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. You should refer to the Wiltshire Council Fit and Proper Person Policy for Hackney Carriage and Private Hire Licences and Wiltshire Council Guidelines for Hackney Carriage/Private Hire Licences. You can view and download these from our website at: www.wiltshire.gov.uk/licences-permits-transport

In order to meet the criteria:

- Applicants will be required to reside at an address in the United Kingdom for at least six months (if applicants have not lived in the United Kingdom for the six months prior to application they must have a residential address in the United Kingdom to enable a DBS to be carried out)
- Applicants who have not held a United Kingdom driving licence issued by the Driver and Vehicle Licensing Agency (DVLA) for six months prior to application will also be required to complete five separate hours of driving tuition in the United Kingdom to enable familiarisation of the Highway Code and United Kingdom driving legislation. This must be completed by a driving instructor currently registered by the Driver Vehicle Standards Agency (DVSA) and a certificate of completion will be required. This certificate will need to show the name and current address of the applicant and show that their photographic driving licence has been checked and issued by the Driver and Vehicle Licensing Agency (DVLA)
- Applicants must have held a UK or equivalent driving licence for at least 3 years
- Applicants driving licence must be a UK licence and in your current address
- Applicants must not have incurred any penalty points on your driving licence within the last 6 months
- Applicants 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):

<table>
<thead>
<tr>
<th>Step</th>
<th>Documents Required (all of these documents should be Wiltshire Council approved documents)</th>
<th>Fees (01/04/20 – 31/03/21)</th>
<th>To make an appointment</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>DBS Check – Disclosure &amp; Barring Service enhanced criminal records check (including overseas criminal record check from relevant country(s) if necessary)</td>
<td>£60.00</td>
<td>email: <a href="mailto:fleet.licensing@wiltshire.gov.uk">fleet.licensing@wiltshire.gov.uk</a></td>
</tr>
<tr>
<td></td>
<td>DVLA live driving licence check</td>
<td>£5.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Right to Licence Check</td>
<td>No fee</td>
<td></td>
</tr>
<tr>
<td></td>
<td>New Driver application form, signed by prospective employer</td>
<td>No fee</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>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.</td>
<td>As per GPs fees</td>
<td>Contact GP – See Step 2</td>
</tr>
<tr>
<td></td>
<td>Driver Assessment form (see notes regarding fees in step 2) See Step 2 Driving Assessment for Contact Details for Approved ADI’s</td>
<td>£40.00</td>
<td>Contact ADI –See step 2</td>
</tr>
<tr>
<td></td>
<td>Online Safeguarding Training</td>
<td>No fee</td>
<td>email will be sent to applicant when Step 1 completed</td>
</tr>
<tr>
<td></td>
<td>Guidelines Knowledge Test</td>
<td>£40.00</td>
<td>email: <a href="mailto:fleet.licensing@wiltshire.gov.uk">fleet.licensing@wiltshire.gov.uk</a></td>
</tr>
<tr>
<td></td>
<td>Geographical Knowledge Test (If applicable)</td>
<td>£20.00</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Licence issue fee (required after all above documentation has been received and approved) Licence duration 3 years</td>
<td>£293.00</td>
<td></td>
</tr>
</tbody>
</table>
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 £50 (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 for any reason.

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 emailing the Fleet Compliance Team at fleet.licensing@wiltshire.gov.uk

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 (£70.00):

- 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 fleet compliance team.

From the age of ten years, if you have spent six continuous months or more living outside the United Kingdom you will also need to get a certificate of good conduct from the country/countries 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 this will be carried out online (If online facilities not available 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. You will need to submit this certificate to the Fleet Compliance Team prior to completing Step 2. 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 and partner agencies 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. 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.

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, it may take up to 2 weeks for your login 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 via e-mail at fleet.licensing@wiltshire.gov.uk for further advice.
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)

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone Number</th>
<th>Email</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mike Buggins</td>
<td>07763 553045</td>
<td><a href="mailto:natasha.carter252@googlemail.com">natasha.carter252@googlemail.com</a></td>
<td>Chippenham</td>
</tr>
<tr>
<td>Richard Gough</td>
<td>07951 678162</td>
<td><a href="mailto:richard.gough33@tiscali.co.uk">richard.gough33@tiscali.co.uk</a></td>
<td>Chippenham</td>
</tr>
<tr>
<td>David McGarry</td>
<td></td>
<td><a href="mailto:davedrivertraining@hotmail.co.uk">davedrivertraining@hotmail.co.uk</a></td>
<td>Chippenham</td>
</tr>
<tr>
<td>Jo McGarry</td>
<td></td>
<td><a href="mailto:jodrivertraining@hotmail.co.uk">jodrivertraining@hotmail.co.uk</a></td>
<td>Chippenham</td>
</tr>
<tr>
<td>Martin Ruddle</td>
<td>07793 583967</td>
<td><a href="mailto:lionmartin@uwclub.net">lionmartin@uwclub.net</a></td>
<td>Calne</td>
</tr>
<tr>
<td>Lavinia Staddon</td>
<td>07789 494 875</td>
<td><a href="mailto:lavinias@hotmail.co.uk">lavinias@hotmail.co.uk</a></td>
<td>Marlborough</td>
</tr>
<tr>
<td>Brian Thorne</td>
<td>07909 970800</td>
<td><a href="mailto:brian452thorne@btinternet.com">brian452thorne@btinternet.com</a></td>
<td>Salisbury</td>
</tr>
<tr>
<td>Pete Russ</td>
<td>07980 236360</td>
<td><a href="mailto:peter.russ1@btinternet.com">peter.russ1@btinternet.com</a></td>
<td>Devizes</td>
</tr>
<tr>
<td>John Clift</td>
<td></td>
<td><a href="mailto:john.clift@hotmail.co.uk">john.clift@hotmail.co.uk</a></td>
<td>Trowbridge</td>
</tr>
</tbody>
</table>

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.
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. The location of taxi ranks can be found on our website at: [www.wiltshire.gov.uk/licences-permits-transport](http://www.wiltshire.gov.uk/licences-permits-transport)

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

The cost of the Guidelines Knowledge test is £40

The cost of the Geographic Knowledge Test is £20 (only required for hackney carriage drivers licences)

These fees are 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 50% and 80% will result in the applicant being required to re sit the test after a minimum of fourteen days
- Applicants who fail to achieve a mark of 50% may re sit the test after a minimum period of twenty eight days
- Applicants who fail to pass the test after the 5th attempt will be required to wait three. months before re sitting the test.
- A fee of £40 will be charged for each guidelines knowledge test re-test.
- A fee of £20 will be charged for each geographic knowledge test re-test

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 15 working 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 who have lived outside of the United Kingdom

Applicants from EU States and other countries who have lived outside of the United Kingdom for six continuous months or more, from the age of ten years, will also need to get a criminal record check for overseas applicants from the country/countries you have lived in, this must have been officially translated in to English at the applicants expense. For information about obtaining criminal records checks for overseas applicants from relevant countries please visit: https://www.gov.uk/government/publications/criminal-records-checks-for-overseas-applicants.

Applicants will also be asked to provide documentary evidence that they are allowed to work in this country.

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:

- New Driver Licence Application Form
- Medical Form
- Wiltshire Council Guidelines for Hackney Carriage/Private Hire Licensing
- Wiltshire Council Fit and Proper Person Policy for Hackney Carriage and Private Hire Licences