Coventry City Council

DRIVER INFORMATION DOCUMENT 044
(HACKNEY CARRIAGE & PRIVATE HIRE)

INTRODUCTION

The information in this document is intended to help you in applying for and renewing a hackney carriage or private hire driver's licence. It also contains information you need in order for you to work effectively and legally as a hackney carriage or private hire driver. Please read it before filling in an application form and retain it for future reference. A new copy (including any changes) will be given to you each time you apply for a licence; you are advised to read it.

The Local Government Association (LGA), the representative body for local councils, has commissioned a new National Register of Refusals, Revocations and Suspensions (NR3S) hosted by the National Anti-Fraud Network (NAFN). This register is to prevent applicant drivers dishonestly securing a licence without disclosing their previous history.

The information recorded on the NR3S Register is limited to; name, date of birth, address and contact details, national insurance number, driving licence number, decision taken, date of decision and effective date of decision. This data will not go back beyond 11 years.

All the information recorded and access to it will be undertaken in accordance with the Data Protection Act (DPA) and the General Data Protection Regulations (GDPR) and you have the right to access your data; the right to rectification or erasure of your data; the right to restrict processing of your data, and the right to object to the processing of your data for this purpose. The authority will consider any such requests and respond within one month.

If you wish to raise any issue related to the data protection legislation you can do so by contacting the Data Protection Office at Coventry City Council (infogov@coventry.gov.uk). You always have a right to make a complaint to the Information Commissioner's Office.

If a refusal or revocation decision is under appeal, then on a successful decision to overturn the refusal/revocation at the Magistrates'/Crown Court your details will be removed, unless the appeal process is still ongoing.

The main reason councils are given the responsibility of licensing both the hackney carriage and private hire trades is to protect the public. The procedures you are required to follow exist to show that you are a 'fit and proper person' to hold a licence.

You should be aware that you cannot legally drive a hackney carriage or private hire vehicle for hire and reward until you have completed all licensing procedures and been granted a driver's licence and a identity badge or if your licence has expired. If you want to drive both hackney carriage and private hire vehicles, you will need to hold a licence and badge for both types of vehicle.

A licensed hackney carriage or private hire driver may rent a licensed vehicle from a proprietor or have their own. If you wish to have your own hackney carriage or private hire vehicle you should read the 'Vehicle Proprietors Information Document 054' available from the Taxi Licensing Office (TLO). **DO NOT buy a vehicle** until you have read the 'Vehicle Proprietors Information Document 054', because it contains information on what type and model of vehicles are allowed to be licensed in Coventry and types/availability of licences. You are advised to find out if a licence/licensed vehicle is likely to be available for you when you get your hackney carriage or private hire driver's licence.

Information, policies and procedures referred to in this document may have changed since publication. Please be aware that you will be required to conform to current requirements even if different to those printed in this document.

If you do not understand any part of this document or have any suggestions/comments, please contact the TLO.

Whilst this document is subject to regular checking and review, Coventry City Council does not accept liability for any loss or expense incurred as a consequence of any inaccuracies/mistakes in the information that may be contained in this document.

Information is also available on Coventry City Council's web site at www.coventry.gov.uk/taxilicensing

Please note:

Data Protection: We will use the information provided to process your request for a licence, for updating purposes or to take enforcement action. The information is used to ensure the safety of the public and to protect public funds. It may be shared with other local authorities, the Cabinet Office, Insurance Companies and Enforcement Agencies. Information is held as part of a statutory licensing function. The information will be kept for 6 years in line with our retention and disposal schedule. More information on how we handle personal information and your rights under the data protection legislation can be found on our Privacy Notice at;
http://www.coventry.gov.uk/info/25/hackney_carriage_ie_taxi_and_private_hire_licensing/3222/taxi_licensing_privacy_notice

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ABBREVIATIONS	DVLA	Driver & Vehicle Licensing Agency
	HC	Hackney Carriage
	HC/PH	Hackney Carriage/Private Hire
	PH	Private Hire
	DVSA	Driving & Vehicle Standards Agency
	DBS	Disclosure & Barring Service - formally the Criminal Records Bureau (CRB)]

WHICH LICENCE DO I NEED Hackney Carriage or Private Hire?

The following chart may help you decide which trade you want to work in i.e. Hackney Carriage or Private Hire.

- If you decide 'Hackney Carriage' you will need to be licensed as a hackney carriage driver and the vehicle you driver will need to be licensed as a hackney carriage.
- If you decide 'Private Hire' you will need to be licensed as a private hire driver and the vehicle you driver will need to be licensed as a private hire.

You can have both licences. For information on licensing a hackney carriage or private hire vehicle please read the 'Vehicle Proprietors Information Document 054' available from the Taxi Licensing Office (TLO).

Type of work/business/vehicle	Hackney Carriage (HC)	Private Hire (PH)
le from a rank	Only HC can use ranks.	PH **cannot** use ranks.
Picking up people who flag down (hail) on the street.	Only HC can ply for hire (accept a flag down or be hailed on the street).	PH **cannot** ply for hire (pickup a flag down or be hailed on the street).
Accept pre-booked journeys from a licensed PH operator.	HC can accept bookings from a licensed PH operator.	PH can **only** accept bookings from a licensed PH operator.
Accept pre-booked journeys from an unlicensed business acting like a PH operator (call centre).	HC can accept bookings from an unlicensed operator/business.	PH **cannot** accept bookings from an unlicensed operator/business.
Take bookings, using a mobile phone, directly from the public.	HC can take bookings, using a mobile phone.	PH **cannot** take bookings, using a mobile phone, directly from the public.
Weddings.	Vehicle does not have to be licensed as a HC.	Vehicle does not have to be licensed as a PH.
Funerals.	Vehicle does not have to be licensed as a HC.	Vehicle does not have to be licensed as a PH.
Executive Hire.	Vehicle **must** be licensed as a PH. (See 'Executive Hire' under 'Types of Vehicle Licence' in the contents page of the Vehicle Proprietors Information Document 054).	Vehicle **must** be licensed as a PH. (See 'Executive Hire' under 'Types of Vehicle Licence' in the contents page of the Vehicle Proprietors Information Document 054).
A vehicle seating 8 or fewer passengers (a total of 9 people including the driver) where vehicle and driver are hired for a single fare.	Vehicle **must** be licensed as a HC.	Vehicle **must** be licensed as a PH.
A vehicle seating 9 or more passengers (a total of 10 or more people including the driver).	Vehicle **cannot** be licensed as a HC but may need to be licensed as PSV/PCV.	Vehicle **cannot** be licensed as a PH but may need to be licensed as PSV/PCV.

APPLYING FOR or RENEWING A HC and/or PH DRIVER'S LICENCE

- **If you have not held a HC or PH driver's licence** in Coventry or you have but it expired more than six months ago, you will need to apply for a 'First Grant' licence. Please refer to the section 'Applying for a First Grant of a Driver's Licence' which explains how to apply for one or both licences.

- **If you hold a current HC/PH driver's licence**, (i.e. your licence has **not** expired), you need to apply for a 'Renewal' licence. Please refer to the section 'Applying for a Renewal of a Driver's Licence'.

- **If you have held a HC/PH driver's licence but it has been expired for 6 months or less**, you need to apply for a 'Re-Grant' licence. Please refer to the section 'Applying for a Re-Grant of a Driver's Licence'.

- **If you have held a HC/PH driver's licence but it expired more than 6 months ago**, you need to apply for a 'First Grant' licence. Please refer to the section 'Applying for a First Grant of a Driver's Licence'.

- **If you hold a current HC driver's licence and wish to apply for a PH driver's licence or hold a current PH driver's licence and wish to apply for a HC driver's licence**, you need to apply for an 'Additional' licence. Please refer to the section 'How to Apply for an Additional Driver's Licence'.

Applying for a 'First Grant' of a Driver's Licence

'First Grant' is the procedure used when you apply for a licence for the first time (or when you apply for a licence and its more than 6 months since your last licence expired). Information, policies and procedures referred to in this document may have changed since publication. **Please be aware that you will be required to conform to current requirements even if different to those printed in this document.**

Things you will need to have and do (in brief)

There are several things you will need to have and do to get a HC and/or PH driver's licence. The following is a brief summary of them; they are explained in more detail later. Also, you are advised to find out if a licence/licensed vehicle is likely to be available for you when you get your hackney carriage or private hire driver's licence. You must ensure that you have employment status to work in the UK and are not on restricted hours as if it is subsequently found that you cannot legally work or are on restricted hours then no refunds to any applications or courses/tests booked will be made.

You need to:

- Have been authorised to drive a car in the UK (e.g. held a full driving licence issued by a state in the European Economic Area) for a minimum of one year and hold a current DVLA UK photocard style driver's licence.
- Have lived in the UK for a continuous period of 5 years. If you have not lived in the UK for 5 years you will be asked to supply additional documents. *(See 'Guidelines on Assessing the Suitability of First Grant Applicants who have not Lived in the UK for a Continuous Period of 5 years' in Contents).*
- Make an application by filling in several forms. *(See 'Making an Application' below).*
- Apply for an online DBS (CRB) enhanced disclosure. *(See 'Disclosure & Barring Service (DBS) applying for an enhanced disclosure' in Contents).*
- Apply for a DVLA Driving entitlement enquiry. *(See 'Applying for a DVLA Driving entitlement enquiry' in Contents).*
- Apply for an Immigration Share Code.
- Attend for a short interview with an officer at the Taxi Licensing Office (TLO).
- Attend a one-day 'Driver Training Course' and pass a test at the end of the course. *(See 'Driver Training Course' in Contents). Your Communication & Numeracy will also be tested on this*
- Pass a test on how well you know Coventry. *(See 'Road Knowledge Test' in Contents – Hackney Carriage Drivers only)).*
- Pass a test on your driving ability. *(See 'Driving Test' in Contents).*
- Pass a test on putting a wheelchair into a hackney carriage vehicle. Hackney carriage licence only. *(See 'Driving Test' and 'Wheelchair Test' in Contents).*
- Pass a medical. *(See 'Medical Requirements' in Contents).*
- Pay the fees e.g. Licence Application, Licence Issue, DBS disclosure, DVLA Driving entitlement enquiry, Driver Training Course, Road Knowledge Test, Driving Tests and Medical. *(See 'Fees, Charges and Refunds' in Contents).*

Note: You are advised not to buy, rent or consider licensing a hackney carriage or private hire vehicle before you are granted and issued with a hackney carriage or private hire driver's licence and badge.

Making an Application

1.1 Please read this document before starting your application.

1.2 Before anything else complete the DBS (CRB) online Application Form. *(See 'Disclosure & Barring Service (DBS) applying for an enhanced disclosure' in Contents)*.

1.3 Complete pages 1, 2 & 3 of the Application Form 1A or 2A. If you wish to apply for both a HC and PH driver's licence, you are advised to first complete a HC application form and when you are informed that you will be granted a HC driver's licence then you should apply for a PH driver's licence. The application form must be filled in by yourself and NOT by someone on your behalf. Do not forget to enter ALL your convictions and cautions.

1.4 Apply online to obtain a DVLA enquiry code (see page 15).

1.5 Ensure that you have three forms of identity document to support your application *(See 'Disclosure & Barring Service (DBS) applying for an enhanced disclosure' in Contents)*.

1.6 Bring the following to the TLO:
(Please check office opening times)

- The Application Form 1A for hackney carriage and/or Form 2A for private hire;
- The licence application fee (non-refundable);
- The proof of identity documents for the DBS (CRB) application;
- The DBS code;
- The DVLA Driving entitlement code;
- The Immigration code (if no British Passport held);
- The DVLA Driving entitlement enquiry fee (non-refundable);
- DBS fees (non-refundable);
- Two identical colour passport size photographs of you (other specifications must be to the same standards required for a passport);
- Your DVLA UK photocard style driver's licence.

1.7 All the documents presented to us must be fully completed and the information must be accurate i.e. in the same surname (last name), first names, address, date of birth, National Insurance number etc.

1.8 Your application cannot be accepted if you do not provide all the required documents, information and application fee.

1.9 Before your application can be processed you will be required to attend for an interview with an officer at the TLO to go through you application. It may be possible to have this interview at the time you submit your application. If an officer is not available an appointment will be arranged.

1.10 The request for a DVLA Driving code check and the DBS (CRB) application will be implemented within days of your interview if no issues are raised in the interview which need addressing first.

1.11 We will now process your application. This can take several weeks depending on the following:

- How long the results of your DBS (CRB) enhanced disclosure application takes to be returned to you. A copy of the DBS disclosure certificate is no longer sent to the TLO. Therefore, when you have received your copy, if there is any information recorded on it (e.g. convictions, cautions, other relevant information) it will need to be brought to the TLO. At this time you could enquire on the progress of your application. We will then inform you of progress and what to do next.

1.12 You can book the road knowledge test, driver training course, driving test or medical before a conditional decision to grant you a licence is made, but these fees are generally not refundable if for some reason your application is refused by Sub-Committee. If your application has to be presented to the Sub-Committee, for a decision to grant, or refuse to grant you a licence, you will be informed in writing. We will tell you why you need to go to the Sub-Committee and the procedure that will be followed. This procedure will delay your application. For guidance on whether your application is likely to be presented to the Sub-Committee, please refer to 'Sub-Committee' in the content page.

1.13 You can then book the road knowledge test and driver training course. You can take the driving test, wheelchair test (HC drivers only), medical and any remaining parts of the application procedure although you are advised to complete these in the order set out above. However, if you have a medical condition that may affect your suitability to be licensed, you may wish to take the medical first, before incurring other costs. The TLO will not accept responsibility for any costs you may incur.

1.14 Your application will be complete when we have received and you have supplied or successfully completed the following:

- The Application Form 1A for hackney carriage and/or Form 2A for private hire;
- Your DVLA UK photocard style driver's licence;
- Two identical colour passport size photographs of you (other specifications must be to the same standards required for a passport);
- The DBS (CRB) enhanced disclosure application process including DBS code;
- Submitted your DVLA driving licence code;
- Submitted your Immigration code (if no British Passport held);
- Driver Training Course and Test;
- The Road Knowledge Test (HC applicants only);
- A Coventry City Council driving test pass certificate;
- A Coventry City Council wheelchair test pass certificate (HC applicants only);
- A medical 'Certificate of Fitness 009' from a Medical Practitioner;
- All fees.

1.15 If your DBS (CRB) disclosure or DVLA Driving entitlement check is over 6 months old before a licence is issued you may be required to repeat them and pay the applicable fees.

1.16 Your application will normally be discontinued if you have not completed the application process, or have completed the application process but not taken up a licence, within 12 months of application. Any fees paid will not be refunded. If you think your application is likely to take longer than 12 months you must contact the TLO in writing and ask for an extension to be considered.

1.17 When you have completed all that is required and we have completed all the enquiries and procedures and if a decision has been made to grant a licence you will need to come to the TLO to be issued with a licence and identity badge. Before coming to the TLO you are advised to contact us to check that there are no issues that would prevent a licence being issued. However, before the licence is issued you will be required to again present your DVLA UK photocard style driver's licence, sign the 2nd declaration on your application form confirming that the information contained in it is up to date and accurate and pay the licence issue fee.

1.18 If you are issued with a private hire driver's licence you will be given a photocopy of your licence certificate and identity badge, which you must hand to your operator. If you are issued with a hackney carriage driver's licence you may request a photocopy of your licence certificate and identity badge.

1.19 Please ensure you understand all that is required of you, especially that contained in the section 'Legal and Conditions of Licence Information'. If you do not understand a question, procedure, or requirement please contact the TLO assistance.

Applying for a 'Renewal' of a Driver's Licence

'Renewal' is the procedure used when you apply for a licence before your current one expires.

Applications for renewal can only be accepted if your current licence has not expired.
If you allow your licence to expire, no matter what the reason, it cannot be renewed. A licence that has expired does not exist, therefore, cannot be renewed. A licence cannot be extended, except for any reason that may be stated on the current licence certificate. If your licence has expired (even by less than 1 day) a new licence will not be granted immediately and it may take several weeks.

You normally cannot renew your licence earlier than one month before the expiry date. However, if you are likely to be unable to attend the Taxi Licensing Office (TLO) (e.g. because you are out of the UK) during the month before your licence expires and therefore wish to renew your licence early you will need to:

a) provide proof of travel (e.g. E ticket or paper ticket) covering the whole month before your licence

expires or

b) make a request in writing to the TLO stating that because you are likely to be unable to attend the TLO during the month before your licence expires you wish to renew your licence early.

If permission is granted for your licence to be renewed early you will be required to complete all procedures and be issued your licence before you leave/become unavailable. If you are unable to do this you will have to apply for a re-grant on your return, see below.

If your licence has been expired for 6 months or less, please refer to the section 'Applying for a Re-Grant of a Driver's Licence'. If your licence has been expired for more than 6 months, please refer to the section 'Applying for a First Grant of a Driver's Licence'.

NOTE: It is an offence to drive a hackney carriage or private hire vehicle if you do not hold a current hackney carriage or private hire driver's licence.

Information, policies and procedures referred to in this document may have changed since publication. Please be aware that you will be required to conform to current requirements even if different to those printed in this document. Therefore, please allow additional time to conform to any changes and do not leave renewing your licence until the last minute.

Making an Application

2.1 Please read this document before starting your application.

2.2 **DO NOT DELAY**; you are strongly advised to apply to renew your licence no less than 3 weeks before the expiry date. However, you cannot renew your licence earlier than one month before the expiry date. If you delay applying to renew your licence, and a problem exists, we may be unable to accept your application or renew your licence before it expires. If you renew early the expiry date of your renewed licence will be dated to the expiry date of your last licence plus one year (i.e. you will not lose out by renewing early).

2.3 Unless you have previously attended a Childrens Sexual Exploitation (CSE) Training Course by a Coventry City Council approved trainer you are required to have booked and attended this course and must bring proof of your attendance (certificate or letter) to the Taxi Licensing Office with your renewal application unless the TLO confirm that they have a record of your driving.

2.4 You are required to have a DBS (CRB) check every 3 years or more frequently if considered necessary by the TLO. This will normally be at every third renewal of your licence. If you require a DBS (CRB) before anything else complete the DBS (CRB) online Application Form *(See 'Disclosure & Barring Service (DBS) applying for an enhanced disclosure' in Contents).* If you have already subscribed to the DBS Update Service you will need to authorize the TLO to carry out a Status Check. You have two options below:

- If you have subscribed to the DBS Update Service you will need to complete the DBS Update Service Access Authorisation form 232 attached to this document giving approval to the TLO to carry out a Status Check.
- If you have not subscribed to the DBS Update Service you will need to subscribe to the Update Service online at www.gov.uk/dbs-update-service . A copy of the DBS disclosure certificate is no longer sent to the TLO therefore, when you have received your copy if there is any information recorded on it (e.g. convictions, cautions, other relevant information) it will need to be brought into the TLO.

2.5 You are required to apply for a DVLA Driver Entitlement Enquiry (DVLA Enquiry) every 3 years. This will normally be at every third renewal and done at the same time as the DBS (CRB). However, the TLO may require a DVLA Enquiry at more frequent intervals.

2.6 After initially being granted a first hackney carriage or private hire driver's licence you will be required to successfully complete a Group 2 medical 5-yearly thereafter up to the age of 65; (and

annually thereafter). A Medical Practitioner is required to complete the medical assessment certificate (at the back of this document) and you must hand this into the TLO with your HC/PH driver renewal application form before your licence can be renewed. You may do this up to 8 weeks before the expiry date of your current licence. Do not leave it to the last minute and allow your licence to expire.

2.7 Complete pages 1, 2 & 3 of the Application Form 1B or 2B. The application form must be filled in by yourself and NOT by someone on your behalf. If you are unable to fill in the application form yourself you must inform the TLO. Do not forget to enter your convictions and cautions that you have not declared on previous application forms.

2.8 A HC/PH driver's licence normally cannot be renewed if you cannot produce your DVLA UK licence, or it is not in your current address, or it contains inaccuracies, or it is in a poor condition, or the TLO believe it may not be valid (If your licence is a photocard licence you must produce the photocard and the paper counterpart driving licence D740).

However, you may be able to renew your HC/PH driver's licence before obtaining a corrected replacement DVLA UK licence but only if a DVLA Driving entitlement enquiry is carried out. To do this you will have to fill in a DVLA Driving entitlement enquiry form and pay the DVLA Driving entitlement enquiry fee.

Normally a licence cannot be renewed until we have the results of the DVLA Driving entitlement enquiry or your DVLA UK licence is produced with all the inaccuracies corrected. In urgent cases we may be able to obtain some of the information we require by telephone from the DVLA. In order for the DVLA to give information to the TLO you must first telephone the DVLA Contact Centre on 0300 790 6801 and authorise the release of information to Coventry City Council TLO. You must then inform the TLO that you have done this. However, it may take several days before we are able to make contact with the DVLA and get a response, if not you will have to wait for the DVLA Driving entitlement enquiry to be retuned by post.

If your HC/PH driver's licence expires before the DVLA Driving entitlement enquiry results are received/obtained, or your corrected/replacement DVLA UK licence is presented to us, you will not be able to renew your licence and you will need to apply for a 'Re-Grant'.

For a Re-Grant you will still need to wait for the DVLA Driving entitlement enquiry results to be received/obtained, or for your corrected/replacement DVLA UK licence to be returned. Also, you will be required to have a DBS (CRB) check if the 3 yearly anniversary of your last DBS check occurs within 12 months of the date of this application but you usually will not need to wait for the results before a licence is granted. However, we reserve the right to require you to complete additional procedures. Please refer to the section 'How to Apply for a Re-Grant of a Driver's Licence'.

2.9 If you have been convicted of any offence, received a caution, or know of anything else that may affect your renewal application, you are advised to contact the TLO immediately. If you delay informing us or do not inform us until applying for renewal, your licence may expire before a decision on your application can be taken.

2.10 You are also required to undertake a three-yearly driver training refresher course (including Child Sexual Exploitation, Customer Service and Disability Issues) held at the Taxi Licensing office during the three-year period before your current licence expires. If you have not undertaken this your driver's licence cannot be renewed.

2.11 Bring the following to the TLO:
(Please check office opening times)

- The Application Form 1B for hackney carriage and/or Form 2B for private hire;
- Two identical colour passport size photographs of you (other specifications must be to the same standards required for a passport);
- Your current HC/PH driver's badge or, if lost, fill in a 'Replacement Plate or Badge Form';
- Your DVLA UK driver's licence (If this is a ID photocard style licence you must produce the photocard and the paper counterpart driving licence D740);
- The renewal fee (a licence cannot be issued without payment);

- The proof of identity documents for the DBS (CRB) application *(usually every 3 years - Normally we will not require the disclosure to be returned by the DBS (CRB) to you before renewing your licence)* and/or the DBS Update Service Access Authorisation form 232 attached to this document.
- Your DVLA code;
- Your DBS code;
- Your Immigration code (if no British Passport held);
- The DVLA Driving entitlement enquiry form - attached to the end of this document (usually every 3 years*). Normally we will not require the enquiry to be returned by the DVLA before renewing your licence*;
- The DVLA Driving entitlement enquiry fee (see above);
- A medical 'Certificate of Fitness 009' needs to be completed by a Medical Practitioner 5 yearly from first licensed up to the age of 65; and annually thereafter;
- Certificate showing that you have completed the three-yearly driver training refresher course.

2.12 All the documents presented to us must be fully completed and the information must be accurate i.e. in the same surname (last name), first names, address, date of birth, National Insurance number etc.

2.13 Your application cannot be accepted if you do not provide all the required documents and information.

2.14 In some cases, the TLO has no powers to issue a renewal licence. In these cases the Sub-Committee will have to make the decision on whether to issue, or refuse to issue a renewal licence. If your application has to go to the Licensing Sub-Committee for a decision, you will be informed in writing. We will tell you why you need to go to the Sub-Committee and the procedures that will be followed. This procedure will delay your renewal application. If your licence is due to expire before the next available Sub-Committee meeting, please inform the TLO so that arrangements can be made for your licence to be extended to that meeting. For a brief explanation of the Sub-Committee, refer to 'Sub-Committee' in the Contents page.

2.15 If you have completed all procedures your application will now be processed. It may not be possible to issue a licence immediately and you may be required to return to the TLO at a later date. When you return you will need to present your DVLA UK driver's licence for the licence to be issued. If a decision is made to issue a licence you will need to sign the 2nd declaration on your application form confirming that the information contained in it is up to date and accurate, pay the licence renewal fee and be issued with a licence certificate and identity badge. If you are issued with a private hire driver's licence you will be given a photocopy of your licence certificate and identity badge, which you must hand to your operator. If you are issued with a hackney carriage driver's licence you may request a photocopy of your licence certificate and identity badge.

2.16 Please ensure you understand all that is required of you, especially that contained in the section 'Legal and Conditions of Licence Information'. If you do not understand a question, procedure, or requirement please contact the TLO for assistance.

Applying for a 'Re-Grant' of a Driver's Licence

'Re-Grant' is the procedure used when you apply for a licence and it is no more than 6 months since your last licence expired.

If you have held a HC/PH driver's licence but it has been expired for 6 months or less, you cannot apply for a 'Renewal', you need to apply for a 'Re-Grant' (this applies even if you held a licence that expired less than 1 day ago). However, you will need to do more than someone who is renewing their licence and this may take several working days/weeks. Under normal circumstances you will not need to take/retake a medical (unless you would have been due a medical during the time your licence expired and you putting in your re-grant application), a driver training course test, a road knowledge test, or driving test.

You will be required to apply for a DVLA Driving endorsement history code and await the results and also an online DBS (CRB) disclosure if the 3 yearly anniversary of your last DBS (CRB) disclosure occurs within 12 months of the date of this application but you usually will not need to wait for the results. However, there may be circumstances when you will be required to await the results from the DBS (CRB) before a decision can be made e.g. where an additional name has been revealed. A copy of the DBS disclosure certificate is no longer sent to the Taxi Licensing Office (TLO). Therefore, when you have received your copy if there is

any information recorded on it (e.g. convictions, cautions, other relevant information) it will need to be brought to the TLO. We reserve the right to require you to complete additional procedures.

If you are offered a re-grant of a licence you will be expected to take it up within 6 months of the expiry of your previous licence. You are advised to find out if a licence/licensed vehicle is likely to be available for you when you get your hackney carriage or private hire driver's licence.

Information, policies and procedures referred to in this document may have changed since publication. Please be aware that you will be required to conform to current requirements even if different to those printed in this document.

Making an Application

3.1 Please read this document before starting your application.

3.2 Unless you have previously attended a Childrens Sexual Exploitation (CSE) Training Course by a Coventry City Council approved trainer you are required to have booked and attended this course and must bring proof of your attendance (certificate or letter) to the Taxi Licensing Office with your renewal application unless the TLO confirm that they have a record of your driving.

3.3 Before anything else complete the DBS (CRB) online Application Form. *(See 'Disclosure & Barring Service (DBS) applying for an enhanced disclosure' in Contents).*

3.4 If you are under 65 and it has been 5 years or over since the date of your last medical, between first grant and 65 and it has been 5 years or over since the date of your last medical or over 65 then you are required to submit your re-grant application together with a medical 'Certificate of Fitness 009'. This needs to be completed by a Medical Practitioner and returned to the TLO. The certificate is at the back of this document. If this is the case then your licence cannot be granted before the TLO has been sent the results of your medical on 'Certificate of Fitness 009'.

3.5 Complete pages 1, 2 & 3 of the Application Form 1B or 2B. The application form must be filled in by yourself and NOT by someone on your behalf. Do not forget to enter your convictions and cautions that you have not declared on previous application forms.

3.6 Collect together the required proof of identity documents. (Normally only required if the 3 yearly anniversary of your last DBS (CRB) disclosure occurs within 12 months of the date of this application). *Normally we will not require the disclosure to be returned by the DBS (CRB) before re-granting your licence (See 'Disclosure & Barring Service (DBS) applying for an enhanced disclosure' in Contents)*.

3.7 Submit online to the DVLA for a code to submit to the TLO giving your endorsement history. A licence cannot be re-granted until we have the results of the enquiry. If you wish, and at the discretion of the TLO, we may be able to obtain some of the information we require by telephone from the DVLA. In order for the DVLA to give information to the TLO you must first telephone the DVLA Contact Centre on 0300 790 6801 and authorise the release of information to Coventry City Council TLO. You must then inform the TLO that you have done this. However, it may take several days before we are able to make contact and get a response, if we cannot you will have to wait for the results of the enquiry to be returned by post. For assistance in filling in this form please refer to the relevant section in this document.
Note: Your application cannot be accepted or licence re-granted without your DVLA licence.

3.8 If you have been convicted of any offence or know of anything else that may affect your application, you are advised to contact the TLO immediately.

3.9 You are also required to undertake a three-yearly driver training refresher course (including Child Sexual Exploitation, Customer Service and Disability Issues) held at the Taxi Licensing office during the three-year period before your previous licence expired. If you have not undertaken this you will not be re-granted a licence.

3.10 Bring the following to the TLO:
(Please check office opening times)

- The Application Form 1B for hackney carriage and/or Form 2B for private hire;

- Two identical colour passport size photographs of you (other specifications must be to the same standards required for a passport);
- Your DVLA UK driver's licence;
- Your last HC/PH driver's badge, if available;
- Complete the online DBS (CRB) enhanced disclosure application form (see page 17), bring proof of identity documents to the Taxi Licensing Office and your DBS code;
- Submit online to the DVLA for a code which must be brought to the TLO (see page 15);
- Submit online to Immigration for a Share Code which must be brought to the TLO
- A medical 'Certificate of Fitness 009' needs to be completed by a Medical Practitioner 5 yearly from first licensed up to the age of 65; and annually thereafter
- Bring the relevant payments to the Taxi Licensing Office;
- Certificate showing that you have completed the three-yearly driver training refresher course.

3.11 All the documents presented to us must be fully completed and the information must be accurate i.e. in the same surname (last name), first names, address, date of birth, National Insurance number etc.

3.12 Your application cannot be accepted if you do not provide all the required documents and information.

3.13 We will now start to process your application; this will take several working days, or longer if additional procedures are required. We suggest you phone the office to check on the progress of your application about 4 working days after you have submitted your application form. We will then inform you of progress and what to do next.

3.14 In some cases, the TLO has no powers to re-grant a licence. In these cases, the Licensing Sub-Committee will have to make the decision on whether to re-grant, or refuse to re-grant you a licence. If your application has to go to the Sub-Committee, for a decision, you will be informed in writing. We will tell you why you need to go to the Sub-Committee and the procedure that will be followed. This procedure will delay your application. For a brief explanation of the Sub-Committee, refer to 'Sub-Committee' in the content page.

3.15 When you have completed all that is required and we have completed all the enquiries and procedures and if a decision has been made to grant a licence you will need to come to the TLO to be issued with a licence and identity badge. Before coming to the TLO you are advised to contact us to check that there are no issues that would prevent a licence being issued. However, before the licence is issued you will be required to again present your DVLA UK photocard style driver's licence and the paper counterpart driving licence D740, sign the 2nd declaration on your application form confirming that the information contained in it is up to date and accurate and pay the re-grant fee.

3.16 If you are issued with a private hire driver's licence you will be given a photocopy of your licence certificate and identity badge, which you must hand to your operator. If you are issued with a hackney carriage driver's licence you may request a photocopy of your licence certificate and identity badge.

3.17 Please ensure you understand all that is required of you, especially that contained in the section 'Legal and Conditions of Licence Information'. If you do not understand a question, procedure, or requirement please contact the TLO for assistance.

Applying for an 'Additional' Driver's Licence

'Additional First Grant' is the procedure used when you apply for a HC or PH licence and you already hold the other licence.

If you hold a current PH driver's licence and wish to apply for a HC driver's licence, you will need to pass a CCC HC wheelchair test *(See "Wheelchair Test' in Contents)* and HC Road Knowledge Test. What will be expected of you during the HC wheelchair test is available from the Taxi Licensing Office (TLO).

If you hold a current PH driver's licence and wish to apply for a HC driver's licence and you previously held a HC driver's licence, you will also be required to successfully pass a CCC wheelchair test and HC Road Knowledge Test. If you have previously passed a CCC HC wheelchair test but your HC driver's licence expired more than 6 months ago you will need to demonstrate your knowledge/competence of access for the disabled to officers of the TLO. Please make an appointment at the TLO.

If you hold a current HC driver's licence and wish to apply for a PH driver's licence, you do not need to take a CCC driving test.

Complete an online DBS (CRB) Disclosure Application form but you usually will not need to wait for the results. If your DBS has any convictions, cautions or other relevant information recorded on it you will be required to bring it into the TLO. If the DBS is clear you will not need to submit it to the TLO. *(See 'Disclosure & Barring Service (DBS) applying for an enhanced disclosure' in Contents)*. You will also need to contact the DVLA and obtain a code from them for Taxi Licensing to check on your licence.

A licence cannot be granted immediately. Your application will take at least one week to process. We reserve the right to require you to complete additional procedures.

Information, policies and procedures referred to in this document may have changed since publication. Please be aware that you will be required to conform to current requirements even if different to those printed in this document.

Making an Application

4.1 Please read this document before starting your application.

4.2 Unless you have previously attended a Childrens Sexual Exploitation (CSE) Training Course by a Coventry City Council approved trainer you are required to have booked and attended this course and must bring proof of your attendance (certificate or letter) to the Taxi Licensing Office with your renewal application unless the TLO confirm that they have a record of your driving.

4.3 Before anything else complete the DBS (CRB) online Application Form *(See 'Disclosure & Barring Service (DBS) applying for an enhanced disclosure' in Contents).*

4.4 Complete pages 1, 2 & 3 of the Application Form 1B or 2B. The application form must be filled in by yourself and NOT by someone on your behalf. Do not forget to enter your convictions and cautions that you have not declared on previous application forms.

4.5 Complete the online DBS (CRB) (if required) then bring the following to the TLO:

- The Application Form 1B for hackney carriage and/or Form 2B for private hire;
- Two identical colour passport size photographs of you (other specifications must be to the same standards required for a passport);
- Your CCC UK driver's licence;
- A CCC HC wheelchair test pass certificate (if required);
- A HC Road Knowledge Test pass certificate
- Bring proof of identity documents to the Taxi Licensing Office to support the DBS (if required)
- Bring relevant payment fees to the Taxi Licensing Office.
- Letter/Certificate showing that you have attended a CSE Training Course (unless you have previously attended one as a first grant applicant or for a previous renewal) or the TLO conform that they have a record of you attending training.

4.6 All the documents presented to us must be fully completed and the information must be accurate i.e. in the same surname (last name), first names, address, date of birth, National Insurance number etc.

4.7 Your application cannot be accepted or processed if you do not provide all the required documents and information.

4.8 We will now start to process your application. We suggest you phone the office to check on the progress of your application 1 week after you have submitted your application form. We will then inform you of progress. If your DBS has any convictions, cautions or other relevant information recorded on it you will be required to bring it into the TLO. If the DBS is clear you will not need to submit it to the TLO.

4.9 In some cases, the TLO has no powers to grant a licence. In these cases, the Licensing Sub-Committee will have to make the decision on whether to grant, or refuse to grant you a licence. If

your application has to go to the Sub-Committee, for a decision, you will be informed in writing. We will tell you why you need to go to the Sub-Committee and the procedure that will be followed. This procedure will delay your application. For a brief explanation of the Sub-Committee, refer to 'Sub-Committee' in the content page.

4.10 When we have completed all the enquiries and procedures and if a decision has been made to grant a licence you will need to come to the TLO to be issued with a licence and identity badge. Before the licence is issued you will be required to again present your DVLA UK photocard style driver's licence and the paper counterpart driving licence D740, sign the 2nd declaration on your application form confirming that the information contained in it is up to date and accurate and pay the additional licence first grant/re-grant fee.

4.11 If you are issued with a private hire driver's licence you will be given a photocopy of your licence certificate and identity badge, which you must hand to your operator. If you are issued with a hackney carriage driver's licence you may request a photocopy of your licence certificate and identity badge.

4.12 Please ensure you understand all that is required of you, especially that contained in the section 'Legal and Conditions of Licence Information'. If you do not understand a question, procedure, or requirement please contact the TLO for assistance.

FILLING in the APPLICATION FORM

Please note, we will use the information supplied by you and/or obtained on your behalf for the purpose of licensing and enforcement. This information may be used to prevent and detect crime and fraud and to apprehend offenders. Information held about you will not be released to third parties unless it is shown that they are entitled to the information by law.

Please read the information in this document before you complete the application form and during the application process as a whole. The application form must be filled in by yourself and NOT by someone on your behalf. The Taxi Licensing Office (TLO) staff can assist with any questions you may have. However, they cannot complete any part of the application form for you and they cannot supply you with information from the files or old application forms held in the TLO. Each section of the form is numbered, please complete each section as follows:

For First Grant Applications using Form 1A and 2A

1	Please read this statement.
2	Please complete the form in pen and BLOCK CAPITALS, so that it can be easily read.
3	Read the question and clearly answer either 'Yes' or 'No'.
4	In the 'Title' box circle the answer that applies to you. Fill in your surname (last name) and all forenames (first names) you are known by. Fill in any other names currently used or used in the past e.g. surnames (last names), forenames (first names), maiden name, aliases, nicknames etc. Fill in your National Insurance number this will start with 2 letters, followed by 6 numbers, followed by 1 letter. Then give your date of birth. Fill in the address and postcode where you live and receive your post. Fill in your phone number(s) and email address if you have one.
5	If you have not held a full entitlement European Economic Area/UK driving licence for at least 1 year or have only held a provisional licence answer 'No' Note – your current licence must be a DVLA UK driving licence.
6	Read the question and answer 'Yes' or 'No'.
7	If you are licensed as a Hackney Carriage or Private Hire Driver with **any** local authority answer 'Yes'
8	If you have ever had a HC or PH driver, vehicle or operator licence with any authority including Coventry refused, revoked or suspended you should answer 'Yes'.
9	This box is to be used to give more information if you have answered yes to questions 6, 7 or 8. Give as much information as possible.
10	If you have moved to the UK and have been here for <u>less</u> than 5 years - enter the date you came to the UK.
11	If you have been out of the UK for a continuous period of more than 4 weeks during the last 5 years (e.g. on a long holiday or visiting friends or family) answer 'YES'.

12	If you have answered 'YES' to question 10 list the periods you have been out of the UK.
13	If you cannot answer this question now, write 'NOT DECIDED'. You must let the TLO know as soon as you have decided.
14	If you cannot answer this question now, write 'NOT DECIDED'. You must let the TLO know as soon as you have decided.
15	If you cannot answer this question now, write 'NOT DECIDED'. You must let the TLO know as soon as you have decided.
16	Read the sections of this document on 'Convictions, Cautions, Warnings & Reprimands' before answering this question. You must include the date (i.e. day/month/year) of the offence and sentence/penalty for each conviction, caution, warning or reprimand. If you need more space use a blank sheet of paper. Do not miss anything off because you have run out of space or because you do not think it counts. **Do not write 'NONE' if you have a conviction, caution, warning or reprimand unless they are "Protected Convictions or Cautions",** If you do not understand this question, or have any doubt what you need to write down, please contact the TLO for assistance.
17	You must read the 1st Declaration and answer the question 'Have you read and understood this application form?'. Only answer 'YES' if you fully understand everything on the application form. Answer 'NO' if there is something you do not understand and an officer will go through the form with you. Enter the date when you submit the form to the TLO. Please DO NOT sign the 2nd Declaration at this stage
18	Only sign the 2nd Declaration when asked to do so by the staff at the TLO and after reading and understanding the declaration.

For Renewal, Additional & Re-Grant Applications using Form 1B or 2B

1	Please read this statement.
2	Please complete the form in pen and BLOCK CAPITALS, so that it can be easily read.
3	Read the question and clearly answer either 'Yes' or 'No'.
4	Tick only the box that is applicable to your application.
5	Enter your current licence/badge number and expiry date. If your licence has expired enter the expired licence/badge number and the date it expired. If you are applying for an additional licence leave the first section blank and enter your current licence/badge number and expiry date in the second section.
6	In the 'Title' box circle the answer that applies to you. Fill in your surname (last name) and all forenames (first names) you are known by. Fill in any other names currently used or used in the past e.g. surnames (last names), forenames (first names), maiden name, aliases, nicknames etc. Fill in your National Insurance number this will start with 2 letters, followed by 6 numbers, followed by 1 letter. Then give your date of birth. Fill in the address and postcode where you live and receive your post. Fill in your phone number(s) and email address if you have one.
7	Read the question and answer 'Yes' or 'No'.
8	If you are licensed as a Hackney Carriage or Private Hire Driver with **any** local authority other than Coventry answer 'Yes'
9	If you have ever had a HC or PH driver, vehicle or operator licence with any authority including Coventry refused, revoked or suspended you should answer 'Yes'.
10	This box is to be used to give more information if you have answered yes to questions 7, 8 or 9. Give as much information as possible.
11	If you cannot answer this question now, write 'NOT DECIDED'. You must let the TLO know as soon as you have decided.
12	If you cannot answer this question now, write 'NOT DECIDED'. You must let the TLO know as soon as you have decided.
13	If you cannot answer this question now, write 'NOT DECIDED'. You must let the TLO know as soon as you have decided.
14	Read the sections of this document on 'Convictions, Cautions, Warnings & Reprimands' before answering this question. You must include the date (i.e. day/month/year) of the offence and sentence/penalty for each conviction, caution, warning or reprimand received by you since you filled in your previous/last application form unless they are "Protected convictions and cautions". If you need more space use a blank sheet of paper. Do not miss anything off because you have run out of space or because you do not think it counts.

	Do not write 'NONE' if you have received a conviction, caution, warning or reprimand since you last informed the TLO unless they are "Protected Convictions or Cautions", If you do not understand this question, or have any doubt what you need to write down, please contact the TLO for assistance.
15	You must read the 1st Declaration and answer the question 'Have you read and understood this application form?'. Only answer 'YES' if you fully understand everything on the application form. Answer 'NO' if there is something you do not understand and an officer will go through the form with you. Enter the date when you submit the form to the TLO. Please DO NOT sign the 2nd Declaration at this stage.
16	Only sign the 2nd Declaration when asked to do so by the staff at the TLO and after reading and understanding the declaration.

GUIDELINES ON ASSESSING THE SUITABILITY OF FIRST GRANT APPLICANTS WHO HAVE NOT LIVED IN THE UK FOR A CONTINUOUS PERIOD OF 5 YEARS

Where first grant applicants have lived abroad in the five years preceding the date of application (disregarding short periods of up to 4 weeks at a time for holidays, family visits etc.), the following guidelines will apply:

a) The applicant will be requested to produce a "Certificate of Good Conduct" from any relevant non-UK country. For these purposes, "Certificate of Good Conduct" means an extract from the judicial record or equivalent document issued by a competent judicial or administrative authority in the relevant country testifying to good conduct or to any criminal convictions recorded against the individual. The "Certificate of Good Conduct" must contain the contact details of the issuer in order to for the Taxi Licensing Office (TLO) to verify authenticity. The applicant would obtain this from the appropriate embassy or legation and a translation will be required if it is not provided in English.

b) Where an applicant is unable to produce a "Certificate of Good Conduct", he or she will need to explain why, and to produce references from individuals or bodies who can vouch for his or her time in the relevant country.

c) The absence of "Certificate of Good Conduct" or references will not prevent an application being considered but the failure to provide such information without good reasons will be taken into account when making a decision.

d) In all cases, the applicant will be required to make a declaration as to any criminal record.

e) The above policy will not be applied as a requirement or condition. The authority will consider each individual case on its merits, having regard to the need to protect the safety of the public and whether the applicant has demonstrated in the light of the information he or she has provided and all the evidence available, that he or she is a fit and proper person to hold the licence.

f) Originals of the "Certificate of Good Conduct" and/or references including any translations will be retained by the TLO with photocopies issued to you if requested. The TLO will check the authenticity of the documents and inform you of the outcome.

g) Where documents are not in English, a notarised translation will need to be provided by the applicant at their own expense.

APPLYING FOR A DVLA DRIVING ENTITLEMENT ENQUIRY

Go online at https://www.viewdrivingrecord.service.gov.uk/driving-record/licence-number

Enter your details (i.e. DVLA licence number, NI number and Postcode).

Once entered your DVLA licence details will come up. Go to top right hand corner into “Share your licence information”. Press green button “Get a code”.

Print this code off and bring the printout to the Taxi Licensing Office with your payment.

APPLYING FOR AN IMMIGRATION SHARE CODE

This Share Code is obtained from the following website https://www.gov.uk/view-prove-immigration-status Once you have this code you must bring it to the Taxi Licensing Office or inform them by email.

APPLYING FOR AN HMRC CODE (as of the 4 Apr 2022}

First Grant applicant drivers who have previously been licensed by another local authority within the last year or who are licensed by another local authority, and all Renewal applicant drivers must supply an HMRC Code.

You obtain a tax check code from the HMRC by registering, if not previously registered, at https://www.gov.uk/check-income-tax-current-year/sign-in/prove-identity by registering or if you have registered login to the site.

The Taxi Licensing Office cannot accept an application for a First Grant applicant driver who has been previously been licensed by another local authority within the last year or who are licensed by another local authority, or any Renewal applicants until they supply an HMRC Code.

DISCLOSURE & BARRING SERVICE (DBS) [formally the Criminal Records Bureau (CRB)] Applying for an ENHANCED DISCLOSURE

First Grant, Additional and Re-Grant applicants will be required to have a DBS enhanced disclosure before the grant of a licence is considered. Renewal applicants will be required to apply for a DBS enhanced disclosure every 3 years, at the time of submitting their renewal application form (unless subscribed to the DBS update service – for information on this service contact the TLO). However, there may be circumstances when additional or more frequent DBS checks will be required.

The Taxi Licensing Office (TLO) can only accept a DBS enhanced disclosure application using the procedure set out by the DBS. A disclosure applied for through another organisation/Local Authority will not be accepted.

If a DBS is due you will be required to complete the application online. This must be done before you submit your First Grant, Renewal, Additional or Re-Grant Drivers application form at the Taxi Licensing Office. If you do not own your own computer you can go to any internet café, local library or job centre.

All drivers are expected to register with the DBS update service following the issue of their current DBS certificate. Subscribing to the DBS update service will allow the Licensing Authority to check their DBS status at any time (a minimum of 6 monthly intervals).

PROCEDURE –

The Taxi Licensing Office will send you a DBS invite email. Immediately afterwards you will get a second email.

Read it and create a password and begin your application online and submit it and you will receive a DBS Code.

Once the form has been completed and successfully submitted/uploaded you will need to bring your identity documents and your fee for the DBS application to the Taxi Licensing Office for them to verify with your normal Taxi Licensing Renewal/First Grant/Re-grant manual application and payment fees.

HELP –

If you have any difficulty submitting the form contact the Taxi Licensing Office on 02476 832183 or 02476 832138.

If you require the DBS Update Service there is an Applicant Guide available on the following web page; www.coventry.gov.uk/taxilicensing under “Applicants for taxi and private hire licences” and “Taxi trade”.

LIST OF VALID IDENTITY DOCUMENT

A minimum of 3 documents is required. See below.

LIST OF VALID IDENTITY DOCUMENT	Tick if presenting
• Driving Licence (UK DVLA, current, photo card and counterpart licence)	√
The above DVLA Driving Licence document is a requirement for a hackney/private hire driver's licence application and therefore counts as one of your documents. In addition to the above you are required to provide 2 further documents from the following list.	
• Passport (current valid UK or EEA) or (current non-UK/EEA Passport in combination with a Biometric Residence Permit or current Work Permit/Visa)	
• Biometric Residence Permit (UK)	
• Birth Certificate (UK & Channel Islands) - issued within 12 months of date of birth; o Full or short form acceptable including those issued by UK authorities overseas, such as Embassies, High Commissions and HM Forces	
• Birth Certificate (certified copy of UK or Channel Islands) – issued after 12 months of date of birth	
• Marriage/Civil Partnership Certificate (UK)	
• Adoption Certificate (UK)	
• HM Forces ID Card (UK)	
• Fire Arms Licence (UK) – Not a shotgun licence/certificate	
• Mortgage Statement (UK or EEA & issued within the past 12 months) – Not non EEA	
• Bank/Building Society Statement (UK or EEA & less than three months old) – Not non EEA	
• Bank/Building Society Account Opening Confirmation Letter (UK)	
• Credit Card Statement (UK or EEA & less than three months old) – Not non EEA	
• Financial Statement - e.g. pension, endowment, ISA (UK & issued within the past 12 months)	
• P45/P60 Statement (UK & Channel Islands & issued within the past 12 months)	
• Council Tax Statement (UK & Channel Islands & issued within the past 12 months)	
• Work Permit/Visa (UK) (UK Residence Permit & issued within the past 12 months)	
• Utility Bill (UK & less than three months old) – Not Mobile Telephone	
• Benefit Statement - e.g. Child Allowance, Pension (less than three months old)	
• A document from Central/ Local Government/ Government Agency/ Local Authority giving entitlement (UK & Channel Islands)- e.g. from the Department for Work and Pensions, the Employment Service , Customs & Revenue, Job Centre, Job Centre Plus, Social Security (less than three months old)	
• EU National ID Card	
• Cards carrying the PASS accreditation logo (UK and Chanel Islands)	

NOTE:

1. ALL documents must be in your current name(s) with the same spelling;

   If a document has initials instead of your forenames, the initials must match your forenames

   If you have changed your name recently and cannot provide ID documents in your new name, documents in a previous name can be accepted ONLY where you can provide documentation supporting a recent change because of:
   - marriage/civil partnership (marriage/civil partnership certificate)
   - divorce/civil partnership dissolution (decree absolute/civil partnership dissolution certificate)
   - deed poll (Deed Poll certificate)

   In these instances, you must:

   a) Complete a 'Continuation Sheet' with the application form clearly stating
   - current and previous names
   - date of the change
   - reason for the change

   b) Ensure that all ‘Previous names’ and ‘Dates used’ are recorded

2. At least one document must be a photo ID document with a recognisable photograph of you and in

your current address (Your UK DVLA driving licence should meet these requirements).

3. At least one document must confirm your date of birth (Your UK DVLA driving licence should meet this requirements.

    1. If a document contains an address this must be your current address.
    2.

5. All documents must be current/valid/within date/not expired.
6. All documents must be originals and not photocopies and not printed off the internet.
7. If an identity document is in a foreign language, you must provide a translation of it, certified by a Notary Public (authorised lawyer).
8. TLO staff can refuse to accept a document (even if the document is accepted by the DBS or has been accepted previously by the TLO) if they have doubt over its suitability or have reason to believe you have other more suitable documents available - this is supported by the DBS.
9. The DBS(CRB) require proof of identity documents to be presented/represented for each DBS application made.
10. Acceptable documents may have changed from the lists below, please contact the TLO before attending to check that this document is the current version by reference to the date at the bottom of the page.
11. All proof of identity documents will be photocopied and the originals handed back to you.

You should receive your enhanced disclosure in 4-6 weeks. However, some disclosures can take considerably longer to be returned by the DBS. A copy of the DBS disclosure certificate is no longer sent to the Taxi Licensing Office. Therefore, when you have received your copy you will need to submit it to the Taxi Licensing Office. The disclosure information in it will be retained in your personal file and may be used in private Sub-Committee reports and in Court if applicable.

Making an Enquiry

If you wish to check on your DBS application or ask a question about your disclosure contact the DBS using the disclosure telephone number 0870 90 90 811. It will assist your enquiry if you inform the DBS that you have applied through 'Coventry City Council Taxi Licensing Office'. You can also check the progress of your DBS disclosure application on line at http://www.homeoffice.gov.uk/agencies-public-bodies/crb/services/online-tracking/

If you think that any information contained in your DBS disclosure is incorrect you must immediately contact the DBS, using the disclosure dispute telephone number 0870 90 90 778, to register a dispute and you should also inform the TLO immediately in writing.

The DBS 'Code of Practice' and other information is available on line at, www.homeoffice.gov.uk/crb

CONVICTIONS AND POLICE CAUTIONS, WARNINGS & REPRIMANDS

The Rehabilitation of Offenders Act 1974 (Exceptions) (Amendment) Order 2002, which came into force on 1st March 2002, permits the Council to request and consider "spent" convictions and police cautions, warnings & reprimands that would not need to be declared for some other occupations. This Order was amended to include reference to "Protected Convictions or Cautions". These types of caution/conviction will not be disclosed by the DBS and the Council is not allowed to request their disclosure, ask questions about them or consider them when taking decisions in relation to existing/potential drivers.

Please note that "Protected Convictions or Cautions" are convictions and cautions which are filtered by the DBS and therefore are not listed on a DBS disclosure and are not required to be declared.

Current guidance is available at
https://www.gov.uk/government/news/disclosure-and-barring-service-filtering and
https://online.tmgcrb.co.uk/docs/ImportantUpdates.pdf

FIRST GRANT APPLICANTS
In the boxes provided on the application form you must list/declare **ALL** Convictions, Police Cautions, Warnings and Reprimands for offences including Traffic Offences and Fixed Penalty Endorsements except for "Protected Convictions or Cautions".

Except for "Protected Convictions or Cautions" **do not** leave out a conviction, police caution, warning or reprimand (including a traffic offence or a fixed penalty endorsement) from your application form because of any of the following:-

- You are not sure if it should to be declared.
- You have been convicted of a traffic offence or received a fixed penalty endorsements but **not** given a fine or penalty points or a disqualification.
- You have declared it on a previous application (you **must** declare it again now unless it is a "Protected Conviction or Caution").
- You have not declared it on a previous application (if you have missed out a conviction, police caution, warning or reprimand on a previous application you **must** declare it now unless it is a "Protected Conviction or Caution").
- You regard it as too old or "spent" or minor (you **must** list/declare it*).
- You committed/was convicted of the offence outside of the UK (you **must** list/declare these as well).

If there is not enough space on the application form for all your convictions, police cautions, warnings or reprimands use a separate sheet of paper, write your name and date of birth on it and attach it to your application form.

If your circumstances change or any information supplied as part of your application changes before you are issued a licence you must inform the TLO, immediately, in writing of the changes.

It can be considered a very serious matter if you fail to declare a conviction, police caution, warning or reprimand unless it is a "Protected Conviction or Caution". A failure to declare may result in prosecution punishable on conviction by a fine of up to £1000 and/or the refusal, suspension or revocation of a licence.

WARNING Coventry City Council MAY prosecute applicants who make a false declaration.

For information on how any convictions, police cautions, warnings or reprimands might affect your application please see 'Sub-Committee' in Contents.

RENEWAL or ADDITIONAL or RE-GRANT APPLICANTS
In the boxes provided on the application form you must list/declare **ALL** Convictions, Police Cautions, Warnings and Reprimands for offences, including Traffic Offences and Fixed Penalty Endorsements received by you since you filled in your last application form except for "Protected Convictions or Cautions". Include any you committed or were convicted of while outside of the UK. Also, include any you have not listed/declared before.

If your circumstances change or any information supplied as part of your application changes before you are issued a licence you must inform the Taxi Licensing Office (TLO), immediately, in writing of the changes.

It can be considered a very serious matter if you fail to declare a conviction, police caution, warning or reprimand unless it is a "Protected Conviction or Caution". A failure to declare may result in prosecution punishable on conviction by a fine of up to £1000 and/or the refusal, suspension or revocation of a licence.

WARNING Coventry City Council MAY prosecute applicants who make a false declaration.

For information on how any convictions, police cautions, warnings or reprimands might affect your application please see 'Sub-Committee' in Contents.

N.B. Licence holders must notify Taxi Licensing within 48 hours of an arrest and release, charge or conviction of any sexual offence, any offence involving dishonesty or violence and any motoring offence.

SUB-COMMITTEE

TLO OFFICER GUIDANCE FOR REFERRAL TO THE SUB-COMMITTEE

The Licensing and Regulatory Sub-Committee has the authority to delegate some licensing decisions directly to the officers of the Taxi Licensing Office (TLO). When officers make decisions resulting in refusal, revocation or suspension of a licence you will be notified in writing of the decision, the reason for it and any rights of appeal.

In some situations the staff of the TLO are not authorised to make a decision in connection with an application or a current licence. In these situations the application or licence will be referred to the Licensing and Regulatory Sub-Committee. As a general guide the following charts indicate if your application or licence will be referred to the Sub-Committee. However, there may be circumstances where an application for a licence or a current licence will be referred to the Sub-Committee even where the guidance below indicates otherwise.

Convictions & Cautions (Except driving convictions and fixed penalty endorsements - see below)

Conviction/Caution/Sentence	Interval	Refer to Sub-Committee?
Convicted of crime resulting in death or was intended to cause the death or serious injury of another person	Always referred	Yes
Convicted of crime involving, related to, or has any connection with abuse, exploitation, use or treatment of another individual (includes slavery, child sexual abuse, exploitation, grooming, psychological, emotional or financial abuse)	Always referred	Yes
Convicted of any offence involving or connected with illegal sexual activity or who is currently on the Sex Offenders Register or any barred list.	Always referred	Yes
Imprisonment for a term exceeding 48 months	Always referred	Yes

Offences involving violence against the person. Conviction for, or related to, supply or drugs, or possession with intent to supply or connected with possess with intent to supply.	Less than 10 years since sentence completed " "	Yes Yes
Possession of a weapon, or any other weapon offence Dishonesty an element of an offence Conviction involving or connected with discrimination in any form Conviction for drink driving or driving under the influence of drugs	Less that 7 years since sentence completed " " " " " "	Yes Yes Yes Yes
Conviction for possession of drugs or related to the possession of drugs Using a hand-held mobile telephone or hand-held device whilst driving	Less than 5 years since sentence completed " "	Yes Yes
Imprisonment for a term exceeding 30 months but not exceeding 48 months Imprisonment for a term exceeding 6 months but not exceeding 30 months Removal from HM Service	Less than 7 years since sentence completed (or 42 months if aged under 18 at time of conviction) Less than 4 years since sentence completed (or 2 years if aged under 18 at time of conviction) Less than 12 months since conviction (or 6 months if aged under 18 at time of conviction)	Yes
Imprisonment for a term not exceeding 6 months	Less than 2 years since sentence completed (or 18 months if aged under 18 at time of conviction)	Yes
Conditional Caution Simple Caution	Less than 3 months since caution given or terms discharged Never referred	Yes No
Fine Community Order	Less than 1 year since conviction (or 6 months if aged under 18 at time of conviction)	Yes
Conditional Discharge or Bound Over (When imposed as a sentence for an offence for which they have been convicted)	Where order still in effect	Yes

Driving Convictions and Fixed Penalty Endorsements

Conviction/Sentence/Endorsement	**Interval**	**Refer to Sub-Committee?**
A conviction/endorsement resulting in 4 or more penalty points.	If endorsed on licence. (See 'Endorsements Information' below)	Yes
A total of 7 or more penalty points.	If endorsed on licence. (See 'Endorsements Information' below)	Yes
Offences involving Drink or Drugs.	Less than 5 years since conviction	Yes

A disqualification from driving for a single offence.	Less than 4 years since conviction	Yes
A disqualification from driving under totting-up.	Less than 4 years since conviction	Yes
A Fine without any penalty points. (e.g. non-endorsable offence)	Less than 4 years from the date of offence	Possibly

All Convictions & Cautions

Conviction/Caution/Sentence	Interval	Refer to Sub-Committee?
Any conviction or caution that casts doubt on your suitability to hold a licence.	N/A	Yes
Where there is a history of convictions and/or cautions.	N/A	Probably

Other Reasons	Refer to Sub-Committee?
If you have been living in the United Kingdom for less than 5 years.	Possibly
If you have made a false declaration (given incorrect information).	Yes
If you have had a number of taxi related complaints made against you.	Probably
If you have had a serious taxi related complaint made against you.	Yes

Endorsements Information

Endorsements remain on a licence for 11 years from date of conviction if the offence is:

- drinking/drugs and driving (shown on the licence as **DR10, DR20, DR30** and **DR80**).
- causing death by careless driving whilst under the influence of drink/drugs (shown on the licence as **CD40, CD50** and **CD60**).
- causing death by careless driving, then failing to provide a specimen for analysis (shown on the licence as **CD70**).

or 4 years from date of conviction if the offence is as listed below:

- reckless/dangerous driving (shown on the licence as **DD40, DD60** and **DD80**),
- offences resulting in disqualification.
- disqualified from holding a full licence until a driving test has been passed.

or 4 years from the date of offence in all other cases.

Do not fail to declare a conviction or caution to avoid your application or licence being referred to the Sub-Committee. Unfortunately, if your application is referred to Sub-Committee, it will be delayed. The Sub-Committee can also be asked to review the licence held by a driver if a driver has been convicted for an offence, been cautioned or had complaints made against him/her. If your application or licence is referred to the Sub-Committee then you will be told in writing and the procedures will be explained to you. When an application or an existing licence holder is referred to the Sub-Committee, the Sub-Committee members take the 'Relevance of Convictions' guidelines into consideration when making their decision to grant, refuse to grant, suspend, or revoke a licence.

GUIDANCE FOR THE SUB-COMMITTEE WHEN MAKING DECISIONS ON A SUBMITTED REPORT

GUIDELINES ON THE RELEVANCE OF CONVICTIONS ETC

The following are the guidelines adopted by the City Council on 26 January 2022, regarding the relevance of criminal convictions, cautions, fixed penalty endorsements, complaints and false declarations to becoming or remaining licensed as a Hackney Carriage or Private Hire driver in Coventry. The Licensing Sub-Committee of the City Council consider these guidelines when making their decision to grant, refuse to grant, renew, refuse to renew, suspend, or revoke a licence.

General Principles

1. Each case will be decided on its own merits.

2 The overriding consideration shall be the protection of the public and all other matters, including unemployment, shall be secondary to the public safety factor.

3 An individual with a conviction for one or more criminal offences need not be permanently barred from obtaining a licence, but should be expected to remain free of further convictions for the periods indicated in these guidelines before an application is favourably entertained. In making a decision, the licensing authority shall take into consideration the number of convictions/cautions, the nature and circumstances of each offence, the age of each conviction/caution, the age of the individual at that time and whether the individual's circumstances have since changed, any mitigating circumstances, any aggravating factors and any other relevant factors.

4 Offences which took place many years in the past may often have less relevance than recent offences. Similarly, a series of offences over a period of time is more likely to give cause for concern than an isolated minor conviction. Offences where the victim was a passenger will be regarded with particular concern.

5 The authority generally considers that offences committed by licensees should be regarded more seriously than offences committed by individuals when not licensed. This is because current licensees have previously been judged as fit and proper and are aware of the standards required of them and are expected to maintain those high standards of personal conduct.

6 Convictions/cautions are considered equally relevant to both hackney carriage and private hire drivers. Cautions are treated in a similar way to convictions since an individual must have admitted the offence in question in order to have received a caution.

7 Where the following specific guidelines indicate that the authority may suspend a licence it may do so in circumstances where, despite being satisfied as to an individual's basic suitability to be licensed, the authority still feels it has reasonable cause to strongly register its disapproval of an individual's conduct and to discourage any future repetition of such conduct.

8 These guidelines may be referred to when considering complaints against individuals, or additional information included in the DBS disclosure by the police, where the nature of that complaint or additional information is of a similar nature to the matters covered by these guidelines.

9 The guideline at F6 may be referred to when considering cases of false declaration where the individual has not been prosecuted.

Specific Guidelines

10 The following specific guidelines afford an indication of how particular cases involving the consideration of convictions or cautions are likely to be dealt with. Where an individual has more than one conviction/caution recorded against them, the authority will consider the number and nature of convictions and may not necessarily regard the period of time that has elapsed since the last conviction as being sufficient to demonstrate the individual's fitness to be licensed. The following guidelines are not binding on the authority and it is free to depart from them where the particular circumstances of an individual case make it appropriate to do so:-

A Traffic Offences

Hackney Carriage and Private Hire Vehicle Drivers are professional drivers. In addition to their duty of care to other road users, they have responsibility for the safe transport of their passengers, and traffic offences should be considered carefully.

OFFENCES		COMMITTED WHILST NOT LICENSED BY COVENTRY CITY COUNCIL		COMMITTED WHILST LICENSED BY COVENTRY CITY COUNCIL		
		Period since Conviction, Caution or completion of Custodial Sentence during which the guideline will apply	**Guideline for Applicant** (First Grant/Re-Grant)	**Period since Conviction, Caution or completion of Custodial Sentence during which the guideline will apply**	**Guideline for Applicant** (Renewal/First Grant/Re-Grant)	**Guideline for Licensee** **(Current licence holder)**
A.1	Minor speeding offences up to 3 points. Minor motorway offences. Pedestrian crossings. Traffic direction & signs.	3 years.	Grant with verbal warning. *(Normally delegated to officers)*	3 years.	Grant with verbal warning. *(Normally delegated to officers)*	Verbal warning. *(Normally delegated to officers)*
A.2	Major speeding offences 4 to 6 points. Major motorway offences. Construction and Use offences. Licence offences. Leaving a vehicle in a dangerous position. Defective eyesight.	3 years.	Grant with written warning.	4 years.	Grant with written warning or grant and suspend for up to 3 months*.	Written warning or suspend for up to 3 months.
A.3	Insurance offences. Disqualified Driver offences. Aggravated taking of a vehicle.	3 years.	Grant with written warning or grant and suspend for up to 3 months*.	4 Years.	Grant with written warning or grant and suspend for up to 4 months*.	Written warning or suspend for up to 4 months.
A.4	Careless driving offence. Failing to report/stop after an accident.	3 years.	Grant with written warning or grant and suspend for up to 4 months*.	4 Years.	Grant with written warning or grant and suspend for up to 6 months*.	Written warning or suspend for up to 6 months.
A.5	Disqualification due to totting up.	2 years from end of disqualification period.	Refuse.	3 years from end of disqualification period.	Refuse.	Revoke.
A.6	Reckless/Dangerous Driving offences.	3 years.	Refuse.	4 Years.	Refuse.	Revoke.
A.7	Using a handheld mobile telephone or handheld device when driving.	5 years.	Refuse.	5 years.	Refuse.	Revoke.
A.8	Drink or Drugs driving offences.	7 years.	Refuse. **	7 years.	Refuse. **	Revoke. **

* Subject to any right of appeal, a period of suspension shall run from the date of the Licensing Sub-Committee hearing or the date by which all application requirements have been met, whichever is the later.

** Any applicant may also have to undergo drugs testing, at their own expense, to demonstrate that they are not using controlled drugs.

B Drug Offences

Drug related offences should be carefully considered as Hackney Carriage and Private Hire Vehicle Drivers are professional drivers and are expected to be fully in control of themselves and their vehicles whilst working or they may have close contact with vulnerable members of the public, e.g. children, young adults and addicts.

OFFENCES		COMMITTED WHILST NOT LICENSED BY COVENTRY CITY COUNCIL		COMMITTED WHILST LICENSED BY COVENTRY CITY COUNCIL		
		Period since Conviction, Caution or completion of Custodial Sentence during which the guideline will apply	**Guideline for Applicant** (First Grant/Re-Grant)	**Period since Conviction, Caution or completion of Custodial Sentence during which the guideline will apply**	**Guideline for Applicant** (Renewal/First Grant/Re-Grant)	**Guideline for Licensee** **(Current licence holder)**
B.1	Drug conviction/caution for possession of drugs or related to the possession of drugs	5 years.	Refuse. *	5 years.	Refuse. *	Revoke. *
B.2	Drug conviction/caution for the supply of drugs, or possession with intent to supply or connected with possession with intent to supply.	10 years.	Refuse. *	10 years.	Refuse. *	Revoke. *

* Any applicant may also have to undergo drugs testing, at their own expense, to demonstrate that they are not using controlled drugs.

C Sexual Offences

As Hackney Carriage and Private Hire Vehicle Drivers often carry unaccompanied or vulnerable passengers, applicants with convictions/cautions for sexual offences should be refused a licence until they can show a substantial period free of such conviction/caution. Licensees should have their licence revoked and not be re-granted a licence until a similar substantial period has elapsed.

OFFENCES		COMMITTED WHILST NOT LICENSED BY COVENTRY CITY COUNCIL		COMMITTED WHILST LICENSED		
		Period since Conviction, Caution or completion of Custodial Sentence during which the guideline will apply	**Guideline for Applicant** (First Grant/Re-Grant)	**Period since Conviction, Caution or completion of Custodial Sentence during which the guideline will apply**	**Guideline for Applicant** (Renewal/First Grant/Re-Grant)	**Guideline for Licensee** **(Current licence holder)**
C.1	Any sexual offence or currently on the Sex Offenders Register or any barred list.	No time limit.	Refuse.	No time limit.	Refuse.	Revoke.

D Violence Offences

As Hackney Carriage and Private Hire Vehicle Drivers have close contact with the public, applicants with convictions/cautions for violence offences should be refused a licence until they can show a substantial period free of such behaviour. Licensees should have their licence revoked and not be re-granted a licence until a similar substantial period has elapsed.

OFFENCES		COMMITTED WHILST NOT LICENSED BY COVENTRY CITY COUNCIL		COMMITTED WHILST LICENSED BY COVENTRY CITY COUNCIL		
		Period since Conviction, Caution or completion of Custodial Sentence during which the guideline will apply	**Guideline for Applicant** (First Grant/Re-Grant)	**Period since Conviction, Caution or completion of Custodial Sentence during which the guideline will apply**	**Guideline for Applicant** (Renewal/First Grant/Re-Grant)	**Guideline for Licensee** (Current licence holder)
D.1	Assault/Battery.	3 years.	Grant and suspend for up to 4 months* or Refuse.	4 years.	Grant and suspend for up to 6 months* or Refuse.	Suspend for up to 6 months or Revoke.
D.2	Grievous bodily harm.	4 years.	Refuse.	5 years.	Refuse.	Revoke.
D.3	Wounding.	5 years.	Refuse.	6 years.	Refuse.	Revoke.
D.4	Threats to kill.	7 years.	Refuse.	8 years.	Refuse.	Revoke.
D.5	Manslaughter/Murder.	10 years	Refuse.	15 years	Refuse.	Revoke.

* Subject to any right of appeal, a period of suspension shall run from the date of the Licensing Sub-Committee hearing or the date by which all application requirements have been met, whichever is the later.

E Dishonesty Offences

Hackney Carriage and Private Hire Drivers are expected to be persons of trust. The widespread practice of delivering unaccompanied property is indicative of the trust that business people place in drivers. Moreover, it is comparatively easy for a driver to defraud the public by demanding more than the legal fare etc. Overseas visitors can be confused by the change in currency and be considered "fair game" for an unscrupulous driver. For these reasons, a serious view should be taken of any conviction involving dishonesty.

OFFENCES E.g. Theft, Burglary, Handling, Fraud, Forgery, Deception, Making a false statement, Using a conveyance without authority, etc.		COMMITTED WHILST NOT LICENSED BY COVENTRY CITY COUNCIL		COMMITTED WHILST LICENSED BY COVENTRY CITY COUNCIL		
		Period since Conviction, Caution or completion of Custodial Sentence during which the guideline will apply	**Guideline for Applicant** (First Grant/Re-Grant)	**Period since Conviction, Caution or completion of Custodial Sentence during which the guideline will apply**	**Guideline for Applicant** (Renewal/First Grant/Re-Grant)	**Guideline for Licensee** (Current licence holder)
E.1	Any dishonesty offence or where dishonesty is an element of the offence.	7 years.	Refuse.	7 years.	Refuse.	Revoke.

* Subject to any right of appeal, a period of suspension shall run from the date of the Licensing Sub-Committee hearing or the date by which all application requirements have been met, whichever is the later.

F Hackney Carriage/Private Hire Offences

Hackney Carriage and Private Hire Drivers are expected to operate within the laws governing their trade and comply with the requirements and policies of Coventry City Council.

OFFENCES Covered by the:- Local Government (Miscellaneous Provisions) Act 1976. Town Police Clauses Act 1847 Any relevant Coventry Local Byelaws.		**COMMITTED WHILST NOT LICENSED BY COVENTRY CITY COUNCIL**		**COMMITTED WHILST LICENSED BY COVENTRY CITY COUNCIL**		
		Period since Conviction, Caution or completion of Custodial Sentence during which the guideline will apply	**Guideline for Applicant** (First Grant/Re-Grant)	**Period since Conviction, Caution or completion of Custodial Sentence during which the guideline will apply**	**Guideline for Applicant** (Renewal/First Grant/Re-Grant)	**Guideline for Licensee** **(Current licence holder)**
F.1	Any other contravention not mentioned below.	3 years.	Grant with written warning or grant and suspend for up to 3 months*.	3 years.	Grant with written warning or grant and suspend for up to 3 months*.	Written warning or suspend for up to 3 months.
F.2	Plying for hire when licensed as a Coventry private hire driver.	N/A.	N/A.	3 years.	Grant with written warning or grant and suspend for up to 3 months*.	Written warning or suspend for up to 3 months.
F.3	Not wearing ID.	3 years.	Grant with written warning or grant and suspend for up to 6 months*.	3 years.	Grant with written warning or grant and suspend for up to 6 months*.	Written warning or suspend for up to 6 months.
F.4	Plying for hire whilst licensed in another district.	3 years.	Refuse.	N/A.	N/A.	N/A.
F.5	Obstructing an officer.	3 Years.	Refuse.	3 years.	Refuse.	Revoke.
F.6	False Declaration.	3 Years.	Grant and suspend for up to 6 months* or Refuse.	3 years.	Grant and suspend for up to 6 months* or Refuse.	Suspend for up to 6 months or Revoke.
F.7	Driving without any private hire or hackney carriage driver's licence.	5 Years.	Refuse.	N/A.	N/A.	N/A.
F.8	Wheelchair not secured safely/correctly and/or loading procedures not carried out safely/correctly	N/A	N/A	2 years.	Grant and suspend for up to 6 months* or Refuse.	Suspend for up to 6 months or Revoke.
F.9	Refusal to take card payments	N/A	N/A	2 years.	Grant and suspend for up to 6 months* or Refuse.	Suspend for up to 6 months or Revoke.

* Subject to any right of appeal, a period of suspension shall run from the date of the Licensing Sub-Committee hearing or the date by which all application requirements have been met, whichever is the later.

G Other Offences

This section includes offences which do not easily fit within one of the above categories but are considered relevant to the suitability of an individual to hold a Hackney Carriage and/or Private Hire Drivers licence.

OFFENCES		COMMITTED WHILST NOT LICENSED BY COVENTRY CITY COUNCIL		COMMITTED WHILST LICENSED BY COVENTRY CITY COUNCIL		
		Period since Conviction, Caution or completion of Custodial Sentence during which the guideline will apply	**Guideline for Applicant** (First Grant/Re-Grant)	**Period since Conviction, Caution or completion of Custodial Sentence during which the guideline will apply**	**Guideline for Applicant** (Renewal/First Grant/Re-Grant)	**Guideline for Licensee** **(Current licence holder)**
G.1	Perverting the course of justice.	4 years.	Refuse.	5 years.	Refuse.	Revoke.
G.2	Arson.	4 years.	Refuse.	5 years.	Refuse.	Revoke.
G.3	Possession of a weapon or any other weapon offence.	7 years	Refuse.	7 years	Refuse.	Revoke.
G.4	Public order offences including Riot, Violent Disorder, Affray, Harassment, Threatening abusive insulting words or behaviour etc, Drunk and Disorderly, Breach of the Peace, Obstruct police.	3 years.	Grant and suspend for up to 3 months* or Refuse.	4 years.	Grant and suspend for up to 6 months* or Refuse.	Suspend for up to 6 months or Revoke.
G.5	Criminal damage.	2 years.	Grant and suspend for up to 2 months*.	3 years.	Grant and suspend for up to 4 months*.	Suspend for up to 4 months.
G..6	Refusal to take an Assistance Dog.	4 years.	Grant and suspend for up to 6 months* or Refuse.	3 years.	Grant and suspend for up to 6 months* or Refuse.	Suspend for up to 6 months or Revoke.
G.7	Refusal to take passenger.	4 years.	Grant and suspend for up to 6 months* or Refuse.	3 years.	Grant and suspend for up to 6 months* or Refuse.	Suspend for up to 6 months or Revoke.
G.8	Crimes resulting in Death of another person or serious injury.	No time limit.	Refuse.	No time limit.	Refuse.	Revoke.
G.9	Exploitation or any connection with abuse, exploitation, use of treatment of another individual irrespective of whether victim(s) were adults or children. This includes slavery, child sexual abuse, exploitation, grooming, psychological, emotional or financial abuse etc.	No time limit.	Refuse.	No time limit.	Refuse.	Revoke.
G.10	Discrimination in any	7 years.	Refuse.	7 years.	Refuse.	Revoke.

	form.					

* Subject to any right of appeal, a period of suspension shall run from the date of the Licensing Sub-Committee hearing or the date by which all application requirements have been met, whichever is the later.

DRIVER TRAINING COURSE

The Driver Training Course is compulsory and is to be undertaken by first grant applicants and those applicants who have been previously licensed in Coventry but whose licence expired over 6 months ago. At present Coventry existing hackney carriage and private hire drivers will not be required to take the course. However, existing drivers may attend the training if they wish to do so. The course will help to make sure that drivers have the necessary skills and knowledge to enable them to provide a legal and good quality service. The course is organised and presented by Accessible Transport Group Ltd in partnership with the Taxi Licensing Office (TLO) and Childrens Safeguarding.

All new applicant hackney carriage & private hire drivers on the Driver Training Course will be tested that they know the road that 10 locations are on in Coventry. They will need to get a minimum of 8 road locations correct to pass. There is a data bank of 80 sites/locations in Coventry with the roads that they are situated on from which the 10 locations will be selected. The data bank of 80 sites/locations is available in the document 'Hackney Carriage Driver and Private Hire Driver Sites and Road Location Information Document 045a', included in your application pack or available from the Taxi Licensing Office (TLO).

Information to help you to pass the Driver Training Course is available in the document ' Driver Training Course Notes 046', included in your application pack or available from the TLO. You are advised to read the Driver Training Course Notes before attending the course.

Course information:-

- To book a place on the course you can either visit the TLO *(Please check our office opening times)* and pay the fee by cash or debit/credit card. See 'Fees, Charges and Refunds' in Contents. The course will normally run at between 2 - 6 week intervals.
- If you wish the cancel or change your course date you should refer to the following chart.

Day & Time of course		**Latest notification day and time to cancel or change your course date and not pay an additional fee**		
Monday	9.30am	Wednesday	9.30am	If the Taxi Licensing Office is closed (apart from weekends) between the course date and the latest notification date please add the closure day(s) to the notification period. Please check the Taxi licensing Office closure dates by referring to 'Contents' on page 2 of this document under the heading 'Taxi Licensing Office Information'.
Tuesday	9.30am	Thursday	9.30am	
Wednesday	9.30am	Friday	9.30am	
Thursday	9.30am	Monday	9.30am	
Friday	9.30am	Tuesday	9.30am	
Note:- If you have booked a course within the period between the course date/time and the latest notification day/time and you wish to cancel or change that course date you will have to pay an additional fee.				

- Please attend for the course by no later than 9:15am. If you arrive late and the course has started you will not be allowed to enter the course room. The course should finish by 4:00pm.
- If you arrive late or fail to attend you will need to re-book and pay the fee again. You cannot take/retake the test without taking/retaking the course.
- Please come prepared to make notes and ask any questions on matters that concern you.
- There will be short comfort/drink breaks at approx 11:30am and a lunch break of about 30-45 minutes at approx 13:15pm. Drinks (water/coffee/tea etc) will be provided along with biscuits. Lunch will not be provided but you may bring your own or take advantage of local facilities. A snack vending machine is also on site for your use (card payment only).
- Toilet facilities are located on the both floors of the building.
- A test of your knowledge of the course contents will be set at the end of the day at approx 3:00pm for 30 minutes. The test comprises of a multiple choice paper for Customer Service, Disability Awareness and Licensing issues and each paper has 8 questions. To pass you will need to correctly answer a minimum of 6 questions on each of the 3 papers. You have to pass the test in order to pass the course.
- There is also a multiple choice paper for Child Sexual Exploitation of which you are required to achieve a 100% pass rate.

- You will be tested on Communication and Numeracy of which you need to achieve at least 12 marks out of 16.

- You will also be tested on 10 locations/sites in Coventry and will have to know the road that these locations/sites are situated on. To pass you will need to correctly give the road name to 8 locations/sites. In addition, some basic English and Math questions will be also set as part of the application process. These will form part of the tests after lunch along with the private hire road knowledge test. We also train Warwick District Council applicants who have the same course and questions except their version of road knowledge test. They will require an additional ten minutes to complete this part of the course. Please be respectful if you have finished your tests.

- Your test result will be sent to you by 2nd class post normally within 14 days of the test. Your test result will not be given to you by any other method i.e. telephone, email, visit etc.

- If you do not pass the test and you wish to continue with your application you will need to re-book, pay the fee again and retake the course. You cannot retake the test without retaking the course.

- There is no limit to the number of times you can take the course. However, taking longer that 6 months to pass could have implications for your application e.g. redoing the DBS (CRB) disclosure. For further information, please refer to the section 'Applying for or Renewing a HC and/or PH Driver's Licence', in Contents.

- If you wish to dispute the result of your test, following a request in writing, the Senior Licensing & Enforcement Officer will remark your test if you have scored a minimum of 6 correct answers on each of the 3 papers. In order to avoid impairing the integrity of the test a copy of your test paper will not be made available.

The training course will include the following:-

Section 1. Child Sexual Exploitation

- Child sexual exploitation
- Slavery
- County Lines

Section 2. Disability Awareness

- communicating with people with disabilities;
- assisting passengers with impaired sight, hearing and mobility;
- assisting passengers in wheelchairs, paying particular attention to safety.
- practical demonstration of loading a wheelchair passenger and securing the wheelchair safely

Section 3. Customer Service

- introduction to customer care;
- introduction to customer personality types;
- safety, image and professionalism of driver;
- importance of the customer.

Section 4. Licensing and Enforcement Issues

- legislation and conditions of driver and vehicle licences;
- internal procedures explained i.e., complaints, Sub-Committee, Court;
- functions of a private hire operator;
- use of ranks and traffic signs in Coventry;
- meters - receipts – seatbelts – guide dogs - insurance – police etc.

TESTS on the Driver Training Course

- After Lunch Break (30 minute test)

  - Road Knowledge of ten different sites and their road location

    The pass mark is 80% (8 out of 10 marks)

- Communication & Numeracy Skills

  There are three papers with a total of 16 marks

  The pass mark is 75% (12 out of 16 marks)

- At the end of the course (25 minute test)

  - Customer Service, Disability Awareness and Taxi Licensing

    There are three papers, each paper having 8 questions.

    The pass mark for each paper is 75% (6 out of 8 marks)

    If you fail any of these 3 papers on Customer Service, Disability Awareness and Taxi Licensing you will fail the Driver Training Course and be required to re-book another course at your own expense.

    If you fail the Communication & Numeracy Skills an officer will communicate with you to advise you on actions to take.

HACKNEY CARRIAGE ROAD KNOWLEDGE TEST

A road knowledge test has to be passed by all applicants before a hackney carriage hire driver's licence can be granted. Before sitting the test, you should have a thorough knowledge of Coventry and surrounding areas. Information to help you to pass the Road Knowledge Test is available in the document 'Road Knowledge Information Document 045', included in your application pack or available from the Taxi Licensing Office (TLO). However, this document should only be used as a guide.

Course information:-

- To book a test you can either visit the TLO *(Please check our office opening times)* and pay the fee by credit/debit card. See 'Fees, Charges and Refunds' in Contents. The tests will normally be run at between 2 - 6 week intervals.

- If you wish the cancel or change your test date you should refer to the following chart.

Day & Time of test		**Latest notification day and time to cancel or change your test date and not pay an additional fee**		
Monday	3.00pm	Thursday	3.00pm	If the Taxi Licensing Office is closed (apart from weekends) between the test date and the latest notification date please add the closure day(s) to the notification period. Please check the Taxi licensing Office closure dates by referring to 'Contents' on page 2 of this document under the heading 'Taxi Licensing Office Information'.
Tuesday	3.00pm	Friday	3.00pm	
Wednesday	3.00pm	Monday	3.00pm	
Thursday	3.00pm	Tuesday	3.00pm	
Friday	3.00pm	Wednesday	3.00pm	
Note:- If you have booked a test within the period between the test date/time and the latest notification day/time and you wish to cancel or change that test date/time you will have to pay an additional fee.				

- Please help by keeping to your appointment time, because once the test has started you will not be allowed to enter the room to take the test and you will be required to pay the fee again to rebook.

- The test will consist of a test paper with 20 questions (journeys/routes) and the answers are required to be hand written. There may be several applicants taking the test at the same time. You will be given your own test paper and you should attempt to answer all 20 questions within the 1-hour (60 minutes) time limit. Officers from the TLO will be present to give you instructions on how the test is conducted. Below is an example question, with answers.

1. What Road is "Place A" **City Arcade** on QUEEN VICTORIA ROAD
   What Road is "Place B" **Police Headquarters** on LITTLE PARK STREET

Take the shortest route in distance from "Place A" to "Place B"

GREYFRIARS ROAD, WARWICK ROAD, RING ROAD, NEW UNION STREET.

- In the first part of each question you are being asked to write down where "Place A" and "Place B" are located i.e. the Road, Avenue, Lane etc. When you have completed this part, you will be required to list the Roads, Avenues, Lanes etc that you would use to travel the shortest distance possible by car from "Place A" to "Place B". Do not decide on a route because you think it would be quicker in time.

- The correct answer for "Place A" and "Place B" will score 1 point each (maximum 2 points). Each correct Road, Avenue, Lane etc on the route will receive 1 point. Each question/route will have a maximum number of available points which will be determined by the TLO and equal the number of roads for the shortest route. The total number of points will be converted to a percentage mark. Routes written in the opposite direction i.e. "Place B" to "Place A" will not score any points (However, if "Place A" and "Place B" have been answered correctly 2 points will be scored for that question).

- To pass the test you will be required to obtain a minimum total mark of 75% across the whole test. The example question below scores 4 points out of a possible 6 points, which converts to a mark of 67% for this question.

1. What Road is "Place A" **City Arcade** on QUEEN VICTORIA ROAD
   What Road is "Place B" **Police Headquarters** on LITTLE PARK STREET

Take the shortest route in distance from "Place A" to "Place B"

GREYFRIARS ROAD, "INCORRECT ROAD", RING ROAD, "MISSING ROAD".

- During the test you will **not** be allowed to have a person, books, documents, mobile phone or any other facilities to help you. Should you leave the room during the test you will not be allowed to re-enter the room; your test will be considered ended and the test paper marked as completed. Your writing and spelling will not have an effect on your marks unless an answer is unidentifiable as the correct answer.

- Your test result will be sent to you by 1st class post normally within 7 days of the test. Your test result will not be given to you over the telephone or over the TLO counter.

- There is no limit to the number of times you can sit a test. However, taking longer that 6 months to pass could have implications for your application e.g. redoing the DBS (CRB) disclosure. For further information, please refer to the section 'Applying for or Renewing a HC and/or PH Driver's Licence', in Contents.

- If you wish to dispute the result of your test and have achieved a mark between 70% and 74%, following a request in writing, the Senior Licensing & Enforcement Officer will remark your test. In order to avoid impairing the integrity of the test a copy of your test paper will not be made available.

DRIVING ASSESSMENT
WHEELCHAIR ASSESSMENT/INFORMATION

All applicants for a hackney carriage or private hire driver's licence are required to pass a CCC driving assessment (HC applicants will also need to pass a wheelchair assessment). Assessments are by appointment only and must be booked in advance or at the TLO by ringing CCC. Please refer to the contacts page for the telephone number and website address. If the demand for assessments is high you may be given an appointment several weeks away, so you are advised to book early.

Private Hire Applicants
Applicants for a Private Hire Driver's licence need only pass the CCC driving assessment (Known as the 'Private Hire' assessment). It is against the law for a person to drive a licensed private hire vehicle without first having a private hire driver's licence. Therefore, if you have not yet got a private hire driver's licence you must not use a licensed private hire vehicle to take your CCC driving assessment. However, any other vehicle acceptable to the CCC can be used for the driving assessment. On passing the assessment, you will be issued with a driving assessment certificate. The certificate is valid for one year and will need to be

presented to the Taxi Licensing Office (TLO), as part of your application, before it expires.

If in the future you want to take out a Hackney Carriage driver's licence, you can take the wheelchair assessment separately (Known as the 'Private Hire Upgrade' assessment). See 'Hackney Carriage Applicants' below.

Hackney Carriage Applicants

Applicants for a Hackney Carriage driver's licence need to pass the CCC driving assessment and the CCC wheelchair test (Together, this is known as the 'Enhanced Hackney Carriage' assessment). The driving assessment and wheelchair assessment can be taken separately. However, booking the driving assessment and wheelchair assessment together, as a combined assessment will cost you less than taking them as separate assessments. A person who has not got a hackney carriage driver's licence may drive a Coventry licensed hackney carriage but only for taking the CCC driving or wheelchair assessment. In this case you should get a licensed hackney carriage driver to drive the vehicle to the location of the assessment and away after the assessment. Also, any other vehicle acceptable to the CCC can be used for the driving assessment. However, a fully equipped Coventry licensed wheelchair accessible hackney carriage vehicle will need to be available for the wheelchair part of the assessment. If you wish to take the driving assessment and the wheelchair assessment in different vehicles, please arrange this with CCC. On passing the assessment, you will be issued with a driving assessment and/or a wheelchair assessment certificate. The certificates are valid for one year and will need to be presented to the TLO, as part of your application, before they expire.

Driving Assessment information

What will be expected of you during the driving assessment is available from the Taxi Licensing Office. You will need to bring your own vehicle and provide Proof of insurance, DVLA driving licence, DVLA check code and NI number on the day of the assessment.

Wheelchair Assessment

WARNING this is an assessment not training. To pass the assessment you will need to know how to put and secure a wheelchair and passenger into a Coventry licensed hackney carriage. To assist you, please refer to the vehicle manufacturer information and the following general advice.

The procedure for putting and securing a wheelchair and passenger into a vehicle varies depending on the type, model and age of vehicle used. The procedures below should only be regarded as a guide. You are advised to practice this with someone who is experience in the procedure.

Guide for loading a wheelchair customer/passenger into a taxi

1. A taxi driver, whether flagged down, pre-booked or on a rank will be expected to take a customer in a wheelchair unless there is a very good reason not to. Just guessing that the customer and wheelchair is too heavy or too big to fit in the taxi is not a good enough reason to refuse.
2. It is expected that you help the customer by trying to load them and their wheelchair and only if they will not fit or be turned to face the back of the taxi or cannot be secured correctly should you not take the customer.
3. If you are concerned that a customer and wheelchair will not fit in your taxi you should advise the customer that you will try and put them in, but if they do not fit and cannot be positioned and secured safely you will not be able to take them.

Procedure for loading a wheelchair customer/passenger into a taxi

1. Lift up the rear seats and secure them (if the taxi has lift up seats).
2. Set up the wheelchair restraint straps and ensure the passenger seat belt is ready for use.
3. Set-up the vehicle's access ramp(s). Taxis have different types of ramp so please read the vehicle manufactures instructions. However, here is some general advice.
   a) Load from the pavement if possible.
   b) If you are loading from road level ensure the ramp(s) are fully extended and, if designed to have one, use the ramp extension.
   c) Ensure there is enough room for the ramp(s), the wheelchair/passenger and you e.g. approx 2 metres (6ft) if loading from pavement level with a short ramp or 2.5 metres (8ft) if loading from road level with an extended ramp.

d) If using an extension ramp ensure the parts are locked together and cannot be pulled apart. Do not just rest one section on top of the other as they may separate and cause the passenger and/or you injury (read the manufacturers instructions).
e) Ensure the ramp(s) is set up to give the lowest angle possible to make it easier to get the wheelchair and passenger up the ramp(s).
f) Make sure the ramp(s) is wide enough for the wheelchair.
g) Ensure the ramp(s) is secure.

4. For powered (electric) wheelchairs the passenger should drive the wheelchair up the ramp. For manual wheelchairs you will need to push the wheelchair up the ramp. As the wheelchair moves up the ramp please ensure the wheels keep safely on the ramp and the passenger's head clears the top of the door way.
5. When the wheelchair is clear of the ramp(s) ensure the wheelchair brakes are on and then securely put away the ramp(s).
6. Position, or assists the passenger to position, the wheelchair so the back of the wheelchair is against the partition and the passenger is facing the back of the taxi.
7. Attach the wheelchair retaining straps to a substantial part of the wheelchair frame and tension the straps. Ensure the wheelchair is secured in line with the vehicle manufacturer's instructions.
8. Fit the wheelchair passenger seat belt and ensure the lap strap sits low down across the hips and the diagonal strap sits comfortably across the chest.
9. Remember that the wheelchair passenger is facing backwards so keep them informed of things they might wish to know about e.g. speed ramps, hold-ups, changes to the route etc.
10. At the end of the journey unload the wheelchair and passenger by reversing the procedure.

MEDICAL REQUIREMENTS

Before a HC or PH driver's licence is granted to you, you will need to have passed a Group II standard medical examination. Please read the section 'How to Apply for a Driver's Licence' before arranging the medical.

New applicant drivers are required to undergo a medical examination and once licensed undertake a 5-yearly medical examination until they are 65. At 65 years of age they are required to undergo a medical examination every 12 months.

Licensed drivers will be required to undergo an additional medical if the Taxi Licensing Office (TLO) is concerned over their medical fitness. Under these circumstances the medical fee(s) may be refunded, by the TLO, only if the resulting 'Certificate of Fitness 009' is marked 'Fit' and no other comments are written on the certificate (e.g. a recommendation for an additional medical sooner than would otherwise be required). If the Medical Practitioner requires more frequent medicals than the standard then they override the standard frequency if.

The medical applies 'Group II' standards together with the C1 standard for insulin treated diabetes as contained in the publication 'Medical Aspects of Fitness to Drive' 'A guide for medical Practitioners' which is published by The Commission on Accident Prevention. An Internet version of this document is available on the Driver & Vehicle Licensing Agency (DVLA) web site at www.dvla.gov.uk.

The medical is carried out by any Medical Practitioner You will need to ensure that you collect a 'Certificate of Fitness 009' from the Taxi Licensing Office or at the back of this information document and ensure that your Medical Practitioner completes it and hands it back to you for you to return it to the TLO.

Any fees charged in connection with this medical examination by a Medical Practitioner and any fee(s) charged for additional test(s), are payable by you.

Once you have taken the medical, your doctor should complete the 'Certificate of Fitness 009' and endorse the 'Certificate of Fitness 009', which will be marked 'FIT' or 'UNFIT'. The Certificate must be handed in to the TLO.

ADDRESS/NAME CHANGE

If you change your address or name you must inform the Taxi Licensing Office (TLO) immediately by filling in the 'Change of Address form 015' attached to the end of this document or the 'Change of Driver Name form

008' available from the TLO. A replacement licence and/or badge will be required for which a fee will be charged. A DBS (CRB) application will be required as part of the name change procedure for which a fee will be charged *(See 'Fees, Charges and Refunds' in Contents).*

LEGAL AND CONDITIONS OF LICENCE INFORMATION

General Information

ACTS
The following Acts cover the licensing of hackney carriage and/or private hire drivers.

- The Town Police Clauses Act, 1847
- Local Government (Miscellaneous Provisions) Act, 1976
- Equality Act 2010
- The Taxis and Private Hire Vehicles (Disabled Persons) Act 2022 also applies;

  A Driver of a hackney carriage or private hire vehicle where a vehicle has been booked by or for a disabled person or another person accompanied by a disabled person that the driver has been made aware before the start of the passenger's journey that the passenger requires assistance to identify or find that vehicle.

This is not a comprehensive list.

You are strongly advised to understand the Acts of Parliament that govern the hackney carriage and private hire trades. If you would like a copy of any of these Acts or to know about other Acts or amendments to them, you would need to go to HM Stationery Office, or the Public Lending Library.

BYELAWS
As well as the above Acts, you will also be required to act within local Byelaws, which are listed below.

- Byelaws as to Hackney Carriages in the City of Coventry (July & November 1950)
- Byelaws as to Hackney Carriages in the City of Coventry (November 1957)
- Byelaws as to Hackney Carriages in the City of Coventry (February 1969)

Photocopies of the Byelaws are available from this office (please give a few days notice).

CONDITIONS
As well as the above Acts and local Byelaws, you will also be required to act within the Conditions of Licence, which are listed below.

- Hackney Carriage Drivers' Conditions of Licence
- Private Hire Drivers' Conditions of Licence

The Conditions of Licence are printed in full later in this section.

Conditions of Licence General Information

Your licence is used subject to the provisions of and the Byelaws made under the Town Police Clauses Act 1847, the Local Government (Miscellaneous Provisions) Act 1976, the Transport Act 1985 and the Conditions printed below. Any condition printed below may be overruled by current or future legislation.

The possession of a licence document does not guarantee that a licence is in force. Its validity may only be established by reference to the council's Taxi Licensing Office (TLO).

Your licence is not transferable.

Your licence must be handed to and kept by the proprietor who provides bookings for the vehicle the holder drives.

Private Hire Drivers' Conditions of Licence

1. Conduct of Driver

The driver shall;-

(a) afford all reasonable assistance with passengers' luggage,

(b) at all times be clean and respectable in his/her dress and person and behave in a civil and orderly manner,

(c) take all reasonable steps to ensure the safety of passengers conveyed in, entering or alighting from the vehicle driven by him/her,

(d) not without the express consent of the hirer, drink or eat in the vehicle,

(e) not without the express consent of the hirer, play any radio or sound reproducing instrument or equipment or equipment in the vehicle other than for the purpose of sending or receiving messages in connection with the operation of the vehicle,

(f) at no time, cause or permit the noise emitted by any radio or other previously mentioned equipment in the vehicle which he/she is driving to be source of nuisance or annoyance to any person, whether inside or outside the vehicle,

2. Passengers

(1) The driver shall not convey or permit to be conveyed in a private hire vehicle a greater number of persons than that prescribed in the licence for the vehicle.

(2) The driver shall not allow there to be conveyed in the front of a private hire vehicle:-

(a) any child below the age of ten years; or

(b) more than one person above that age.

(3) The driver shall not without the consent of the hirer of a vehicle convey or permit to be conveyed any other person in that vehicle.

3. Lost Property

(1) The driver shall immediately after the termination of any hiring of a private hire vehicle or as soon as practicable thereafter, carefully search the vehicle for any property which may have been accidentally left there.

(2) If any property accidentally left in a private hire vehicle by any person who may have been conveyed therein is found by or handed to the driver the latter shall seek to identify the owner thereof failing which the property shall be delivered to the nearest police station with an explanation of the circumstances.

4. Written Receipts

The driver shall if requested by the hirer of a private hire vehicle provide him/her with a written receipt of the fare paid.

5. Animals

The driver shall not convey in a private hire vehicle any animal belonging to or in the custody of him/herself or the proprietor or operator of the vehicle.

6. Prompt Attendance

The driver of a private hire vehicle shall, if he/she is aware that the vehicle has been hired to be in attendance at an appointed time and place or he/she has otherwise been instructed by the operator or proprietor of the vehicle to be in attendance at an appointed time and place, punctually attend at that appointed time and place, unless delayed or prevented by sufficient cause.

7. Deposit of Licence

If the driver is permitted or employed to drive a private hire vehicle of which the proprietor is someone other than him/herself, he/she shall before commencing to drive that vehicle deposit this licence with that proprietor for retention by him/herself until such time as the driver ceases to be permitted or employed to drive the vehicle or any other vehicle of his/her.

8. Taximeter

If a private hire vehicle being driven by the driver is fitted with a taximeter, the driver shall not cause the fare recorded thereon to be cancelled or concealed until the hirer has had a reasonable opportunity of examining it and has paid the fare.

9. Fare to be Demanded

The driver shall not demand from any hirer of a private hire vehicle a fare in excess of any previously agreed for that hiring between the hirer and the operator or, if the vehicle is fitted with a taximeter the fare shown on the face of the taximeter.

10. Change of Address

The driver shall notify the council of any change of his/her address during the period of the licence within 7 days of such change taking place.

11. Convictions/Cautions

The driver shall within 7 days disclose to the council in writing details of any conviction or caution imposed on him/her during the period of the licence.

12. Return of Badge

The driver shall upon the expiry (without immediate renewal), revocation or suspension of this licence forthwith return to the council the driver's badge issued to him/her by the council when granting this licence.

13. Records

(1) The driver shall maintain and carry within the vehicle driven by him/her a record in the form of a loose leaf or bound book and shall enter therein before the commencement of each journey the following details:-

- **(a)** The name of the driver.
- **(b)** The registration number of the vehicle being driven.
- **(c)** The name and address of the hirer or passenger to be carried.
- **(d)** The time and date for commencement of journey.
- **(e)** The destination of journey.
- **(f)** The point of pick-up.
- **(g)** Signature of driver

(2) The records shall be retained by the driver and delivered to the operator not later than 7 days from the date of the last entry.

14. Cashless Facilities

Functioning cashless facilities must be carried and cashless payments cannot be refused and must not incur the passenger additional costs. These cashless facilities must be registered as a "transport" provider or similar with the payment card reader provider.

15. Test/Assessments for new first time applicant Pedicab Private Hire Drivers

A new applicant pedicab private hire driver is not required to undertake the private hire driver road knowledge test or the driving assessment. However, it should be noted that the pedicab cannot be used outside the inner ring road and if the pedicab private hire driver should subsequently want to be licensed as a private hire driver to use motorised vehicles then they are required to undertake the private hire road knowledge test and driving assessment.

16. Vaping

Drivers are prohibited from vaping in Private Hire Vehicles.

<u>Hackney Carriage Drivers' Requirements of Licence</u>

1. A driver shall at all times when standing, plying or driving for hire, conduct himself/herself in an orderly manner and with civility and propriety towards every person seeking to hire or hiring or being conveyed is such carriage and shall comply with every reasonable requirement of any person hiring or being conveyed in such carriage.

2. A driver shall notify the Taxi Licensing Office (Hackney Carriage and Private Hire) of the City Council within 7 days of the date of commencement or termination of an engagement as appropriate of the name and address of the proprietor by whom he/she is engaged and of the date such engagement commenced or terminated.

3. A driver shall forthwith deliver his/her licence to the proprietor by whom he/she is engaged on the commencement of such engagement.

4. A driver shall ensure that any licensed hackney carriage to be driven by him/her is in a road-worthy condition and thoroughly cleansed inside and outside before the commencement of his/her journey.

5. A driver shall at all times when driving a hackney carriage wear such badge as may be issued to him/her and in such position as to be plainly and distinctly visible.

6. Such badge shall remain the property of the Coventry City Council and shall be returned to the Taxi Licensing Office (Hackney Carriage and Private Hire) on the termination of the licence or on the driver ceasing to be employed in the hackney carriage business.

7. The licence granted shall remain in force for one year.

8. The driver shall notify the council of any change of his/her address during the period of the licence within 7 days of such change taking place.

CARRIAGE OF GUIDE, HEARING AND OTHER ASSISTANCE DOGS

Hackney carriage drivers, private hire drivers and private hire operators are required by law to comply with the following legislation:

Private Hire Operators will have a duty to:

1. Accept bookings made by or on behalf of a disabled person who is accompanied by a guide, hearing or prescribed assistance dog;
2. Accept bookings made by a person who will be accompanied in the private hire vehicle by such a disabled person; and
3. Not make an additional charge for carrying the disabled passenger's assistance dog.

Private Hire and Hackney Carriage Drivers will have a duty to:

1. Carry the disabled passenger's assistance dog and allow it to remain with the passenger; and
2. Not make any additional charge for doing so.

Compliance

The law should be complied with at all times. Not to do so is an offence and on conviction you could be fined up to £1,000.

If you have a medical problem you may be allowed an exemption under certain circumstances.

SOME OF THE THINGS YOU SHOULD KNOW/DO

All Drivers Hackney Carriage (HC) & Private Hire(PH)

- You should read the legislation governing hackney carriage and private hire licensing, this document and the matters listed in this section below.
- You must wear your driver's identity badge, in a position so it can be plainly and distinctly visible, at all times when working as a hackney carriage or private hire vehicle driver.
- Do not leave your driver's identity badge where it could be used by other people (e.g. in the vehicle).
- You should behave properly and be polite towards your passengers, the public and other road users.
- Be considerate to the residents near where you are working especially at night and keep noise levels down (i.e. talk quietly, don't shout, turn the volume down on communication/entertainment equipment and turn the engine off).
- You should not use the vehicle horn to let the customer know you have arrived. You should knock the door, ring the bell or find the passenger.
- You should at all times consider the feelings, well-being and safety of your passengers.
- You should speak and understand English sufficient to communicate effectively with passengers, the public and staff at the Taxi Licensing Office (TLO).
- You must not hold a passenger against his/her will (e.g. you must not lock the doors in order to obtain payment or to take the passenger to a police station).
- You should understand the laws and conditions of licence relevant to your licence.
- You are responsible for the safety and condition of the vehicle you drive (including tyres, lights etc).
- You are responsible for ensuring the vehicle you drive is Taxed, Insured and is Licensed with this Office.
- You must not drive a hackney carriage or private hire vehicle if you do not hold a current hackney

carriage or private hire driver's licence (e.g. if your licence has expired or you have not been granted a licence).

- You should always keep within the law.
- Babies and children count towards the total number of passengers you can legally carry. The maximum number of passengers a HC/PH vehicle can legally carry is shown on the licence plate on the rear of the vehicle.
- You must notify us of any change of address within 7 days using 'Change of Address Form 015', attached to the end of this document.
- You must notify us immediately in writing of any change of names or order of use of names.
- Your licence is only valid within the boundary of the Metropolitan District of Coventry. This boundary is usually marked as a line on most maps of Coventry.
- It is a criminal offence to refuse to carry or charge extra to carry a Guide/Assistance Dog unless you have a medical condition which is caused by or made worse by dogs and you have applied for and have been granted a certificate of exemption by the TLO.
- You must not smoke in a hackney carriage or private hire vehicle at any time. It is an offence to smoke in the passenger or driver seats even if you have no passenger in the vehicle or you are not working. If you are caught smoking you will be given a fixed penalty notice by the City Council's Environmental Health Team.
- It is an offence to use a hand held mobile phone when driving or stationary in traffic.
- It is not acceptable to use a mobile phone/hands free mobile phone when you have a passenger on board.
- You must not carry any other person in a HC/PH vehicle without the consent of the passenger.
- You should report unlicensed vehicles and/or drivers to the TLO.
- The driver of vehicle(s) should undertake a walkaround check (quite often on a daily basis) before a vehicle is used and a vehicle checklist should be maintained, which if not kept can result in enforcement action. HC & PHV proprietors failing to maintain their vehicles in a safe and roadworthy condition may have their HC or PHV licence suspended or revoked. It is an offence under the road traffic regulations to use an unroadworthy vehicle on the public highway.

N.B. Licence holders must notify Taxi Licensing within 48 hours of an arrest and release, charge or conviction of any sexual offence, any offence involving dishonesty or violence and any motoring offence.

Hackney Carriage Drivers

- You must not attempt to get on to a rank that is already occupied by the number of taxis shown on the rank sign.
- You can charge less than the fare chart shows.
- You cannot charge more than is shown on the fare chart, even if agreed by the passenger unless the journey ends outside of Coventry's boundary (see below).
- If a journey will end outside Coventry's boundary, you must agree a fare, or a method of calculating the fare (e.g. meter or meter + extra charge), with the passenger(s), before the journey begins. To agree a fare, or a method of calculating the fare, a conversation should take place. Displaying a notice in the vehicle may not be considered to be an agreement and is no longer allowed.
- You cannot refuse a fare unless you have reasonable cause to do so. Refusing because the journey is short, long, inconvenient or the passenger is disabled is not reasonable cause.
- It may be considered acceptable to refuse a fare if the passenger is violent or excessively under the influence of drugs or alcohol.
- Each time you pickup or drop off a wheelchair passenger you must follow the correct procedure, always use the ramp(s) and secure the chair and passenger using the correct equipment (i.e. clips and belts).
- You are advised to tell the Taxi Licensing Office (TLO) of any convictions or cautions including driving offences as soon as possible after conviction or caution.
- Because all hackney carriages licensed in Coventry have a partition between the passenger compartment and driver, you are not responsible for adult or child passengers wearing a seat belt.
- You should encourage the passenger(s) to wear a seat belt and give the passenger(s) time to fasten it before you drive off.
- Luggage should be carried in the luggage area in the front near side of the taxi (on the left of the driver). The carrying of luggage on an open boot lid should be avoided unless the luggage is effectively secured, the registration number of the taxi is correctly displayed (e.g. an additional tied on number plate) and legal.

Private Hire Drivers

- You must tell the Taxi Licensing Office (TLO) in writing of any convictions or cautions including driving offences within 7 days of receiving them.
- You should encourage lone (single) female passengers to sit in a rear seat of your vehicle.
- If you take a fare that is not pre-booked by a customer directly with a Coventry licensed operator you will be committing a criminal offence (plying for hire), you will also be breaking the terms of your vehicle insurance and may be prosecuted (your passengers, other road users, you and your vehicle may not be fully covered by insurance)
- You must not take a booking yourself from a customer and then pass it onto an operator (e.g. by radio or telephone). If you do you will be acting as an unlicensed operator and illegally plying for hire, both of which are offences for which you can be prosecuted.
- You must not stop on, or pickup from, a taxi rank.
- You should supply, to your operator, the information your operator requires under the conditions of their licence including a copy of your PH driver's licence and a copy of your PH driver's identity badge.
- You are responsible for ensuring children under 14 are wearing a seat belt unless an appropriate belt is not available.
- You should encourage the passenger(s) to wear a seat belt and give the passenger(s) time to fasten it before you drive off.

ENFORCING THE LAW AND THE CONDITIONS OF LICENCE

Enforcement of the laws and conditions of licence relevant to your HC or PH driver's licence is undertaken by officers of the City Council and the Police. Some of the ways this will be done is explained below.

- Spot Checks — You may be approached by officers and asked to show your identity badge, or questioned about journeys/fares you have taken, or anything in connection with your licence.
- Entrapment — Undercover officers may take journeys in your vehicle to find out if you are breaking the laws and/or conditions of your licence. Officers may or may not make themselves known to you at the time.
- Complaints — Complaints made against you will be investigated by officers. You will be given the chance to put your point of view. The outcome including your comments will be documented and details kept on your personal file.

It is an offence to obstruct an officer or fail to give an officer assistance or information that he/she reasonably requests.

VEHICLE CRIME PREVENTION ADVICE

Most vehicle crime is carried out by opportunist thieves – those who see an easy way of stealing things of value with little effort and risk.
Satellite navigation systems, car radios and cash – anything of value that can easily be carried and left inside a vehicle - are the things most commonly sought by offenders.
Taking a few simple steps – every time you leave your vehicle - will go a long way to stopping you from becoming a victim of crime:

- Don't leave anything on display that could tempt a thief. **Always remove your portable Satellite Navigation system from the dashboard - including any suction cups fitted to the windscreen or other holding device** – leaving the holder in place just makes the thief think that the GPS unit and other equipment may be hidden in the glove box or somewhere else in the vehicle.
- If there's nothing in the glove box, leave it open to show there's nothing there
- Lock all doors and close windows when you leave your vehicle, even if it's only for a short while. This includes when you are filling up at the petrol station
- Keep a record of any serial numbers – store them separately from the vehicle
- At home, if you have a garage then make sure you park your vehicle inside it!
- When away from home, look for a parking space in a well lit, busy place.
- Try and use a secure car parking facility (for details, see www.securedcarparks.com).

- Keep your car keys out of view in a safe place. At home, place them in a drawer away from doors, windows or the letterbox.

If you have any details about who is committing car crime, you can also contact Crimestoppers anonymously on **0800 555111.** You may qualify for a reward.
For further information about how to look after your vehicle, contact your local police station on **0845 113 5000.** You can also get further information on vehicle security from www.secureyourmotor.gov.uk

TAXI RANKS/FEEDER LANES/WAITING AREAS IN COVENTRY

These facilities should only be used by Coventry licensed Hackney Carriage Vehicles and Drivers.
You should always read the information on the signs as the information below may not be up to date as taxi ranks are put in place/amended by Traffic Management and not under taxi licensing legislation.

Any queries concerning Hackney Carriage Ranks should be addressed to Traffic Management TrafficManagement@coventry.gov.uk or telephone 02476 832062 or 024768321221

TAXI LICENSING OFFICE (TLO) INFORMATION TLO/052

Coventry City Council Taxi Licensing Office Whitley Depot 259 London Road Coventry. CV3 4AR	Telephone: 02476 832183 or 832184 Email: taxi.licensing@coventry.gov.uk Web: www.coventry.gov.uk/taxilicensing

The TLO counter is normally open for pre-booked appointments on a Tuesday and Thursday although the office can be contacted by telephone/email during the rest of the working week.

The TLO will be closed on Bank Holidays

VISITING THE TAXI LICENSING OFFICE

Access to the Taxi Licensing Office is through the rear entrance to Whitley Depot on Humber Road. You will need to have made a prior appointment with Taxi Licensing otherwise the security will not let you in. There are visitors parking bays outside Whitley Depot main building.

VISITING THE FLEET MOT TESTING STATION FOR VEHICLE MOT'S

Access to the mot testing area is via the front entrance to Whitley Depot on London Road..

Drivers entering through the Humber Road or London Road entrance must observe the 5MPH speed limit, drive safely and follow the one-way system.

- **During an emergency (e.g. fire) evacuation you must follow the instructions from Council staff.**
- **Smoking is not allowed inside or outside of buildings in the Depot.**

CONTACTS

TLO/052

	=	Coventry City Council Traffic Management (HCV Ranks) Telephone: 024 7683 4324 e-mail: TrafficManagement@coventry.gov.uk
Disclosure & Baring Service PO Box 110 Liverpool L3 6ZZ Disclosure Tel: 0870 90 90 844 Dispute Tel: 0870 90 90 778	Health & Safety Executive Regional Office, Birmingham Telephone: 0121 607 6200 or 0870 154 5500	Unite Union (Coventry Taxi Trade Representatives - Simon O'Keeffe) 02476 227361
Radio Communications Agency New King's Beam House 22 Upper Ground London SE1 9SA 24 hour enquiries: 0171 211 0211	Coventry City Council Planning Service. Place Directorate. Tower Block Earl Street Coventry CV1 4LF Telephone: 024 7683 1212	Coventry City Council Comments, Compliments & Complaints Coventry City Council, Council House, Earl Street, Coventry. CV1 5RR Telephone: 0800 269 851 e-mail: Coventrydirect@coventry.gov.uk

FEES, CHARGES and REFUNDS (These fees, charges & refunds may change. Contact the relevant organisation to check)

DRIVER LICENSING

Licensing Fees *These fees are paid to the Taxi Licensing Office (TLO) by card payment.*

First Grant licence application HC/PH (non-refundable) £100.00
First Grant licence issue HC/PH - 3 year…….....£265.00
Renewal HC/PH - 3 year (only where a licence is renewed on or before expiry date) £265.00
Re-Grant HC/PH - 3 year (only where an application is received within 6 months of expiry) £285.00
Additional licence HC/PH - 3 year (where a HC/PH licence is held) £265.00
Disclosure & Baring Service Enhanced Disclosure (DBS) – formerly the CRB £62.00
DVLA Driving entitlement enquiry £8.00
Driver Training Course and Test/Retest £115.00
Three-Yearly Driver Refresher Training Course £60.00
Hackney Carriage Road Knowledge Test/Retest £60.00
Replacement Identity Card (Badge) £10.00
Replacement Licence Certificate £5.00

Driving & Wheelchair Assessments

Driving Assessment..... £80.00
Driving Test & Wheelchair Assessment (taken at the same time) £105.00
Wheelchair Assessment.....£25.00

Medical *These charges are paid to the Medical Practitioner who undertakes the medical or the relevant organisation*

Medical (also see below) ..... Price according to the Medical Practitioner
Additional medical tests ..... Set & charged by the relevant organisation

Disclosure & Barring Service (DBS) *This charge is paid by card to the Taxi Licensing Office*

DBS Update Service (annual charge) .....£16.00 (paid by debit/credit card to the DBS)

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VEHICLE LICENSING

Licensing Fees *These fees are paid to the Taxi Licensing Office by card.*

First Grant HC/PH - 1 year £270.00
Renewal HC - 1 year (only where a licence is renewed on or before expiry date) £230.00
Renewal PH - 1 year (only where a licence is renewed on or before expiry date) £230.00
Re-Grant HC/PH - 1 year (only where an application is received within 90 days of expiry). £250.00
Registration Number Change £42.00
Vehicle/Licence Transfer ……..... £32.00
Replacement Plate £10.00
Replacement Licence Certificate £5.00
Replacement PH Door Sticker £10.00
Replacement PH/HC Window/Windscreen/Internal/No Smoking Sticker £1.00

Licensing Refunds *Paid to the licensee (card only)*

Vehicle Licence Surrender Refund (per complete month remaining on licence) £19.17

Inspection Charges *These fees are paid by online booking by card.*
(First, Renewal & 6 month)

Full Inspection & Full Inspection re-booking fee..... £65.00
Next Day Re-Examination/Re-Inspection/Re-Test ..... No charge
10 Day Re-Examination/Re-Inspection/Re-Test £32.50

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OPERATOR LICENSING (The approximate total cost to obtain a operator's licence is from £2200)

Licensing Fees *These fees payable by card are paid to the Taxi Licensing Office..*

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First Grant - 5 year £2300.00
Renewal - 5 year (only where a licence is renewed on or before expiry date) £2300.00
Re-Grant - 5 year (only where an application is received within 1 month of expiry) £2350.00
Replacement Licence Certificate £5.00

Licensing Refunds *Paid to the licensee (card only)*

Operator Licence Surrender Refund (per complete 6 months remaining on licence)….£230.00

ACCESS to BUS LANES/FACILITIES

TLO/055

Whilst this information is subject to checking and review, Coventry City Council does not accept liability for any loss or expense incurred as a consequence of any inaccuracies/mistakes. You should only use a bus lane/facility if the sign(s) say you can.

Bus lanes	**Hackney**	**Private Hire**
Binley Road from Bromleigh Drive to Allard Way	Yes	No
Binley Road from Sowe Bridge to Windmere Avenue	Yes	No
Binley Road inbound approach to Gulson Road	Yes	Yes
Butts Road from Albany Road to Ring Road	Yes	Yes
Butts Road from Albany Road to Windsor Street	Yes	Yes
Butts Road from Ring Road to Albany Road	Yes	Yes
Butts Road from Windsor Street to Albany Road	Yes	Yes
Corporation Street (Approach from Burges into Corporation Street)	Yes	No
Corporation Street from Upper Well Street to West Orchards Access Road	Yes	No
Corporation Street from West Orchards Access Road to Upper Wells Street	Yes	No
Croft Road from Queen Victoria Road to Ring Road	Yes	No
Croft Road from Sky Dome Access Road to Queen Victoria Road	Yes	No
Foleshill Road from Broad Street to Lockhurst Lane	Yes	No
Foleshill Road from Cash's Lane to Eagle Street	Yes	No
Foleshill Road from Eagle Street to Harnall Lane	Yes	Yes
Foleshill Road from Harnall Lane West to Ring Road	Yes	No
Foleshill Road from Lockhurst Lane to Canal Bridge	Yes	No
Foleshill Road from Matlock Road to Courtaulds Way Link Road	Yes	No
Foleshill Road from Ring Road to Harnall Lane West	Yes	No
Foleshill Road Inbound and outbound approaches to Old Church Road	Yes	Yes
Gosford Street (Contraflow Access Road from Gosford Street to Far Gosford Street)	Yes	No
Gosford Street outbound approach to Link Road to Far Gosford Street	Yes	No
Grey Friars Road from Car Park Access Road to Warwick Road	Yes	No
Holbrook Lane from Burnaby Road to Holbrook Way	Yes	No
Ironmonger Square	Yes	Yes
Little Park Street Left Slip Road to High Street	No	No
Little Park Street from St. Johns Street to New Union Street	Yes	No
Lockhurst Lane from Drake Street to Foleshill Road	Yes	No
London Road from Abbey Road to St James' Lane	Yes	No
London Road from Daventry Road to Whitley Roundabout	Yes	Yes
Longford Road from Hurst Road to Vincote Road	Yes	Yes
Longford Road Windmill Road Arena Interchange Access Road	Yes	No
Queen Victoria Road from Rover Road to Barracks Access Road	Yes	No
Sky Blue Way from Gulson Road to Ring Road	Yes	Yes
Stoney Stanton Road from Phoenix Way to Bright Street	Yes	Yes
Tile Hill Lane from Beech Tree Avenue to A45	Yes	No
Tower Street from Bishop Street to Sorting Office entrance	Yes	No
Upper Well Street from Lamb Street to Corporation Street	Yes	No
Walsgrave Road inbound approach to Longfellow Road	Yes	Yes
Walsgrave Road inbound approach to Sky Blue Way	Yes	Yes
Whittle Arch (22:00hrs to 05:00hrs)	Yes	Yes

Bus Only Streets	**Hackney**	**Private Hire**
Ambulance Station Access Road, off Foleshill Road	No	No
Arena Interchange Access Road on Foleshill Road	Yes	Yes
Corporation Street from Barracks Access Road to Spon Street	Yes	No
Corporation Street from Burges to West Orchards Access Road	Yes	No
Courtaulds Link Road	Yes	Yes
Daventry Road Right Turn into London Road	No	No
High Street	Yes	Yes
Trinity Street from Iron Monger Row to Broadgate	Yes	Yes

TLO/055

Bus **Gates**	**Hackney**	**Private Hire**

Under Review

Binley Road at Whitley Roundabout	Yes	Yes
Binley Road near Allard Way junction	Yes	No
Foleshill Road inbound approach to Ring Road Junction 1	Yes	No
Gosford Street to Far Gosford Street	No	No
Longford Road at Longford Square	Yes	No
Stoney Road (Rail bridge)	No	No

Banned Turns	**Hackney**	**Private Hire**
Bishop Street No Left Turn into Tower Street	Yes	No
Bishop Street No Right Turn into Tower Street	Yes	No
Chace Avenue No Right Turn into London Road	No	No
Earl Street No Right Turn into High Street	Yes	Yes
Foleshill Road Inbound and outbound approaches to Old Church Road	Yes	Yes
Foleshill Road No Left Turn into Arena Interchange access road	No	No
London Road No Right Turn into Chace Avenue	No	No
Longford Road from Hurst Road to Vinecote Road	Yes	Yes
Stoney Stanton Road from Phoenix Way to Bright Street	Yes	Yes
Warwick Road No Right Turn into Grey Friars Road	No	No

To be confirmed (Under review/Being removed-installed)	**Hackney**	**Private Hire**
Millennium Place Link Road	Yes	-
Radford Road from Light Lane to Ring Road	-	-

PROTECTION OF INFORMATION
(Data Protection Act)

Introduction.
As part of the licensing process, all applicants will be required to provide personal information to the Taxi Licensing Office. Legislation governs the way this information is gathered and processed. The legislation, which applies in this area, is called the Data Protection Act.

Data Protection (Fair Obtaining Clause).
The Taxi Licensing Office is required by law to comply with certain legal requirements when processing personal information. Before an applicant provides personal information they will be shown (seen on all forms requesting information), a 'fair obtaining clause'. This is a statement, which tells you why the information is requested and what is done with it.

Fair Obtaining Clause

Data Protection: We will use the information provided to process your request for a licence, for updating purposes or to take enforcement action. The information is used to ensure the safety of the public and to protect public funds. It may be shared with other local authorities, the Cabinet Office, Insurance Companies and Enforcement Agencies. Information is held as part of a statutory licensing function. The information will be kept for 6 years in line with our retention and disposal schedule. More information on how we handle personal information and your rights under the data protection legislation can be found on our Privacy Notice at;
http://www.coventry.gov.uk/info/25/hackney_carriage_ie_taxi_and_private_hire_licensing/3222/taxi_licensing_privacy_notice

The right to information.
The information held about you may not be confidential as certain people can have access to it (e. g. Police, Inland Revenue etc). Requests for information should be made in writing to the Taxi Licensing Office. The processing can take a maximum of 40 days. This means that a request for information may take 40 days to complete.

Should you wish to request access to information held about you, the 40-day rule will apply

TAXI & PRIVATE HIRE DRIVER'S MEDICAL CERTIFICATE ASSESSMENT (Under Group 2 Medical Standards)

Data Protection: We will use the information provided to process your request for a licence, for updating purposes or to take enforcement action. The information is used to ensure the safety of the public and to protect public funds. It may be shared with other local authorities, the Cabinet Office, Insurance Companies and Enforcement Agencies. Information is held as part of a statutory licensing function. The information will be kept for 6 years in line with our retention and disposal schedule. More information on how we handle personal information and your rights under the data protection legislation can be found on our Privacy Notice at;
http://www.coventry.gov.uk/info/25/hackney_carriage_ie_taxi_and_private_hire_licensing/3222/taxi_licensing_privacy_notice

DETAILS OF PERSON BEING MEDICALLY ASSESSED (Complete in Block Capitals Please)

SURNAME ---------- DATE of BIRTH ...../...../.....

FORENAME(s) ---------- ---------- ----------

ADDRESS ----------

ASSESSMENT

I, a Medical Practitioner, have

- conducted a medical examination
- where appropriate consulted the person's GP
- applied the notes overleaf
- applied all appropriate tests
- considered the medical information available

and have made an assessment, by applying the requirements of Group 2 Driver's Medical Standards and confirm the above named person:

This medical **MEETS** * **/ DOES NOT MEET** the requirements of Group 2 Driver's Medical Standards &
[1]Taking into consideration factors raised during this medical examination, I believe there is good reason for the above named person to undergo a medical examination on or before ……/……/……

If no date is entered a medical will be required before the issue of a licence5 yearly until 65 years old, and then annually.

*Please delete as appropriate.

Reason(s) for the above named person not meeting the requirements of Group 2 Driver's Medical Standards.

1 ----------
2 ----------
3 ----------
4 ----------
5 ----------

Medical Practitioner please complete the following sections

Name:
(or practitioner's stamp) ----------
Tel No:
(or practitioner's stamp) ----------
Address:
(or practitioner's stamp) ----------

Signature: ---------- Date: / /

Practitioner's Stamp

NOTES for Taxi Medical Practitioners

1. The Coventry Taxi Licensing Office requires a medical assessment:-
   - Before granting a first hackney carriage or private hire driver's licence; 5-yearly thereafter up to the age of 65; (and annually thereafter).
   - When officers at the Taxi Licensing Office have reason to doubt that a licensed hackney carriage or private hire driver or a person applying for a renewal or re-grant hackney carriage or private hire driver's licence, would meet the current Group 2 Driver's Medical Standards including C1 standard for insulin treated diabetes.

2. For the person to be considered fit to be licensed as a hackney carriage or private hire driver he/she must meet the requirements of the Group 2 standards, as laid down in the current Driver & Vehicle Licensing Agency (DVLA) publication for Medical Practitioners "At a Glance Guide to the Current Medical Standards of Fitness to Drive" . The "At a Glance Guide to the Current Medical Standards of Fitness to Drive" is available on the government web site www.gov.uk.

3. Any relevant tests (e.g. exercise/ECG) that are required in order to support the assessment must be undertaken and a record of the results made available if required.

4. Any fees charged in connection with this medical assessment, including any fee(s) charged for additional test(s), are payable by the person receiving the medical unless, by prior agreement, the Taxi Licensing Office has agreed to pay.

5. The Medical Practitioner who conducted this medical assessment examination must be a qualified Medical Practitioner and may, with reasonable notice, be required to support their medical judgement by giving evidence during appeal proceedings in the Magistrates' or Crown Court.

6. In order to meet our 'Quality Management' obligations we cannot accept photocopies of this form. The City Council logo must be correctly displayed for this form to be considered valid.

7. On completion of the certificate the applicant may return it in person to the Taxi Licensing Office or it can be returned by post, marked "Private and Confidential", to the address below.

Taxi Licensing Office
Whitley Depot, Regulatory Services
Coventry City Council
PO Box 7097
Coventry
CV6 9SL

Taxi Licensing Office contact information:
Telephone 024 7697 5446
Email taxi.licensing@coventry.gov.uk