



## GUIDELINES FOR NEW HACKNEY CARRIAGE / PRIVATE HIRE DRIVER LICENCES

To work as a taxi or private hire driver, you must have a licence. Hertsmere Borough Council can only give you a licence if you are a fit and proper person. This means you must show good character, safe driving ability, good health, and an understanding of the job.

We must be satisfied of your:

- a. Character and conduct
- b. Driving standard
- c. Health and fitness
- d. Understanding of the role of a licensed driver.

Before applying, please make sure you understand following basic requirements in this guide and you must have:

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| 1  | A UK driving licence held for at least 3 years.      |
| 2  | The right to work in the UK.                         |
| 3  | Good health (you must pass a DVLA Group 2 medical).. |
| 4  | Suitable character                                   |
| 5. | Suitable driving conduct                             |

The application process is split into 3 Stages:

1. Before you apply (pre-application steps);
2. Submitting your application (submission);
3. Steps after you apply (post submission);

### 1. BEFORE YOU APPLY (pre-application steps)

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You need to provide certain documents/certificates to us. You must obtain these before you apply.

- 1) Apply for a certificate of conduct (if applicable)
- 2) Book and pass your advanced driving assessment
- 3) Book and attend your safeguarding course
- 4) Book and attend your disability awareness course
- 5) Book and undertake a medical with your GP

## Certificate of Conduct (COC)

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Only required if, in the last 3 years, you have spent 6 months or more in any country outside of the UK. You must give us a certificate from each country where you lived for 6 months or more in the last 3 years. You can find out how to obtain this from this government website:

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

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| Is this document time sensitive: No.  |
| If you already have a certificate of conduct for the period in which you lived outside the UK you will not need to get another certificate. |
| If you need a CoC, you should get it before booking your medical appointment.   |

## Advanced Driving Certificate

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You must undergo a driving assessment with one of our authorised providers that are listed on our website.

There are 2 types of assessment provided by both companies.

1. Standard (all drivers) and
2. Enhanced (drivers of wheelchair accessible vehicles only).

The Enhanced test includes an extra wheelchair assessment which you will need to do if you intend to drive a WAV or a Hackney Carriage. The wheelchair assessment can be done separately should you chose to drive a wheelchair accessible vehicle at a later date.

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| <b>Is this document time sensitive? YES:</b> It must have been issued within the last 2 years.   |
| The certificate must state that it is for Hertsmere Borough Council. We <b>MAY</b> accept a certificate issued in respect of another Council if undertaken in the last 2 years <b>AND</b> it is accompanied by the test results which show that the applicant committed 6 or fewer |

## Safeguarding Course

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You must complete a safeguarding course that is undertaken virtually via zoom. The course covers topics such as Child Sexual and Criminal Exploitation, Human Trafficking, Modern Slavery and identifying adults at risk and other vulnerable people. By knowing what warning signs to look out for, licensed drivers can help save lives.

You can book the course with one of our providers shown on our website.

**Is this document time sensitive? YES:** It must have been issued within the last 2 years..

The certificate must state that it is for Hertsmere Borough Council.  
We **MAY** accept a certificate issued in respect of another Council if undertaken in the last 2 years **AND** it included an assessment – the results of which we can ascertain.  
We **MAY** accept the SERU TFL qualification.

## Disability Awareness Training

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You must complete a disability awareness training course that is undertaken virtually via zoom. The course includes the legal requirements applicable to licensed drivers and assisting you in being able to identify disabilities and taking reasonable steps to assist passengers.

You can book the course with one of our providers shown on our website.

**Is this document time sensitive? YES:** It must have been issued within the last 2 years.

The certificate must state that it is for Hertsmere Borough Council.  
We **MAY** accept a certificate issued in respect of another Council if undertaken in the last 2 years **AND** it included an assessment – the results of which we can ascertain.  
We **MAY** accept the SERU TFL qualification.

## Medical examination Certificate

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You will need to book an appointment with your GP to undergo a DVLA group 2 medical. The form you need to take with you can be downloaded from the Council's website.

Once the medical is completed the GP will give the form and certificate back to you. We will consider the certificate to only be valid for 1 calendar month. You should therefore do this stage last so that you can submit your application.

**Is this document time sensitive? YES:** It must be dated within the month prior to your application being given to us.

You may also obtain a medical from any qualified doctor provided that they a) have access to your medical records and b) have been approved by the Council.

## Criminal Record Check – Enhanced DBS

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You need to submit to us an Enhanced DBS to us that is registered on the DBS update service. The DBS must have been conducted for the category “Other

workforce". If you do not hold one you can obtain this from our provider listed on our website.

## **Identity documents and Photographs**

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You need to prove your identity to allow us to ensure you have the right entitlements and carry out the relevant checks. The easiest set of documents to provide us with are:

1. Passport / Biometric residents permit
2. DVLA driving licence
3. A bank statement or utility bill issued within the last 3 months.

If you do not have the above, there are other documents we can accept such as a birth certificate or an immigration document. A full list is in our Policy.

You must provide 2 full colour passport sized photographs that reflect your current appearance, clearly show your face against a pale background. Glasses or head ware of any kind should not be worn.

## **DVLA SHARE CODE**

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**You must provide a DVLA Share code so that we can check your driving record.**

You can do this by going to this website: <https://www.gov.uk/view-driving-licence>

## **Right to Work**

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If you are a British or Irish citizen you will need to prove your right to work by the provision of your passport or birth certificate. All other applicants will need to obtain a share code. The website for this is: <https://www.gov.uk/prove-right-to-work>

## **2. The Application (SUBMISSION)**

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You must complete our online application form and provide all the documents above.

## **Interview and knowledge assessment**

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Once we have received your application we will arrange an appointment for you to take our knowledge test. At the appointment you will be expected to bring the

original copies of your identity documents for verification. Further details are on our website.

You should ensure that you are familiar with our policy and the conditions applicable to drivers and vehicles

### **3. Post application steps**

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#### **Grant of Licence**

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Once you have passed all stages of the process the Council will make a decision.

This could mean that:

- a) We grant a licence to you or,
- b) We require further information or need to discuss something with you.

If we need to discuss a matter further with you – for instance if you do not meet a requirement of our policy, we will not be able to make a decision until we have the information that we need.

Once we have all the information we need we could:

- a) Grant a licence to you
- b) Refuse a licence to you
- c) Refer you to a licensing committee which will decide whether to grant or refuse your application.

#### **Refusal**

If your application is refused you can appeal to the Magistrates Court.

There is no refund of your application fee.