

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. 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):

Step	Documents Required (all of these documents should be Wiltshire Council approved documents)	Fees (01/04/22 – 31/03/23)	To make an appointment
1	DBS Check – Disclosure & Barring Service enhanced criminal records check (including overseas criminal record check from relevant country (s) if necessary)	£60.00	Email required documents to: fleet.licensing@wiltshire.gov.uk . For a list of required documents See Step 1 – To make an application.
	DVLA live driving licence check	£5.00	
	Right to Licence Check	No fee	
	New Driver application form, signed by prospective employer	No fee	
	Passport style photograph		
2	Medical Form, this must be on the Wiltshire Council medical form for hackney carriage and/or private hire drivers and completed by a doctor. You will be required to meet the DVLA's Group 2 Medical Standards of Fitness.	As per Doctor's fees	Contact Doctor – See Step 2
	Driver Assessment form (see notes regarding fees in step 2)	As per ADI's fees	Contact ADI – See step 2 - Driving Assessment for Contact Details for Approved ADI's
	Online Safeguarding Training	No fee	email will be sent to applicant when Step 1 completed
	Guidelines Knowledge Test	£40.00	email: fleet.licensing@wiltshire.gov.uk
	Geographical Knowledge Test (If applicable)	£20.00	
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 £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.

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.

Applicants who have lived outside of the United Kingdom

If an applicant, from the age of ten years, has spent six continuous months or more living outside the United Kingdom, evidence of a criminal record check from the Country/Countries covering the relevant period will be required. This must have been officially translated into English at the applicant's 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.

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).

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.

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. From 10 March 2022, to carry these out we will need to obtain, check & copy one of the following documents:

1. A passport (current or expired) showing the holder is a British citizen or a citizen of the UK and Colonies having the right of abode in the UK.
2. A passport or passport card (in either case, whether current or expired) showing that the holder is an Irish citizen.
3. A document issued by the Bailiwick of Jersey, the Bailiwick of Guernsey or the Isle of Man, which has been verified as valid by the Home Office Employer Checking Service, showing that the holder has been granted unlimited leave to enter or remain under Appendix EU(J) to the Jersey Immigration Rules, Appendix EU to the Immigration (Bailiwick of Guernsey) Rules 2008 or Appendix EU to the Isle of Man Immigration Rules.
4. A current passport endorsed to show that the holder is exempt from immigration control, is allowed to stay indefinitely in the UK, has the right of abode in the UK, or has no time limit on their stay in the UK.
5. A current Immigration Status Document issued by the Home Office to the holder with an endorsement indicating that the named person is allowed to stay indefinitely in the UK or has no time limit on their stay in the UK, together with an official document giving the person's permanent National Insurance number and their name issued by a government agency or a previous employer.
6. A birth or adoption certificate issued in the UK, together with an official document giving the person's permanent National Insurance number and their name issued by a government agency or a previous employer.
7. A birth or adoption certificate issued in the Channel Islands, the Isle of Man or Ireland, together with an official document giving the person's permanent National Insurance number and their name issued by a government agency or a previous employer.
8. A certificate of registration or naturalisation as a British citizen, together with an official document giving the person's permanent National Insurance number and their name issued by a government agency or a previous employer.

To make Step 1 of the application:

Please complete the requirements below and send required documents via email:

Please ensure that all of the requirements below have been supplied using the checklist and that copies show the whole of the document, are clear enough to read and where photographic identity documents are provided they are in colour

Requirement	Checklist
Fully Completed New Driver Application Form – signed by employer where necessary	
Passport style photograph	
Valid DVLA photo card driving licence (copy of both sides required)	
Proof of your National Insurance Number	
Valid Passport. If you do not hold a passport issued in the UK or Republic of Ireland, you will also need to provide documentation to confirm your right to work in the UK. To complete this please click on the following link: Prove your right to work to an employer - GOV.UK (www.gov.uk) . If you were born in the UK and do not hold a valid passport you will need to provide a UK birth certificate.	
One other form of identification showing your current address dated within the last three months (utility bill, bank statement, credit card statement)	
<p>You will need to create a check code to enable us to check your DVLA licence online, see instructions below: To generate a check code please click on the following link: https://www.viewdrivingrecord.service.gov.uk/driving-record/licence-number. You will need to request a check code and then copy and paste this code into an email and return to us. Please note the code is case sensitive if unable to copy and paste it must be typed/written exactly as shown.</p>	
<p>You will need to make payment online for your DBS and DVLA check. To make payment please follow the instructions below: Click on the following link: https://www.civicaepay.co.uk/WiltshireEstore/estore/default/Catalog/Index?newSearch=False Click on the drop-down box on the left-hand side showing All Shops, then select Fleet Licensing scroll down page(s) to find relevant payment descriptions. You will need to select the following payment options: Driver - Online DVLA Check - £5 DBS Enhanced Disclosure Check - £60 Enter the relevant payment details requested to make the payment. The system will notify us once you have paid this.</p>	

Once the documents and payment has been received you will be sent a Microsoft Teams meeting request, using your email address. You will need to download a free copy of Microsoft Teams; this can be done via an app or via the internet. To download please click on this link: [Join conversation \(microsoft.com\)](https://www.microsoft.com/teams)

At this meeting you will be required to have your camera enabled to allow us to check your original ID documentation as supplied above.

Following this meeting your DVLA licence will be checked online, and the ID documentation provided will be used to start the DBS process, once this has been completed you will be sent an email with your DBS log-in details and asked to complete the DBS check online.

STEP 2

The results of your DBS will be sent to **you** directly in the post. Once you receive your certificate you will need to sign up to the DBS Update Service using the following internet address; <https://secure.crbonline.gov.uk/crsc/subscriber>. **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.** You are required to submit the DBS 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:

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 doctor and they must complete the Doctor's 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 Doctor's 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.

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. The fee for this test is £40. Subsequent retests will be charged at £40.

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 Wiltshire Council Guidelines for Hackney Carriage and Private Hire Licences, as well as basic calculations and general Highway Code questions. The test will consist of multiple-choice questions/answers.

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, please see zone map for areas covered by each zone. The fee for this test is £20. Subsequent retests will be charged at £20.

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 and zones can be found on our website at: www.wiltshire.gov.uk/licences-permits-transport. In order to obtain a licence, a pass mark of 80% is required.

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.

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 advised by the ADI and will be paid directly to them. 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 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	richjgough@gmail.com	Chippenham
David	McGarry		davedrivertraining@hotmail.co.uk	Chippenham
Jo	McGarry		jodrivertraining@hotmail.co.uk	Chippenham
Martin	Ruddle	07793 583967	lionmartin67@gmail.com	Calne
Brian	Thorne	07909 970800	brian452thorne@btinternet.com	Salisbury
John	Clift	07789 680464	john.clift@hotmail.co.uk	Bath

If you cancel or do not arrive for your assessment you will be charged a cancellation fee of the price of the original assessment, 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.

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 submit a renewal application 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.

Documents included in this pack:

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