

Application for a Private Hire / Hackney Carriage Driver Licence Guidance Notes

Please read these guidance notes carefully before completing your application. They will help you to complete the form correctly and submit all the required documentation.

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Requirements

It is a legal requirement that drivers of either private hire or hackney carriage vehicles obtain a licence to drive those vehicles from the Licensing Team.

You **must not** work as a private hire and / or hackney carriage driver until you are in possession of the relevant licence(s) from the Licensing Team. All licences issued will be valid for 3 years unless any particular circumstances require a licence to be issued for a shorter period.

Applicants must:

- Be over 21 years of age
- Have held a full DVLA driving licence or other European Union licence for at least 12 months
- Be entitled to work in the UK
- Satisfy the Licensing Team that they are a fit and proper person to hold a licence.

The Licensing Team will be communicating more and more via email and it is important that we have an up to date email address for all our applicants / licence holders.

We advise you not to use a friend, colleagues or operators email address as this can have data protection implications.

If you do not have your own email account, one can be set up easily and a link which can be used is <https://signup.live.com/?lic=1>.

1.	How do I make an application?
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Application Procedure

When your application is complete, you need to pay the relevant fee (see our [fees and charges](#)) and email the following to licensing@wigan.gov.uk

- ☒ Completed application and declaration of previous convictions (including cautions and fixed penalty notices)
- ☒ Current driving licence (full) and valid check code to carry out an online check (please see guidance note 3)
- ☒ Evidence of medical fitness (please see guidance note 5)
- ☒ Identification documents required to verify the DBS application. On submission of your application you will be emailed a link to an online DBS application form (please see guidance note 10)
- ☒ Photograph (see guidance note 2)
- ☒ Entitlement to work in the UK (see guidance note 4)
- ☒ Certificate of good conduct (if applicable see guidance note 10 (b))

New and Renewal Applications

You must complete the application form in full ensuring that all relevant sections are completed (failure to do so may result in your application being returned). Pay the relevant fee, and email the application form and relevant documents to the Licensing Team. Copies of your DBS identification documents can be emailed to us with your application but you must produce the original documents at the Licensing Desk, which is located in the Life Centre.

An officer will be available at Desk 5 on the following days / times only and you do not need to make an appointment. However, you may experience a wait to be seen:

Tuesday's, Wednesdays and Thursdays 10:00 am until 1:00 pm

Renewal Applications

If you wish to continue driving private hire and / or hackney carriage vehicles after the expiry date of your licence then you must make an application to renew the licence before that date. We will not issue a reminder letter to you prior to the expiry date. Please ensure you submit your renewal application **at least 60 days** before the expiry date of your existing licence. Failure to do so may result in you being unable to drive private hire / hackney carriage vehicles until such time as a licence has been issued.

Please be aware that you cannot legally renew a licence once the expiry date has passed. Any application made after the expiry date will be treated as a 'first grant' which will be subject to an increased fee and you may also be required to take a knowledge test.

How long will my application take?

The Council cannot grant your application until we are satisfied that you are a fit and proper person and you have satisfied the criteria referred to in this application.

Once we are satisfied that you have met all the application criteria you can normally expect your licence and identification badge to be issued within 14 days (unless your application is referred to the Council's Regulation Committee).

We aim to ensure that private hire and hackney carriage services delivered within the Borough are of a good standard. The application procedure is designed to ensure these standards are maintained and continually monitored for improvement.

2.	Do I need a photograph?
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Please submit a passport-sized photograph with your application. If the photograph you supply is not suitable, your application may be delayed.

In your photo you must:

- be facing forwards and looking straight at the camera
- have your eyes open and visible

- not have a head covering (unless it's for religious or medical reasons)
- not have anything covering your face
- not wear sunglasses or tinted glasses. You can wear other glasses if you need to, but your eyes must be visible without any glare or reflection.

3.	Confirming your driving licence details
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In order for us to carry out an online driving licence check you will need to provide us with a valid check code on your application. You can create the code at the following link: <https://www.gov.uk/view-driving-licence>

You will need the following:

- Your driving licence number,
- Your national insurance number, and
- The postcode on your current driving licence.

Please remember that the code is case sensitive, is only valid for 21 days (starting on the date on which you apply for it) and can only be used once. Once you have received your code please record it in Section D of your application form.

4.	Proof of Entitlement to Work in the UK
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To prevent illegal working in the private hire and hackney carriage vehicle sector all applicants must now demonstrate that they have the right to work in the UK, regardless of nationality, including British Citizens. You must email copies of your documents to show your entitlement to work in the UK and a list of acceptable documents can be found at:

<https://www.wigan.gov.uk/Docs/PDF/Business/Licensing-Permits-Registrations/Proof-of-entitlement-to-work-in-UK.pdf>

Home Office online right to work checking service:

As an alternative to emailing documents, applicants may demonstrate their right to work by allowing the licensing authority to carry out a check with the Home Office online right to work checking service.

Applicants should include in their application the 9 digit share code (provided to them upon accessing the service at <https://www.gov.uk/prove-right-to-work>) which, along with the applicant's date of birth (provided within the application), will allow the licensing authority to carry out the check.

In order to establish the applicant's right to work, the check will need to indicate that the applicant is allowed to work in the United Kingdom and is not subject to a condition preventing them from doing work relating to the carrying on of a licensable activity.

Please Note: An online check will not be possible in all circumstances because not all applicants will have an immigration status that can be checked online. The Home Office online right to work checking service sets out what information and/or documentation applicants will need to access the service. Applicants who are unable to obtain a share code from the service should submit copy documents.

5.	Evidence of Medical Fitness
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As an applicant you need to satisfy us that you are medically fit to hold a licence, and the Council has adopted the DVLA Group 2 medical standards.

All applications must be accompanied by a satisfactory medical report to the DVLA Group 2 medical standards. This is regardless of the age of the applicant.

The medical report can be completed by your own general practitioner. However, you may choose to consult an alternative general practitioner or an approved medical provider for the completion of the report.

An approved provider is D4Drivers, who offer a choice of 85 locations across the UK, with appointments available on evenings and weekends to suit. A full medical including eye test is carried out for approximately £55 and details can be found at: <https://d4drivers.uk/> **Please note:** if booking via D4Drivers you are advised to read the booking confirmation email in full. Failure to provide a Wigan council taxi medical form, a summary of medical records or any other requirements listed in your email when you attend the examination will result in your appointment being cancelled and you will need to book a new appointment.

Before completing the checklist you are advised to read the useful information and notes provided by the DVLA: <https://www.gov.uk/government/publications/assessing-fitness-to-drive-a-guide-for-medical-professionals>

If after reading these notes, you have any doubts about your ability to meet the medical standards, please email your concerns to licensing@wigan.gov.uk

A completed medical form is only valid for 4 months from the date of the examination. Do not complete your medical until such time as you are ready to submit your application to avoid incurring additional costs.

6.	Register of taxi and private hire driver licence refusals and revocations
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A national register of hackney carriage and private hire driver licence refusals and revocations is now available to local authorities. The register is to prevent individuals, who fail to disclose previous refusals and / or revocations, being granted a licence in one area when they have been deemed 'not a fit and proper person' in another area.

- (a) Where an application is refused, or where a licence is granted but subsequently revoked, this information will be entered into the register.
- (b) All applicants will have their details checked against the register, and any relevant information will be taken into account when assessing the application.
- (c) The information recorded on the register will be limited to name, date of birth, address and contact details, national insurance number, driving licence number, the decision taken, the date of the decision and the date decision is effective from.

- (d) The information will be retained on the register for a period of 25 years and will be processed in accordance with the Data Protection Act (DPA) and General Data Protection Regulation (GDPR)

Further details regarding data sharing can be found in our [Taxi Licensing Privacy Notice](#)

7.	Do I Need a Knowledge Test?
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If you are a first time applicant for a private hire and / or hackney carriage licence or have held a licence previously but have never sat a knowledge test then you will be required to sit a knowledge test. Knowledge tests currently take place on Thursdays. When you have submitted your application an appointment will be arranged for the **next available appointment** and you will be emailed details of the appointment.

You will need to provide us with any dates when you will not be available and / or details of a timescale of when you would like your test to be booked. For example: *“within 4 weeks of submitting your application or as soon as possible”*.

The knowledge test will be held at:

Sunshine House, Wellington St, Wigan WN1 3SA

A knowledge test information booklet (containing all the information you need to help you pass a knowledge test) is available at the following links:

Private Hire - <https://www.wigan.gov.uk/Docs/PDF/Business/Licensing-Permits-Registrations/PH-Knowledge-Test-Booklet.pdf>

Hackney Carriage - <https://www.wigan.gov.uk/Docs/PDF/Business/Licensing-Permits-Registrations/Hackney-Carriage-Knowledge-Test-Information.pdf>

8.	Applicants from Non EU, EEA or Single Market Countries
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Applicants from non EU (European Union), EEA (European Economic Area) or Single Market countries will also have to satisfy certain other requirements when making an application. Applicants should:

- ☒ have held a relevant drivers licence issued in their own country for at least 12 months, that is still valid;
- ☒ contact DVLA to discuss registering your details with them;
- ☒ provide a certificate of good conduct (if applicable) (see note 4(b) above)

9.	Child Sexual Exploitation / Disability Awareness Mandatory Training
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As a private hire / hackney carriage driver you may often carry young or vulnerable people in your vehicle, and as such it is important that you are able to identify any signs of child exploitation, are aware of how to report any suspicions, and are able to give appropriate assistance to disabled or vulnerable people.

All private hire and hackney carriage drivers licences issued are subject to a requirement that the driver shall attend the Council's prescribed training course not later than 6 months after the issue of the licence, otherwise the driver's licence may be suspended until such time as the training has been satisfactorily undertaken. The safety of the passengers you carry when acting as a licensed driver is of utmost importance.

Should your application be successful, your licence will be issued subject to a condition that you attend a training session to raise your awareness of the above subjects. Further information about this training, including how to book a place will be provided with your licence.

10.	Criminal Record Check
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As an applicant you must satisfy us that you are a fit and proper person to hold a licence and all applications (new and renewal) will be subject to a criminal record check with the Disclosure and Barring Service (DBS). Please be aware we are unable to determine your application until the DBS check has been completed. When submitting your application you will need to email copies of your identity documents to the Licensing Team in order to verify your identity.

Guidelines relating to the relevance of convictions for applicants are available from the Council's website at:

[Statement of Policy & Guidelines relating to the Relevance of Convictions, Simple Cautions, Complaints & Other Matters \(wigan.gov.uk\)](#)

If you are unsure what effect a conviction might have on your application you can email the Licensing Team in confidence, for advice.

New Applications: Copies of your identity documents should be emailed to licensing@wigan.gov.uk. The original documents will need to be produced when you attend your knowledge test. Your application will not be determined if you do not produce your original documents.

Renewal Applications: Copies of your identity documents should be emailed to licensing@wigan.gov.uk. However, we do reserve the right to request to see the original documentation.

There are three routes to follow when providing identity documents and you must try to provide documents from **route one** first.

Details of the three routes and acceptable documents can be found at:

<https://www.gov.uk/government/publications/dbs-identity-checking-guidelines/id-checking-guidelines-for-dbs-check-applications-from-3-september-2018#three-routes-of-id-checking>

1. On receipt of your application a link to the online DBS application will be emailed to you. The email will be from wigan@screening-services.co.uk and it will contain a user name and password, along with a link to the application.

2. Complete the online DBS and pay the relevant fee.
3. The online DBS application will usually be submitted to the DBS within 2 working days of completing and submitting the online form.
4. Once a DBS application has been processed a certificate will be issued to you and we will receive an email advising us whether we need to see the original certificate that they have issued to you. We do not receive an electronic copy of this certificate, or any details about its contents.
5. If your certificate is blank i.e. ALL boxes state "NONE RECORDED" then we do not need to see your original certificate, and will begin the process of determining your application.
6. If there is information recorded on your certificate, regardless of whether we are aware of this information, you are required to produce the certificate to us. We cannot begin the process of determining your application until this has been produced. You can email a copy of certificate to the Licensing Team at licensing@wigan.gov.uk

(a) Previous Addresses

As part of your application you are required to provide an accurate address history of at least 5 years. If you have lived at more than one address during this period please ensure you complete the relevant information on the online DBS application (this includes the month and the year that you have lived at **each** address)

(b) Certificate of Good Conduct

Where an applicant is a foreign national, or is a UK national, but has lived for a period of three months or more in another country then a DBS check is not sufficient. In addition to this check you will also need to produce a 'certificate of good conduct' from the relevant embassy or consulate. Details on how to obtain this has been provided by the Home Office and can be found on the following website:

<https://www.gov.uk/government/publications/criminal-records-checks-for-overseas-applicants>

(c) DBS Update Service

The Update Service is an online subscription that allows you to keep your standard DBS certificate up to date and allows us to check the status of your existing DBS certificate without the need for a new DBS application being submitted. The cost is £13.00 and you can register at:

<https://secure.crbonline.gov.uk/crsc/apply?execution=e1s1>

You can join the Update Service before your DBS certificate has been issued, using the e-reference number of your application. This will be provided by the Licensing Team. Or alternatively, you can join when you receive your DBS certificate, using the certificate reference number. You must register your certificate number within 30 days of the 'date of issue' displayed on the certificate.

Further information is available at: <https://www.gov.uk/government/publications/dbs-update-service-applicant-guide/dbs-update-service-applicant-guide>

(d) Tracking Your DBS

Your application can be tracked once it has been accepted by the DBS using the online tracking service <https://secure.crbonline.gov.uk/enquiry/enquirySearch.do>. To track your application you will need your application reference number and your date of birth. Your application reference number will be emailed to you by the Licensing Team. Please be aware that the Council cannot at this time legally accept a DBS check carried out by the Council's Integrated Transport Team.

(e) Convictions (including cautions and fixed penalty notices)

You will need to complete a 'Declaration of Convictions, Cautions or Fixed Penalty Notices'. Your attention is drawn to the information on the declaration in relation to the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended).

The disclosure of a criminal record or other information will not debar you from gaining a licence unless the Council considers that the information renders you unsuitable. In making this decision the Council will consider the nature of the offence, how long ago and what age you were when it was committed and any other factors which may be relevant.

Any applicant refused a driver's licence on the grounds that he / she is not considered a fit and proper person to hold such a licence has a right of appeal to a Magistrates' Court within 21 days of the date of notification of that decision.

Guidelines relating to the relevance of convictions for applicants are available from the Council's website at <https://www.wigan.gov.uk/Docs/PDF/Business/Licensing-Permits-Registrations/RelevanceofConvictions.pdf>

Once a DBS application has been processed a certificate will be issued to you and we will receive an email advising us whether we need to see the original certificate that they have issued to you. We do not receive an electronic copy of this certificate, or any details about its contents.

If your certificate is blank i.e. ALL boxes state "NONE RECORDED" then we do not need to see your original certificate, and will begin the process of determining your application.

If there is information recorded on your certificate, regardless of whether we are aware of this information, you are required to produce the certificate to us.

The information received by the Licensing Team from the DBS will be kept in strict confidence and normally only disclosed to nominated officers of the section. In certain circumstances, the Council's legal advisors and members of the Council's Regulation Committee will need to be notified of information received, but it will be used only in relation to processing your application.

If you are required to produce your certificate and you fail to produce this within 28 days from the date of issue then a further DBS application will be required (at a further cost). An officer will be available at Desk 5 on the following days / times only and you do not need to make an appointment to

attend. However, you may have to wait to be seen:

Tuesday's, Wednesdays and Thursdays 10:00 am until 1:00 pm