

Information to be included in annual report

Number of Licensing applications determined

Type of application	Licence granted		Licence refused	
	Application within policy	Application outside of policy	Application within policy	Application outside of policy
PH driver new	1	0	0	0
PH driver renewal	8	0	0	0
HC driver new	0	0	0	0
HC driver renewal	5	1	0	0
Dual driver new	43	0	1	0
Dual driver renewal	84	2	0	0
PH vehicle new	21	0	0	0
PH vehicle renewal	124	0	0	0
HC vehicle new	0	0	0	0
HC vehicle renewal	78	0	0	0
PH Operator new	1	0	0	0
PH Operator renewal	18	0	0	0

Number of compliance visits/ inspections

Licence	Numbers undertaken		
	Satisfactory	Verbal/ written warning	Formal action (Defect Notice issued for vehicles)
PH Drivers	0	0	0
HC Drivers	0	0	0
Dual driver	0	0	0

PHV (vehicle test)*	448	0	0
HCV (vehicle test)*	243	0	0
PHV inspection**	23	0	8
HCV inspection**	40	0	5
PHO	1	0	0

PHV/ HCV test * denotes vehicle test as part of licence application process at VMU

PHV/HCV inspection** denotes reactive inspection undertaken by licensing officers during the course of the licence

Use of suspension and revocation provisions

Licence	Suspension		Revocation	
	Immediate	Delayed	Immediate	Delayed
PH driver	0	0	0	0
HC driver	0	0	0	0
Dual licensed driver	0	0	1	2
PHV	10	0	0	0
HCV	7	0	0	0
PHO	0	0	0	1

Complaints – Total Number 62

62 complaints have been reported and investigated by the licensing service between 1st

January 2022 and 31st December 2022. Unfortunately, the system that the Licensing team record all complaints on is unable to break the total number of complaints down into categories of licence types or nature of complaints.

Licence	Complaints			
	Driver or operator conduct/ Vehicle safety	Driving standards	Overcharging / long routes etc	Cleanliness
PH driver	x	x	x	x
HC driver	x	x	x	x
Dual licensed driver	x	x	x	x
PHV	x	x	x	x
HCV	x	x	x	x
PHO	x	x	x	x

X denotes not applicable