

Private Hire & Hackney Carriage Driver Summary of Application Process



The primary and overriding principal of the taxi licensing regime is public safety. When considering and determining applications, the Council as Licensing Authority must be satisfied that an applicant, either for the grant or renewal of a licence, is a “fit and proper” person.

STAGE 1

- Relevant Application Fee to be paid
- Please complete ~~a new~~ an Application Form, including **all** current information. This includes previous history and other relevant information such as HMRC code and Right to Work. This is to ensure that the Taxi Licensing Service have the most up to date information. **It is really important that you disclose all information, particularly in relation to any offences irrespective of age.**
- Read and action the full information contained in the “Guidance for Applicants.”
- Read and understand the Councils Hackney Carriage and Private Hire Licensing Policy. **Applicants will be asked to demonstrate their knowledge of this.**
[Private Hire and Hackney Carriage Licensing Policy 2022 onwards](#)

There are a series of mandatory courses that applicants must complete and pass as part of the licensing process. If ~~applicants~~ have already taken these, you will need to evidence this as part of the application and attach the relevant certificates to the application form. This includes:

The Disability Awareness Test for licensed drivers. This needs to have been conducted by the Blue Lamp Trust or another recognised provider and passed within the last 5 years [Disability Awareness | THE BLUE LAMP TRUST](#)

- Completed and passed the Driver Assessment Course or provide proof that this has been completed within the last 5 years with a nominated Council provider
[TaxiAssessments | THE BLUE LAMP TRUST](#)
- Completed the Wheelchair Course. This is now a mandatory requirement for both hackney carriage and private hire applicants where it is intended that an individual drives a Wheelchair Accessible Vehicle. [Wheelchair Assessment | THE BLUE LAMP TRUST](#)
- The West Sussex Essential Safeguarding Training for Taxi Drivers [Essential Safeguarding for Taxi Drivers Webinar](#)
- Have an appropriate level of English language and have attained one or more of the standards listed in the Councils Hackney Carriage and Private Hire Policy [Private Hire and Hackney Carriage Licensing Policy 2022 onwards](#)

STAGE 2 Verification of Documents

Once the above has been checked by the Taxi Licensing Service, you will be contacted and an appointment made to discuss your application and to carry out further mandatory checks.

Photographs of the applicant must be provided as part of the application form as these will be included on a Group II Medical Assessment and on any licence if issued.

Councils DIAMOND Knowledge Test

An appointment will also be made for you to complete the Crawley Borough Council computerised DIAMOND Knowledge Test (if you have not taken and passed it in the past 5 years). Please note that there is significant demand for this test and there may be a delay. You should have completed your WSCC Essential Safeguarding training prior to taking the DIAMOND Knowledge Test, as some questions in the knowledge test will be related to that training.

Group II (2) Medical Assessment

You will be provided with a Group II Medical Assessment Form which must be completed by your own Doctor (GP) as it relates to your medical history and fitness to be a licensed driver. **Please note that we cannot accept Group II Medical Assessment Forms completed by a person who is not your GP, or a private medical company**

STAGE 3

All of your documentation will be reviewed by the Taxi Licensing Service and any gaps identified to you. This **may** include an interview with a Licensing Officer or Team Leader, as the Authority needs to be satisfied that you are a “fit and proper” person to hold a licence.

General Notes

Document verification appointment

Key Dates

The application form, and DBS form should not be completed and signed any earlier than 28 days before the document verification appointment date.

An application that remains outstanding for 12 months, where key parts of the application process have not been completed, will be deemed invalid and incomplete. An entirely new application will be required.

Disclosure and Barring Service (DBS) application form

Where an applicant does not already have a valid DBS certificate and/or is not registered with the DBS Update Service, the Taxi Licensing Team will process a DBS certification application on their behalf. This service is offered for a fee, which is payable by the applicant. The application will be completed by a member of the Taxi Licensing Service and:

- Applicants will need to provide detailed addresses, postcodes and dates of where you have lived during the last 5 years.
- If applicants have lived outside of the UK during the last 5 years, they **must** bring a Certificate of Good Conduct from the Embassy of that country, for the period of that residence, to the application appointment. It must be translated into English and be the original document.
- Details of any name changes and evidence to support this.
- The Taxi Licensing Service cannot progress the application if this evidence is not provided.

Enhanced DBS Certificate & Mandatory Registration with the DBS Update Service

The Taxi Licensing Service will submit the applicant's Enhanced DBS form and fee to the Disclosure and Barring Service to process:

- Processing of the DBS application form can take up to 8 weeks depending on the workload of the Disclosure and Barring Service.
- The Disclosure and Barring Service is an independent service, and therefore the Taxi Licensing Service have no control or involvement in the processing of DBS applications.
- The Disclosure and Barring Service will produce a DBS certificate, which will be sent directly to your home address. The Taxi Licensing Service will not receive a copy of the DBS certificate or be notified that a certificate has been sent. It is the applicant's responsibility to ensure that they submit the DBS certificate to us.

DBS checks will be carried out every 6 months or sooner if required. It is now **mandatory** for all applicants and current licensed drivers to register with the DBS Update Service, and maintain that registration for the duration of that licence period.

Driver DIAMOND Knowledge Test

Any person wishing to apply for a hackney carriage/private hire driver's licence must undertake the driver computerised DIAMOND Knowledge Test before the application can be progressed to the next stage of process.

Applicants will be emailed with a date for the DIAMOND Knowledge Test. Only where the fee has been paid in full, will applicants be permitted to take the driver knowledge test. The fee is non-refundable.

Applicants must bring proof of identification to the Knowledge Test. This must be either a valid passport or photocard driving licence.

The Taxi Licensing Service will confirm the first Knowledge Test date to you at the document verification appointment together with the time and location of the test. Please be aware that the WSCC Essential Safeguarding Training should be

completed before the DIAMOND Knowledge Test, as there are questions relating to it are included in the test.

- If applicants fail to attend an agreed DIAMOND Knowledge Test date, we will retain the fee and you will be required to rebook the test. We will notify applicants of the next available dates. Please be aware that the Tests are in high demand and there may be a delay in obtaining another Test date.
- If applicants want to cancel and / or rearrange a DIAMOND Knowledge Test, you must contact us by email at least 2 working days before your scheduled test date, otherwise we will retain the fee.

A pass result in the DIAMOND Knowledge Test is an essential criterion in determining whether a licence should be granted.

If applicants have specific support needs, please advise the Taxi Licensing Service. If applicants are of the view that they should be exempt from the DIAMOND Knowledge Test, you must put this in writing to taxis@ Crawley.gov.uk. This will be considered by the Team Leader, Health, Safety and Licensing, and a decision given.

STAGE 4

Determination of the application

Once the above stages have been completed, and provided the Taxi Licensing Service have all of the required documentation and that the information set out has been complied with, the Council can assess the application in full.

In determining the application, the Council as Taxi Licensing Authority will consider a range of matters including:

- The application forms.
- All those items listed as a mandatory part of the application process, including the attainment of required courses, passing of the Councils DIAMOND Knowledge Test, applicant's Group II Medical Assessment and results of the applicant's Enhanced DBS certificate.
- Crawley Borough Councils Hackney Carriage and Private Hire Licensing Policy 2022 onward.
- The Department For Transport's Statutory Hackney Carriage and Private Hire Standards, (July 2020).
- Any other matter it considers relevant.

Where applicants have completed all stages of the application process satisfactorily, along with the attainment of the various courses and tests, and there is no question as to whether they are a fit and proper person, in accordance with our scheme of delegation, the licence will be granted.

However, if matters arise that require further investigation, and where the Councils Policy and scheme of delegation dictates, the application may be referred for further determination and consideration by the Head of Community Services or other Senior

Officer, as to whether or not the applicant is a fit and proper person, and also whether a driver licence should be refused or granted.

Stage 5 - Issue of the licence

Once all fees are paid, checks are completed, and the application has been granted, the licences, including a drivers badge will be sent to applicants or they may collect this from Crawley Borough Council Town Hall, by prior appointment only.

Hackney carriage and private hire driver licences are usually granted for a period of three years, except as stated below:

- Where an applicant wishes to have a one, two, or three year licence.
- Where the applicant is due to retire or cease being a licensed driver.
- Where an applicant's right to work visa is due to expire.
- Where matters arise that the Council as Licensing Authority have not been advised of, or which come to light during the currency of an application and further investigation is necessary.
- Where matters arise that the Team Leader for Health, Safety and Licensing considers it appropriate, in the circumstances, to issue a licence for less than three years.
- If there are restrictions on the length of time an applicant may work in the UK, the licence will not be issued for any longer than this period. In such circumstances an immigration check will be repeated each time the driver applies to renew the licence. If, during this period, the driver is disqualified from holding a licence because they have not complied with the UK's immigration laws, the licence will lapse and the driver must return it to the Council.