



Association for Public Service Excellence

The Workshops Workshop

**A practical workshop on Transport Operators Licence
Management evidence, supervision and drivers' hours**

Bob Bowdler

APSE Associate



What you will leave with today

Identify a section of your Operators Licence for improvement

Which section of your operator's Licence are you least confident about?

Test your evidence readiness

Can you produce the records today?

Commit to one action

Leave with one action, one accountable person and one review date.

Safe, available vehicles depend on effective management controls

- You're balancing ageing assets, financial pressure, skills shortages and organisational change.
- Fleet has to provide safe, suitable and available vehicles so frontline services can deliver.
- **Consistent checks help keep vehicles safe and available.**

**What keeps you awake
at night?**

Transport Operator Compliance needs evidence and clear accountability

SECTION	EVIDENCE	ACCOUNTABLE ROLE
1-Operator- Licence	Where your vehicles are parked overnight	Name the role
3-Vehicle Standards	Written Procedures are cascaded and followed	Name the role
4-Drivers Hours	Recorded –checked-Driver notification's	Name the role
6-Driver Management	Driver Recruitment, Licence and Driver card monitoring	Name the role

Which section would be hardest to provide evidence for today?

Ready for a desk-based assessment?

- A desk-based assessment (DBA) is a DVSA request for compliance evidence.
- First-use and safety inspections, VOR and defect records
- Drivers' hours, licence checks and CPC
- Load security, fuel and AdBlue records
- Incidents and site security

If the request arrived today, what would be hardest to produce?

Operational cover can leave gaps in independent checking

- Operational supervisors cover driving rounds during staff absence.
- Workshop supervisors take on servicing or vehicle inspections.

When supervisors step into delivery, someone else must take over the checking role.

Who takes over the checks when your supervisors cover the work?

Plan, Do, Check, Act: keeping controls effective

01	PLAN	Set standards and accountable roles. Confirm competence and review frequency.
02	DO	Complete checks, inspections and maintenance as planned.
03	CHECK	Observe work and sample records, including defects, hours and files.
04	ACT	Correct non-compliance and record actions. Confirm the corrections worked.

**Where does your
control cycle
break?**

Drivers' hours: a hidden risk

- Not every council driver or activity falls under the same rules.
- Domestic rules, assimilated EU rules and working-time requirements can apply in different circumstances.
- **Identify the correct rules, brief drivers, retain records and check compliance.**

How do you confirm the correct rules for each vehicle and activity?



Your 30-day commitment

Which section of the Operator's Licence will you strengthen in the next 30 days?

ACTION

What will change?

ACCOUNTABLE PERSON

Who is accountable?

REVIEW DATE

When will it be checked?

Write down your action and agree a review date.

Three things to take away

- 01 Controls must be visible** Safe, available vehicles depend on effective management controls.
 - 02 Evidence must be ready** Keep records that show the controls work.
 - 03 Checking must be independent** When supervisors cover delivery, name someone else to carry out the checks.
-

Bob Bowdler • APSE Associate • solutions@apse.org.uk



Association for Public Service Excellence

Thank you!

Bob Bowdler

APSE Associate

Email: solutions@apse.org.uk



GB 11409



GB 11132



GB 14074

Association for Public Service Excellence

3rd floor, Trafford House, Chester Road,
Old Trafford, Manchester M32 0RS.

telephone: 0161 772 1810

web: www.apse.org.uk