings and Senior Team Leader interviews	67
Table 19	Appeals to the Upper Tribunal	68
Table 20	LGV and PCV driver conduct cases – action against drivers	69
Table 21	Applications for the return of impounded vehicles	70
Contacts		
Licensing statistics		71
Bus permit statistics		71
Regulatory statistics		71
Media enquiries		71

**TABLE 1: GOODS VEHICLE OPERATORS - LICENCES CONTINUED AND IN ISSUE
2016-17 2015-16**

	Type of Licence			Total number of licences in issue	Total continuations sought	Continuations not sought
	Restricted	Standard National	Standard International			
Eastern Traffic Area	6543	4578	1854	12975	1817	569
	6947	4803	1812	13562	1867	666
North Eastern Traffic Area	5613	4458	1213	11284	1437	450
	5861	4520	1202	11583	1597	625
North Western Traffic Area	5325	3859	1013	10197	1395	462
	5564	4015	1014	10593	1547	612
South Eastern and Metropolitan Traffic Area	4973	2868	1178	9019	1172	382
	5396	3164	1260	9820	1273	496
West Midlands Traffic Area	4267	3002	821	8090	1113	393
	4526	3157	855	8538	1144	468
Western Traffic Area	5653	3780	1177	10610	1455	411
	5895	3942	1197	11034	1456	584
Scotland	2994	2627	520	6141	846	241
	3113	2745	537	6395	943	345
Wales	2764	1968	410	5142	737	278
	2963	2102	412	5477	755	348
Total	38132	27140	8186	73458	9972	3186
	40265	28448	8289	77002	10582	4144

**TABLE 2: GOODS VEHICLE OPERATORS - NUMBERS OF SPECIFIED VEHICLES ON LICENCES
2016-17 2015-16**

	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	16383	35474	17714	69571	6747
	17075	36735	17609	71419	8081
North Eastern Traffic Area	14441	30225	14171	58837	4494
	14979	30043	14005	59027	4809
North Western Traffic Area	13466	26517	11464	51447	3784
	13780	26399	11315	51494	4259
South Eastern and Metropolitan Traffic Area	14381	21257	9897	45535	4130
	15329	22685	10201	48215	4789
West Midlands Traffic Area	10166	19794	10006	39966	3261
	10533	19651	10440	40624	3503
Western Traffic Area	13769	28012	11007	52788	4212
	14295	28887	10880	54062	4438
Scotland	7055	20218	5368	32641	2105
	7312	20252	5269	32833	2211
Wales	6040	10774	3007	19821	1441
	6264	10835	2975	20074	1539
Total	95701	192271	82634	370606	30174
	99567	195487	82694	377748	33629

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
2016-17 2015-16**

	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	1147	1419	1042	1278	46	20	76	117	28	20
	1103	1389	984	1446	59	20	78	60	22	14
North Eastern Traffic Area	778	1045	729	980	40	11	33	53	16	10
	823	1128	766	1186	37	18	31	30	7	7
North Western Traffic Area	740	941	680	876	44	8	41	57	19	9
	757	920	682	951	40	21	47	24	13	4
South Eastern and Metropolitan Traffic Area	728	974	654	869	31	19	54	76	57	31
	864	1097	763	1146	65	17	60	49	39	17
West Midlands Traffic Area	571	694	493	623	33	8	61	61	10	4
	643	748	588	759	29	23	48	38	10	4
Western Traffic Area	801	1036	738	942	18	15	58	75	37	24
	848	1111	760	1145	40	14	56	63	36	29
Scotland	353	511	327	467	14	7	27	35	6	4
	384	591	356	648	19	5	24	32	2	2
Wales	296	325	272	291	11	7	19	26	6	2
	347	372	320	377	19	9	12	24	9	2
Total	5414	6945	4935	6326	237	95	369	500	179	104
	5769	7356	5219	7658	308	127	356	320	138	79

**TABLE 4: GOODS VEHICLE OPERATORS - RESULTS OF OPPOSED APPLICATIONS FOR NEW LICENCES AND FOR PUBLISHABLE VARIATIONS TO LICENCES
2016-17 2015 -16**

	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	1185	1349	1147	1419	31	25	4	7	13	6
	1143	1659	1103	1389	34	18	5	5	16	9
North Eastern Traffic Area	838	1016	778	1045	12	16	1	9	8	4
	819	1291	823	1128	16	15	7	4	5	7
North Western Traffic Area	775	929	740	941	16	13	5	7	4	4
	738	1053	757	920	6	14	1	6	3	3
South Eastern and Metropolitan Traffic Area	807	984	728	974	26	25	2	6	14	7
	856	1292	864	1097	31	34	7	11	16	15
West Midlands Traffic Area	674	724	571	694	4	5	1	0	0	2
	629	853	643	748	10	5	2	2	6	2
Western Traffic Area	814	1031	801	1036	8	8	2	2	3	4
	840	1283	848	1111	19	21	6	7	7	8
Scotland	397	568	353	511	8	10	1	4	5	2
	394	693	384	591	5	10	0	5	3	3
Wales	357	335	296	325	4	8	0	2	3	1
	305	396	347	372	5	6	1	2	2	2
Total	5847	6936	5414	6945	109	110	16	37	50	30
	5724	8520	5769	7356	126	123	29	42	58	49

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	3	2	11	10	1	0
	3	0	10	4	1	2
North Eastern Traffic Area	2	1	1	2	0	3
	2	3	2	1	2	0
North Western Traffic Area	2	0	5	2	2	0
	1	0	1	5	2	1
South Eastern and Metropolitan Traffic Area	4	1	6	11	3	3
	6	0	2	8	0	3
West Midlands Traffic Area	1	0	2	3	0	1
	1	0	1	1	0	1
Western Traffic Area	0	0	3	2	4	2
	2	0	4	6	3	0
Scotland	0	0	2	4	0	0
	2	0	0	2	0	2
Wales	0	0	1	5	0	0
	2	0	0	2	0	0
Total	12	4	31	39	10	9
	19	3	20	29	8	9

TABLE 5: GOODS VEHICLE OPERATORS - COMPLAINTS AGAINST EXISTING OPERATING CENTRES
2016-17 2015-16

	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	5	0	4	1	0
	4	0	3	0	1
North Eastern Traffic Area	3	0	2	1	0
	2	0	1	0	1
North Western Traffic Area	6	1	2	3	1
	1	0	1	0	0
South Eastern and Metropolitan Traffic Area	1	0	1	0	0
	2	0	1	1	0
West Midlands Traffic Area	2	0	2	0	0
	0	0	0	0	0
Western Traffic Area	1	0	1	0	0
	4	0	3	1	0
Scotland	4	0	1	2	1
	1	0	0	1	0
Wales	0	0	0	0	0
	0	0	0	0	0
Total	22	1	13	7	2
	14	0	9	3	2

**TABLE 6: GOODS VEHICLE OPERATORS - ACTION TAKEN AT PUBLIC INQUIRY FOR NON-COMPLIANCE
2016-17 2015-16**

	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	102	40	8	42	31	6	2	10
	172	52	8	59	45	6	11	9
North Eastern Traffic Area	103	29	6	13	41	3	4	15
	146	41	12	28	59	3	7	14
North Western Traffic Area	76	27	16	27	37	2	2	10
	94	22	12	35	63	3	2	7
South Eastern and Metropolitan Traffic Area	162	62	40	34	33	36	17	22
	203	56	42	51	31	14	16	24
West Midlands Traffic Area	102	45	18	23	9	23	31	18
	103	37	17	32	14	15	32	5
Western Traffic Area	73	22	13	14	30	7	4	13
	86	40	8	10	16	9	20	12
Scotland	61	14	7	27	13	6	4	10
	68	7	8	34	29	2	0	3
Wales	50	22	6	13	17	9	5	5
	57	15	7	14	18	4	2	3
Total	729	261	114	193	211	92	69	103
	929	270	114	263	275	56	90	77

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
2016-17 2015-16

	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	30	22	9	13	6	8	2	0	12	1	1	0
	42	41	26	20	3	7	1	2	7	10	5	2
North Eastern Traffic Area	30	8	23	8	1	0	0	0	6	0	0	0
	47	9	30	6	3	0	0	0	12	3	2	0
North Western Traffic Area	32	18	22	8	0	5	0	0	8	5	2	0
	30	10	24	4	1	2	0	0	5	4	0	0
South Eastern and Metropolitan Traffic Area	33	26	20	12	1	4	4	1	4	8	4	1
	72	32	47	21	2	1	1	1	22	9	0	0
West Midlands Traffic Area	41	11	17	0	5	5	0	0	14	6	5	0
	41	20	18	2	3	9	0	0	16	9	4	0
Western Traffic Area	28	20	19	13	0	3	0	0	5	3	4	1
	45	11	27	4	1	0	1	0	10	6	6	1
Scotland	29	5	17	3	1	0	0	0	10	2	1	0
	28	2	16	2	3	0	0	0	7	0	2	0
Wales	17	12	12	7	0	4	1	0	4	1	0	0
	15	13	5	6	0	1	2	0	6	3	2	3
Total	240	122	139	64	14	29	7	1	63	26	17	2
	320	138	193	65	16	20	5	3	85	44	21	6

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
2016-17 2015-16**

	Restricted	Standard National	Standard International	Total number of licences in issue	Total continuations sought
Eastern Traffic Area	456	391	350	1197	125
	503	410	355	1268	162
North Eastern Traffic Area	793	452	313	1558	181
	803	469	320	1628	198
North Western Traffic Area	707	397	214	1318	162
	761	418	209	1388	186
South Eastern and Metropolitan Traffic Area	405	374	414	1193	145
	417	385	427	1229	138
West Midlands Traffic Area	400	233	185	818	84
	430	228	193	851	106
Western Traffic Area	406	361	282	1049	112
	460	391	288	1139	138
Scotland	325	420	145	890	129
	358	457	156	971	128
Wales	393	235	185	813	104
	416	246	196	858	108
Total	3885	2863	2088	8836	1042
	4148	3004	2144	9332	1164

**TABLE 9: BUS AND COACH OPERATORS - DISCS IN ISSUE
2016-17 2015-16**

	Restricted	Standard National	Standard International	Total discs
Eastern Traffic Area	651	6121	5650	12422
	689	6189	5469	12347
North Eastern Traffic Area	1098	6678	5958	13734
	1120	5948	6591	13659
North Western Traffic Area	982	6422	4241	11645
	1031	6390	4389	11810
South Eastern and Metropolitan Traffic Area	547	11645	8865	21057
	533	8936	10163	19632
West Midlands Traffic Area	536	3955	2690	7181
	547	3630	2901	7078
Western Traffic Area	581	7120	4740	12441
	610	6815	4760	12185
Scotland	451	5641	4789	10881
	477	5566	4866	10909
Wales	560	2180	3533	6273
	566	2154	3638	6358
Total	5406	49762	40466	95634
	5573	45628	42777	93978

**TABLE 10: BUS AND COACH OPERATORS - APPLICATIONS FOR NEW LICENCES AND TO VARY EXISTING LICENCES
2016-17 2015-16**

	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	111	117	71	102	0	0	42	5	9	10
	98	155	66	143	0	0	17	0	14	0
North Eastern Traffic Area	109	113	78	102	1	0	18	2	19	9
	95	126	67	110	1	0	19	0	9	0
North Western Traffic Area	125	98	97	78	0	0	37	9	11	9
	95	88	45	80	0	0	23	0	9	0
South Eastern and Metropolitan Traffic Area	111	123	94	111	0	0	21	3	3	9
	98	139	73	127	0	0	16	0	5	0
West Midlands Traffic Area	87	63	64	55	1	0	32	6	7	3
	71	73	34	72	0	0	20	0	9	0
Western Traffic Area	84	82	71	70	0	0	7	4	9	8
	80	126	71	112	0	0	13	0	8	1
Scotland	45	87	39	77	0	0	11	4	1	6
	58	110	50	96	1	0	14	0	7	0
Wales	62	64	48	58	0	0	16	2	2	3
	52	46	44	41	0	0	11	0	4	0
Total	734	747	562	653	2	0	184	35	61	57
	647	863	450	781	2	0	133	0	65	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
2016-17 2015-16**

	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	5	1	2	0	2	1	0	5	1	0	0
	9	2	2	1	2	0	0	0	4	1	1	0
North Eastern Traffic Area	11	1	6	1	1	0	0	0	3	0	1	0
	17	2	9	0	3	0	0	0	5	2	0	0
North Western Traffic Area	23	5	11	4	3	0	0	0	8	1	1	0
	16	2	7	0	0	0	0	0	8	1	1	1
South Eastern and Metropolitan Traffic Area	18	4	13	1	2	0	0	0	3	2	0	1
	6	1	3	0	1	1	0	0	2	0	0	0
West Midlands Traffic Area	21	8	4	3	1	0	0	0	15	5	1	0
	14	2	5	0	1	0	0	0	7	2	1	0
Western Traffic Area	9	3	7	1	0	1	0	0	2	1	0	0
	8	5	5	2	0	0	1	0	2	3	0	0
Scotland	7	3	3	0	0	1	0	0	4	2	0	0
	18	3	6	2	3	0	1	0	8	1	0	0
Wales	5	1	1	1	0	0	0	0	4	0	0	0
	10	2	3	1	0	0	0	0	5	1	2	0
Total	101	30	46	13	7	4	1	0	44	12	3	1
	98	19	40	6	10	1	2	0	41	11	5	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
2016-17 2015-16

	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	0	1	2	8
	0	0	0	0	1	1	9
North Eastern Traffic Area	2	2	0	0	1	0	16
	0	0	0	0	3	2	14
North Western Traffic Area	0	0	0	0	0	1	12
	0	0	0	0	2	4	13
South Eastern and Metropolitan Traffic Area	3	0	1	0	0	1	0
	0	0	0	0	0	1	1
West Midlands Traffic Area	3	0	0	3	0	1	2
	0	0	0	0	0	1	3
Western Traffic Area	3	1	0	1	2	1	12
	2	2	0	0	1	2	12
Scotland	1	0	0	0	2	8	40
	9	9	0	0	3	2	48
Wales	0	0	0	0	2	5	14
	1	1	0	0	0	2	19
Total	15	4	1	4	8	19	104
	12	12	0	0	10	15	119

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 2017 31 MARCH 2016**

	Live local bus registrations	Applications processed		Applications accepted		Refused	Withdrawn	Existing registrations cancelled
		New	Variations	New	Variations			
Eastern Traffic Area	2601	409	1284	409	1284	0	9	480
	2267	357	1272	357	1272	0	6	412
North Eastern Traffic Area	3915	625	1808	625	1808	0	2	639
	3246	629	1738	629	1738	0	1	511
North Western Traffic Area	3544	708	1460	708	1460	0	2	683
	3274	539	1613	539	1613	0	3	684
South Eastern and Metropolitan Traffic Area	1408	153	588	153	588	0	1	172
	1160	128	679	128	679	0	0	127
West Midlands Traffic Area	2388	234	745	234	745	0	4	320
	1694	183	1051	183	1051	0	1	225
Western Traffic Area	2726	372	1517	372	1517	0	1	395
	2203	370	1514	370	1514	0	2	380
Scotland	3189	680	1036	680	1036	0	0	466
	2507	573	1056	573	1056	0	0	464
Wales	1577	141	552	141	552	0	2	143
	1283	122	629	122	629	0	0	322
Total	21348	3322	8990	3322	8990	0	21	3298
	17634	2901	9552	2901	9552	0	13	3125

**TABLE 14: FLEXIBLE BUS REGISTRATIONS
2016-17 2015-16**

	Received	Accepted	Refused	Withdrawn	Varied	Cancelled
Eastern Traffic Area	10 21	10 21	0 0	0 0	3 12	0 0
North Eastern Traffic Area	0 1	0 1	0 0	0 0	0 0	1 0
North Western Traffic Area	6 1	6 1	0 0	0 0	1 1	4 0
South Eastern and Metropolitan Traffic Area	1 0	1 0	0 0	0 0	0 0	1 0
West Midlands Traffic Area	0 0	0 0	0 0	0 0	0 0	0 0
Western Traffic Area	6 0	6 0	0 0	0 0	6 10	3 0
Wales	2 4	2 4	0 0	0 0	7 1	0 0
Total	25 27	25 27	0 0	0 0	17 24	9 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 2016-17 2015-16

	Standard Bus Permits Issued by			Total	Large Bus Permits	Community Bus Permits
	Traffic Commissioners	Local authorities	Designated bodies			
Eastern Traffic Area	583	227	181	991	0	65
	622	346	401	1369	0	37
North Eastern Traffic Area	518	184	145	847	2	20
	929	198	346	1473	0	33
North Western Traffic Area	467	141	103	711	5	10
	417	189	217	823	0	4
South Eastern and Metropolitan Traffic Area	973	87	236	1296	49	31
	932	158	306	1396	15	29
West Midlands Traffic Area	257	61	109	427	13	67
	321	225	304	850	2	6
Western Traffic Area	757	377	292	1426	3	58
	993	209	325	1527	12	40
Scotland	243	147	94	484	0	10
	294	101	203	598	17	16
Wales	145	41	59	245	1	10
	158	35	194	387	2	20
Total	3943	1265	1219	6427	73	271
	4666	1461	2296	8423	48	185

**TABLE 16: BUS AND COACH OPERATORS - ACTION TAKEN AT PUBLIC INQUIRY FOR NON COMPLIANCE (UNDER THE PUBLIC PASSENGER VEHICLES ACT 1981)
2016-17 2015-16**

	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	17	10	2	0	3	4	1	0	3
	14	7	1	1	0	4	2	3	1
North Eastern Traffic Area	22	14	0	4	0	4	2	0	2
	26	12	2	3	0	8	0	1	1
North Western Traffic Area	19	10	0	2	0	10	0	0	1
	24	13	2	3	1	9	1	1	1
South Eastern and Metropolitan Traffic Area	20	12	2	3	5	1	7	3	3
	8	2	2	1	1	2	0	0	0
West Midlands Traffic Area	20	12	1	6	0	4	6	6	2
	28	16	4	6	0	1	3	3	1
Western Traffic Area	18	1	1	1	4	8	1	1	5
	22	9	3	2	0	5	2	1	1
Scotland	11	6	0	5	1	3	3	3	2
	24	8	0	3	4	8	3	2	4
Wales	21	13	1	4	0	6	3	0	0
	16	8	1	2	0	5	2	1	1
Total	148	78	7	25	13	40	23	13	18
	162	75	15	21	6	42	13	12	10

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) 2016-17 (2015-16)

	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	1	0	1	0	0
	3	0	3	0	0
North Eastern Traffic Area	3	0	2	0	1
	2	0	1	1	0
North Western Traffic Area	0	0	0	0	0
	0	0	0	0	0
South Eastern and Metropolitan Traffic Area	0	0	0	0	0
	1	0	0	0	1
West Midlands Traffic Area	1	0	0	0	1
	4	1	3	0	1
Western Traffic Area	1	0	0	0	1
	0	0	0	0	0
Scotland	0	0	0	0	0
	3	0	3	1	0
Wales	2	2	0	0	0
	3	0	1	1	0
Total	8	2	3	0	3
	16	1	11	3	2

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
2016-17 2015-16**

	Traffic Commissioners	Deputy Traffic Commissioners	Total
Eastern Traffic Area	139	46	185
	169	83	252
North Eastern Traffic Area	106	78	184
	94	147	241
North Western Traffic Area	4	171	175
	7	164	171
South Eastern and Metropolitan Traffic Area	219	50	269
	224	79	303
West Midlands Traffic Area	179	26	205
	169	21	190
Western Traffic Area	137	21	158
	125	46	171
Scotland	114	2	116
	116	27	143
Wales	65	43	108
	48	58	106
Total	963	437	1400
	952	625	1577

**TABLE 18A: PRELIMINARY HEARINGS AND SENIOR TEAM LEADER INTERVIEWS
2016-17 2015-16**

	Preliminary hearings	Senior Team Leader interviews	Total
Eastern Traffic Area	47	28	75
	60	3	63
North Eastern Traffic Area	47	9	56
	63	3	66
North Western Traffic Area	124	34	158
	130	31	161
South Eastern and Metropolitan Traffic Area	90	3	93
	114	13	127
West Midlands Traffic Area	42	15	57
	7	11	18
Western Traffic Area	65	2	67
	63	10	73
Scotland	50	12	62
	52	2	54
Wales	30	3	33
	2	3	5
Total	495	106	601
	491	76	567

TABLE 19: BUS, COACH AND LORRY OPERATORS - APPEALS TO THE UPPER TRIBUNAL
2016-17 2015-16

	Number of appeals made	Number of appeals heard	Number of appeals withdrawn	Number of appeals successful or partially successful
Eastern Traffic Area	11	1	8	0
	9	4	0	0
North Eastern Traffic Area	9	5	1	1
	9	2	1	0
North Western Traffic Area	3	3	0	1
	7	5	4	2
South Eastern and Metropolitan Traffic Area	17	9	5	0
	11	10	2	1
West Midlands Traffic Area	7	3	1	0
	9	6	2	2
Western Traffic Area	6	4	2	1
	23	7	10	4
Scotland	12	11	1	1
	10	7	1	2
Wales	2	1	0	0
	5	3	1	2
Total	67	37	18	4
	83	44	21	13

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
2016-17 2015-16**

	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	2,015	337	1	77	101	23	415	78	97	922	212
	1389	187	8	92	76	21	441	109	140	401	200
North Eastern Traffic Area	2,538	263	17	46	151	68	520	56	285	1,151	210
	2574	240	9	55	221	67	982	234	434	463	240
North Western Traffic Area	1,986	315	31	86	386	70	425	85	91	525	425
	1526	223	19	71	360	49	521	104	175	101	241
South Eastern and Metropolitan Traffic Area	2,691	507	29	109	205	86	430	81	82	1,182	433
	1794	334	22	172	115	143	366	39	181	481	309
West Midlands Traffic Area	1,422	286	64	72	30	88	304	17	69	466	417
	1097	277	43	77	148	92	204	8	82	156	347
Western Traffic Area	1,787	380	7	26	132	55	591	26	137	491	339
	1169	197	4	28	181	87	286	0	177	208	312
Scotland	2,512	215	29	103	250	99	205	13	113	1,429	389
	1053	167	21	66	75	104	124	21	204	264	240
Wales	780	168	8	29	30	25	135	12	25	351	199
	654	153	9	29	61	47	94	2	44	219	270
Total	15731	2471	186	548	1285	514	3025	368	899	6517	2624
	11256	1778	135	590	1237	610	3018	517	1437	2293	2159

**TABLE 21: APPLICATIONS FOR THE RETURN OF IMPOUNDED VEHICLES
2016-17 2015-16**

	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	5	3	0	0	0	0	0	0	0	0
	7	4	1	0	3	0	1	0	0	0
North Eastern Traffic Area	16	15	11	2	1	1	5	5	0	0
	12	11	8	1	2	0	1	0	0	0
North Western Traffic Area	4	3	0	0	3	0	1	1	0	0
	7	4	2	0	2	3	0	0	0	0
South Eastern and Metropolitan Traffic Area	11	5	0	0	5	0	0	0	0	0
	16	6	1	0	4	1	0	0	0	0
West Midlands Traffic Area	7	5	0	1	4	0	0	0	0	0
	3	3	1	0	2	0	0	0	0	0
Western Traffic Area	7	2	0	0	2	0	0	0	0	0
	4	3	1	0	2	0	0	0	0	0
Scotland	6	6	0	0	6	0	2	2	0	0
	1	1	0	0	1	0	1	1	0	0
Wales	2	1	0	0	1	0	1	1	0	0
	8	5	0	0	3	0	0	0	0	0
Total	58	40	11	3	22	1	9	9	0	0
	58	37	14	1	19	4	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 their other publications can be found at: www.gov.uk/traffic-commissioners.

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