

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	13	0	0	0
HC driver new	0	0	0	0
HC driver renewal	4	0	0	0
Dual driver new	61	0	1	0
Dual driver renewal	90	0	0	0
PH vehicle new	34	0	0	0
PH vehicle renewal	154	0	0	0
HC vehicle new	1	0	0	0
HC vehicle renewal	65	0	0	0
PH Operator new	5	0	0	0
PH Operator renewal	16	0	0	0

Number of compliance visits/ inspections

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

PHV (vehicle test)*	489	x	x
HCV (vehicle test)*	269	x	x
PHV inspection**	20	0	6
HCV inspection**	28	0	4
PHO	42	1	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	1	1	0
PHV	3	0	0	0
HCV	3	0	0	0
PHO	0	0	0	0

Complaints – Total Number 53

53 complaints have been reported and investigated by the licensing service between 1st January 2024 and 31st December 2024. Please refer to paragraph 3.1 of the report for the full breakdown of complaints into categories.

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