



## Senior Traffic Commissioner for Great Britain

Traffic Commissioner  
Corporate Office,  
Eastbrook,  
Shaftesbury Road,  
Cambridge,  
CB2 8BF

T 01223 531028  
[www.gov.uk/traffic-commissioners](http://www.gov.uk/traffic-commissioners)

Gordon Clarke  
Clerk to the Transport Select Committee  
House of Commons  
London  
SW1A 0AA

26 July 2018

*Dear Mr Clarke,*

### **Re: Traffic Commissioners for Great Britain**

I write further to my appearance before the Chair and Committee on 2 July 2018 regarding the role of the traffic commissioners. I followed this with a letter of 12 July 2018 confirming additional information. I have now been alerted to errors in the statistics, which I shared with the Committee on average application processing times for new applicants and operators.

In my evidence and subsequently confirmed in my letter of 12 July 2018, I stated that the average processing times for HGV operators over a 15 month period was now below seven weeks. It has now emerged that this was incorrect due to an error in calculation by the DVSA officials assigned to support the traffic commissioners.

I am advised that the actual average processing time for applicants, from receipt to determination for an operator's licence or variation, is just over seven weeks. Whilst this represents a reduction from an average processing time of a little over ten weeks in the financial year of 2015/16, it is extremely disappointing that the statistics provided to the traffic commissioners were not more robust. I can assure the Committee that the sentiments I expressed in my evidence about delivering benefits to industry remain and that we will build on the improvements in reducing the average by three weeks already.

You will appreciate my personal embarrassment and frustration but I wished to correct the record as quickly as possible and to avoid any repetition of the incorrect figures. Please be assured that there was no intention to mislead the Committee. The statistics provided to me were supplied in good faith. You will recall in my evidence of the pressures caused by delays in the recruitment of staff and the impact on performance and errors such as these are perhaps an example of the challenges faced by the staff allocated to the Office of the Traffic Commissioner.

As I previously indicated, the traffic commissioners are about to publish their annual report of 2017/18, which will set out the correct position and I will be advising key stakeholders separately of the position.

Please accept my apologies for the provision of incorrect information.

*Yours sincerely*  
*Richard Turfitt*

Richard Turfitt  
Senior Traffic Commissioner for Great Britain