

WILTSHIRE COUNCIL APPLICATION PROCESS FOR A HACKNEY CARRIAGE/PRIVATE HIRE DRIVER LICENCE

Before an application for a hackney carriage/private hire driver licence can be considered an applicant must satisfy the council, that he/she is a fit and proper person, to hold such a licence.

If you have a criminal record including any cautions, you should refer to Wiltshire Council's Fit & Proper policy, which can be obtained from the fleet compliance team before making an application.

You can view and download the Wiltshire Council Guidelines for Hackney Carriage/Private Hire Drivers on our website at: www.wiltshire.gov.uk

In order to meet the criteria:

- You must have lived in the UK for at least 6 months
- You must have held a UK or equivalent driving licence for at least 3 years
- Your driving licence must be a UK licence and in your current address
- You must not have incurred any penalty points on your driving licence within the last 6 months
- You will need to provide the following documents, all of which will need to be dated within the last 6 months (further information is available in the step by step guide on the following pages):

Step	Documents Required (all of these documents should be Wiltshire Council approved documents)	Fees (01/05/19 – 31/03/20)	To make an appointment
1	DBS Check – Disclosure & Barring Service enhanced criminal records check (including certificate of good conduct from relevant country if necessary)	£66.00	Fleet Compliance Team: 01225 770271
	DVLA live driving licence check	£5.00	
	Right to Licence Check	No fee	
	New Driver application form, signed by prospective employer	No fee	
2	Medical Form, this must be on the Wiltshire Council medical form for hackney carriage and/or private hire drivers and completed by a GP. You will be required to meet the DVLA's Group 2 Medical Standards of Fitness.	As per GPs fees	Contact GP – See Step 2
	Driver Assessment form (see notes regarding fees in step 2) See Step 2 Driving Assessment for Contact Details for Approved ADI's	£40.00	Contact ADI – See step 2
	Online Safeguarding Training	No fee	Email will be sent when Step 1 completed
	Guidelines Knowledge Test	£38.00	Fleet Compliance Team: 01225 770271
	Geographical Knowledge Test (If applicable)		
3	Licence issue fee (required after all above documentation has been received and approved) Licence duration 3 years	£293.00	

PLEASE NOTE: MISSED APPOINTMENTS WITH THE FLEET COMPLIANCE TEAM OR APPOINTMENTS CANCELLED LESS THAN 24 HOURS PRIOR TO APPOINTMENT DATE WILL INCUR A FEE OF £29 (PER ½ HOUR APPOINTMENT). WILTSHIRE COUNCIL DO NOT ACCEPT CASH PAYMENTS.

When all of the above documents have been received and approved, consideration will be given to issuing a licence. You may be requested to provide any further information as required by the Council in order to complete your application.

IMPORTANT: Please note you may provide these documents at any time during the application process. You may do so even if your DBS check results have not been received. However, please be aware that no decision has been made on your application at this point and any monetary fees or payment for assessments made will not be refunded should you be refused a licence due to a positive DBS result.

STEP 1

DBS Check (Disclosure & Barring Service enhanced criminal records check)

All applicants will be required to complete an enhanced DBS check applied for via Wiltshire Council regardless of how long they have lived in the UK.

You will need to make an appointment to attend by calling the Fleet Compliance Team on 01225 770271

You will also need to produce the following forms of identification for your DBS check, this is a check on your criminal records, as well as the relevant fee (£66.00):

- Valid DVLA photo card driving licence
- Proof of your National Insurance Number
- Valid Passport (if you do not hold a valid passport you will need two forms of identification as described below)
- One other form of identification showing your current address dated within the last three months (utility bill, bank statement, credit card statement)

Please note: You are required to declare any previous conviction(s), criminal or motoring that you may have. Details of relevance of convictions and cautions policy can be obtained from the Licensing officer.

If you have not lived in the UK for the last 5 years you will need to also get a certificate of good conduct from the country you have lived in, this must have been officially translated in to English. Please see notes attached to this document.

At this appointment the following will be required:

- Provide us with addresses and postcodes of where you have lived for the past five years.
- Completed Wiltshire Council New Driver application form, (this will also need to have been signed by the person/company proposing to employ you)
- You will be required to have an online live check of your licence carried out, to obtain full details of your driver licence history. The fee of £5.00 is payable at the time of the DBS application.

DVLA Check

A live DVLA check will be carried out on your DVLA driving licence. If you have a photo card style licence this will be carried out online (If online facilities not available this will be carried out over the phone with DVLA). For the old style paper licences this will be carried out over the phone with DVLA.

Right to Licence Check

From 01/12/16, as part of The Immigration Act 2016, The Council is required to carry out 'Right to Licence' checks on all applicants. To carry these out we will need to obtain, check & copy one of the following documents:

- A passport showing the holder is a British Citizen, a national from an EEA country or Switzerland
- Full birth or adoption certificate, issued in the UK with the names of at least one parent or adoptive parent TOGETHER with an official document stating the permanent national insurance number and their name issued by a government agency or previous employer
- A permanent residence card issued to a national from an EEA country or Switzerland

- A biometric residence card, issued by the Home Office stating that the holder is allowed to stay indefinitely in the UK
- A current passport endorsed to show that the holder is exempt from immigration or is allowed to stay indefinitely in the UK.

If you are unable to provide any of the above documents you will need to contact a Fleet Compliance Officer to discuss which other documents can be accepted.

STEP 2

The results of your DBS will be sent to you directly in the post. If there is information on the DBS certificate, you will need to submit this certificate to the Fleet Compliance Team. Once this has been seen by the Compliance Officer and they are satisfied with the result, you can continue with the application process as follows. This can be done in any order but it is recommended that you make an appointment to sit your knowledge test as soon as possible to avoid delays.

The information shown on your DBS certificate may be copied by the Licensing Authority and shared with other relevant departments within the council if necessary with your prior consent.

Medical

You will need to submit a completed Wiltshire Council medical form for hackney carriage and/or private hire drivers. This medical must have been carried out by a GP and they must complete the GP declaration on the last page. You must be fit to the DVLA's Group 2 Medical Standards of Fitness, Group C1 in the case of insulin treated diabetes. It is advised that prior to booking your appointment you check that the GP will complete the medical and sign the GP declaration on the back page.

Driving Assessment

A new driver applicant for a Hackney Carriage or Private Hire Driver Licence will be required to complete to a satisfactory standard an assessment of their driving ability conducted by an assessor approved by Wiltshire Council.

The following criteria will apply:-

- The assessment will be carried out by a professionally qualified Approved Driving Instructor (ADI) with experience of carrying out vocational driving assessments.
- At initial application, the applicant will be provided with contact details in order to arrange the assessment with the ADI direct. The time and date of the assessment is entirely at the discretion of the applicant, but it must be understood that a licence cannot be issued until a satisfactory assessment report is received by the Compliance Officer.
- The assessment will take about an hour and will cover aspects such as vehicle control (braking, acceleration, clutch control, use of gears, steering) planning (observation, lane discipline, anticipation, reaction to signs and speed limits) and road craft (courtesy, smoothness, use of mirrors and signals, vehicle sympathy and manoeuvring).
- The assessment will include a verbal de-briefing and advice on corrective action.
- The cost of the assessment will be £40 to be paid directly to the ADI. There will be an additional cost if the ADI supply the vehicle, additional costs will also be incurred for assessments done on a weekend or evening. The ADI will advise you of this. Please note these fees are correct as of 01/03/2017, but may be subject to change, please confirm with ADI when booking your assessment.
- The ADI will complete a report and supply this form to the Compliance Team.
- The applicant will provide a suitable vehicle for the assessment and at the time of the assessment will be required to produce to the ADI his/her driving licence and the insurance for the vehicle. The condition of the vehicle will also be inspected for safety. The ADI reserves the right to refuse to undertake the assessment if these matters are not satisfactory and in such cases the assessment fee will be forfeited. This will also be the case if the applicant fails to keep the appointment.
- If no suitable vehicle is available, the use of a vehicle can be arranged with the ADI at an additional cost.
- If the applicant is assessed as not meeting the required standard they will be given advice on what training or other action is required. A further assessment can be arranged with the ADI at a later

date, for which a further fee is payable.

TO MAKE AN APPOINTMENT TO CARRY OUT A DRIVING ASSESSMENT PLEASE SEE CONTACT DETAILS BELOW FOR NEAREST APPROVED DRIVING INSTRUCTOR (ADI)

Mike	Buggins	07763 553045	natasha.carter252@gmail.com	Chippenham
Richard	Gough	07951 678162	richard.gough33@tiscali.co.uk	Chippenham
David	McGarry		davedrivertraining@hotmail.co.uk	Chippenham
Jo	McGarry		jodrivertraining@hotmail.co.uk	Chippenham
Martin	Ruddle	07793 583967	lionmartin@uwclub.net	Calne
Lavinia	Staddon	07789 494 875	lavinias@hotmail.co.uk	Marlborough
Brian	Thorne	07909 970800	brianjthorne@ntlworld.com	Salisbury
Pete	Russ	07980 236360	peter.russ1@btinternet.com	Devizes
John	Clift		john.clift@hotmail.co.uk	Trowbridge

If you cancel or do not arrive for your taxi/private hire assessment you will be charged a cancellation fee of £40, payable at the start of the assessment as well as the fee for the current assessment, to be paid direct to the Driving Instructor. If the cancellation fee is not paid the assessment will not take place and you will be unable to complete a driving assessment until the fee is settled.

Online Safeguarding Training

This training can be completed from your own home; all you will need is access to the internet. The Compliance Team will need to get you set up with a log-in to complete this, this will be requested following completion of step 1 and you will be sent an email with instructions on how to complete, it may take up to 2 weeks for this to be live. The training has a short, 10 question, multiple choice assessment at the end and the pass mark is 70%. The assessment can be taken as many times as required to achieve the desired pass rate, but if you are experiencing significant difficulty with the assessment you should contact the Fleet Compliance Team on 01225 770271 or via e-mail at fleet.licensing@wiltshire.gov.uk for further advice.

Guidelines Knowledge Test

You will need a copy of the Wiltshire Council Guidelines for Hackney Carriage/Private Hire. You must read and understand this document.

In order to obtain a licence, a pass mark of 80% is required. There is a time limit of 45 minutes in which to complete the test. The questions you will be asked relate to the guidelines set by Wiltshire Council with regard to Hackney Carriage and Private Hire Drivers and Vehicles, as well as basic calculations and general Highway Code questions. The test will consist of multiple choice questions/answers and some of the questions may have more than one correct answer, none of them have more than two correct answers. You will need to attempt to answer all of the questions.

Geographical Knowledge Test (not required for Private Hire only licences)

This consists of an oral test relating to local geographic knowledge based on the zone you are applying for; this test will cover all areas of that Zone, not just one specific town. Wiltshire Council area is made up of four zones as follows:

North Zone – Covers Chippenham, Calne, Corsham, Malmesbury, Royal Wootton Bassett, Cricklade and surrounding villages

South Zone – Covers Salisbury, Wilton, Tisbury, Amesbury, Mere, Downton and surrounding villages

East Zone – Covers Devizes, Marlborough, Pewsey, Tidworth, Ludgershall and surrounding villages

West Zone – Covers Trowbridge, Warminster, Melksham, Bradford on Avon, Westbury and surrounding villages

The geographic knowledge test consists of 25 questions relating to:

Public buildings, pubs/clubs/restaurants, doctors/dentist surgeries, hospitals, schools, churches, places of interest, supermarkets, taxi ranks within the area.

In order to obtain a licence, a pass mark of 80% is required.

The cost of these tests is £38 payable at time of appointment.

If you fail to achieve the required pass mark on either test you may re-sit the test, subject to the following:

- A mark of between 70% and 80% will result in the applicant being required to re sit the test after a minimum of seven days
- Applicants who fail to achieve a mark of 70% may re sit the test after a minimum period of 14 days
- Applicants who fail to pass the test after the 3rd attempt may re sit the test after a minimum period of 1 month
- Applicants who fail to pass the test after the 5th attempt will be required to wait 3 months before re sitting the test.
- A fee of £38 will be charged for each re-sit.

You can take this test at any time during step 2 of the process once your DBS (CRB) result has been seen by the Licensing Officer and they are satisfied with the result.

STEP 3

To complete the application you will need to provide:

- Licence fee of £293
- Any further information as may be requested by the Council

Once all the information above has been submitted and relevant knowledge tests have been passed, consideration will then be given to the issuing of a private hire or dual (hackney carriage & private hire) driver licence and driver ID badge. The duration of this licence will be three years unless surrendered or revoked. No renewal reminders will be sent out it will be the licence holder's responsibility to contact us to make an appointment for renewal at least 14 days before the expiry date. The expiry date of your licence can be found on the badge issued to you as well as on the paper copy of the licence.

Applicants from EU States and Other Countries

Applicants from EU States and other countries who have resided in the UK for less than 5 years prior to the date of application will be required to provide a certificate of good conduct or an equivalent document from any country in which they have resided within that 5 year period. This should be officially translated into English at the applicant's expense. The DBS (CRB) website gives information about obtaining certificates of good conduct or similar documents from a number of countries. Applicants will also be asked to provide documentary evidence that they are allowed to work in this country. Please note applicants will be required to have lived in the UK for at least 6 months.

Holders of European Community/European Economic Area Driving Licences

The Driving Licence (Community Driving Licences) Regulations 1996 amended legislation to allow full driving licences issued by EU States to count towards the qualification requirements for the application of a licence.

In order to be licensed as a taxi or private hire driver, an applicant must have held a full driving licence for a minimum of 3 years issued in the UK, the European Community (EC) or one of the other countries in the European Economic Area (EEA).

In addition to the above Wiltshire Council will require all applicants who hold an EC/EEA driving licence to exchange it for a UK driving licence before a hackney carriage/private hire drivers licence can be issued.

Forms included in this pack:

- Driver Licence Application Form
- Medical Form
- Wiltshire Council Guidelines for Hackney Carriage/Private Hire Licensing