



Licensing Department

Hackney Carriage Driver

Renewal Applications

Application Guidance Document

Version 1

April 2018

Note: Version 1 of the guidance notes - screen shots are taken from a testing platform and as such content may vary slightly when the site is live.


Introduction

Thank you for your interest in renewing your Hackney Carriage Driver Licence with Reigate & Banstead Borough Council. This guide is intended to assist you with completing your application. In this document we present a step by step guide with screen shots of the whole online application process.

In some of the steps we have put our own example text in as a guide on how best to enter the information, you will need to ensure your own information is entered on the form. Input fields marked with a **red asterisk (*)** cannot be left blank. If you need to return to a previous screen you must use the inbuilt buttons in the form and not your web browser. If you close your web browser your applicant progress will be lost.

Step 1: Licensing Details for Renewal

Please enter your online renewal booking code, this is a unique alphanumeric code to you. Note this is NOT your driver badge number, then click 'Next'.


Reference Number *  e.g JKX1YNMVK7090


Step 2: Applicant details

Some applicant details will be drawn from our system and auto populate some text fields. Please check these details are current and correct. If something isn't correct you can amend in the text field. Please add and further information as required if a text field is blank.

Individual Applicant Details

** Indicates a mandatory field*

Title *  Please use capital letters for the start of your First Name and Surname


First name * 

Surname *


Street Address *

Please enter your post code using the same format as shown here (capitals and spaces).

Town/City *

Postcode *  Please check you have entered your email address correctly as this will be used as the main means of contact between yourself and the Council.

Contact number *

Email * 

Have you been known under any other previous names? *
 Yes No

If you have been known under any other name(s) please select 'Yes' at the bottom of the form and then click 'Next' and enter your previous details using capital letters for your name, click 'Next' when completed.

If you have **not** been known under any other name(s) then select 'No' and click 'Next' and move to **Step 3**.

Other or Previous Name

**Indicates a mandatory field*

Title *

First Name *

Surname *

Step 3: Personal details

Please enter **your own** personal details into the form as shown below, when completed click 'Next'.

Personal Details

**Indicates a mandatory field*

Please provide the following Personal Details:-

Date of Birth *

Place of Birth *

National Insurance Number (please use upper case letters) *

Step 4: Medical history

If you **do** have any medical conditions which you think could affect your driving ability you MUST declare them by selecting 'Yes' then click 'Next' and follow the information on Page 3. - [please see the DVLA Group 2 Standards](#) 'in the 'Assessing fitness to drive: a guide for medical professionals' document for more details. If you **do not** have any physical disability or medical condition select 'No' and click 'Next' and move to **Step 5**.

Medical History

**Indicates a mandatory field*

Have you any physical disability or medical condition which could affect your driving ability? *

Yes No

Please give details of **ANY** medical conditions that may affect your driving ability by typing the details into the text field below. An example could be diagnosed with diabetes in 2016 controlled by insulin.

Medical Conditions

**Indicates a mandatory field*

You **MUST** declare ALL medical and physical conditions that may affect your ability to drive, even if they have been declared on a previous application.

Please provide more information below *

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Step 5: Driving licence details

Please fill in the required details using the information on your DVLA issued driver's licence.

Below is a sample of a typical DVLA issued driver's licence. Not all licences will look the same, some may be in paper format. On the back of the licence it explains what the number correspond to. If you are unsure of your licence details please check with the DVLA. The DVLA website can be accessed via the following webpage link: [DVLA website](#)



The DVLA Driving Licence Number can usually be found is here.

The DVLA Driving Licence Issue Number can usually be found here.

DVLA Driving Licence

**Indicates a mandatory field*

DVLA Driving Licence Number *

MORGA753116SM9U

DVLA Driving Licence Issue Number *

35

Do you have any motoring offences? *

Yes No

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If you **do** have any motoring convictions (including endorseable fixe penalty notices) you **MUST** select 'Yes', click 'Next' and enter them as shown in the example on Page 4. If you **do not**, then select 'No' and click 'Next' and move to **Step 6**.

Motoring Offences (1)

** Indicates a mandatory field*

Your offence type, date and points can be found [here](#).

Offence Type *

SP30 - Exceeding statutory speed limit on a public road

Offence Date *

31/07/2017

Penalty Points *

3

Enter another "Motoring Offences"

Tick the above checkbox to enter another set of this data.

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If you have more than one motoring offence then select the box at the bottom of the page 'Enter another Motoring Offences', click 'Next' and complete the information as above. If you **do not** have another motoring offence click 'Next' and move to **Step 6**.

Step 6: Motoring & Criminal Offences

If you **do** have any offences, currently being investigated or for which you have been historically charged or summoned select 'Yes' then click 'Next' and follow the steps below. If you **do not**, then select 'No' and click 'Next' and move to **Step 7**.

Offences

** Indicates a mandatory field*

You MUST declare ALL offences for which you are currently being investigated or for which you have been charged or summoned

Are you currently being investigated or have you been charged or summoned for any offence? *

Yes No

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The screen below will be seen if you selected 'Yes'. Please enter the details of any and all offences in the text field below.

Offence Details

** Indicates a mandatory field*

You MUST declare ALL offences for which you are currently being investigated or for which you have been charged or summoned

Please provide more information below on offences that are currently under investigation
(you will be prompted to enter Previous Convictions at the next stage)

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When you have entered all the required details click 'Next' and move to **Step 7**.

Step 7: Previous convictions

If you **do** have any previous convictions, including spent convictions, select 'Yes' then click 'Next' and follow the information below. If you **do not** have any previous offences select 'No' and move to **Step 8**.

Previous Convictions

**Indicates a mandatory field*

You MUST declare ALL previous convictions: criminal and non-criminal, cautions, whether spent or unspent, no matter how long ago they occurred and no matter whether they have been declared on a previous application.

Do you have any previous convictions?*

Yes No

Enter the details of your previous conviction in in the text fields below. If you are unsure of the exact date you can provide an approximate date.

Conviction Details (1)

**Indicates a mandatory field*

You MUST declare ALL previous convictions: Criminal and non-criminal, cautions, whether spent or unspent, no matter how long ago they occurred and no matter whether they have been declared on a previous application.

Offence *

Date of Conviction *

Court *

Result *

Enter another "Conviction Details"

Tick the above checkbox to enter another set of this data.

If you **do** have another previous conviction please select the box at the bottom of the page called 'Enter another Conviction Detail' and do the same as above. If you **do not** have another previous conviction move to **Step 8** by clicking 'Next'.

Step 8: Previous Applications

If you have made a previous application to become a driver with Reigate & Banstead Borough Council or to another Local Authority select 'Yes' and click 'Next' then follow the steps on Page 5. If you **have not** made a previous application then select 'No' and click 'Next to move to **Step 9**.

Previous Application Made

**Indicates a mandatory field*

Have you previously applied for a Hackney Carriage or Private Hire Drivers Licence for this or any other area?*

Yes No

Enter the details of your previous application in the fields below (if the page looks different to the below just use this as a reference guide). If you are unsure of the exact date you can provide an approximate date. Note the form currently has provision to enter only one previous licence. Please provide details of the most recent and you must then [email the licensing department](#) within 24 hours of your application submission with further details of any other licences that have been refused, revoked or suspended (if any).

Previous Licence History

** Indicates a mandatory field*

As you have answered yes, please indicate whether previous application was granted or refused. *

- Granted
 Refused

Licensing Authority *

Not Known

Previous Application Decision Date *

07/05/2017

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Continue to enter the details of your previous application in the text fields below. Once you have entered your details click 'Next'.

Previous Licence Details

** Indicates a mandatory field*

Licensing Authority *

Not Known

Type of Licence *

- Hackney Carriage
 Private Hire
 Dual

Licence Number *

Licence Period *

From

DD/MM/YYYY

To

DD/MM/YYYY

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Step 9: Operator or owner driver

If you **are** working for an operator select 'Yes' and click 'Next' and follow the information below. If you **are not** and considered an owner driver then select 'No' and click 'Next' to move to **Step 10**.

Operator or Owner Driver

** Indicates a mandatory field*

Are you working for an Operator *

- Yes No

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If you selected 'Yes' before you will arrive at the page shown below. Please select your operator from the drop down list on the page shown below. When selected click 'Next'

Step 10: Declaration

Carefully read **ALL** the information on this page and when you have understood and you agree to the statement you will need to enter your name, select the date you are making the declaration and select the 'Declaration Made' button then click 'Next'.

Declaration

**Indicates a mandatory field*

I confirm that all the information provided by me in this application to Reigate & Banstead Borough Council for the purposes of obtaining the Licence to which I am applying for is true, accurate and complete and I further confirm that if I have wilfully made any false declaration or omission in this application it could lead to prosecution.

Name *

Date *

Declaration Made *

Step 11: Upload Files

As part of your application you will need to supply a number of supporting documents to us. Click on this [Document Guidance web link](#) for further important information on what these documents are and how you can supply them to us.

As part of your application you will need to supply a number of supporting documents. You **MUST** click on the 'Document Guidance' web link below for further important information on what these documents are and how to supply them.

[Documents Guidance](#)

 Maximum file size: 7200 KB per file / 7200 KB total

 Supported file types

When you have read and understood the document guidance information, to upload a document click on the browse button and navigate to where your document is saved, then click on the 'upload' button for your document to be uploaded. Documents uploaded will then show on the right hand side of the page. You can add multiple documents. Please note there is a file size limit of 7200KB per file. When you have finished click 'Next'.

Step 12: Application fees

If you wish to view the fee for your application or other Taxi Licensing related fees this can be done by clicking the blue 'Taxi Licensing' link.

Application Fees

View the full list of application fees for [Taxi Licensing](#) or click Next to continue.

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By clicking 'Next' you will progress to the fee page where it will show you the fee you need to pay for your application. Please ensure you have a credit or debit card available and the card holders permission to use the card before proceeding.

Step 13: Fee

You will then be shown the correct fee for your application. The fee is made up of two parts, your application fee and your licence fee. (Historically these were paid separately).

Fee amount

£

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Click 'Next' to progress to **Step 14**.

Step 14: Summary

You will then be shown the summary of your application so far and can preview your application form by clicking the blue 'Preview' link.

Your unique reference

DSFX1520588056473

Your Hackney Carriage Driver New PDF

[Preview](#)

Fee

Fee amount: £254.00

[Previous](#) [Continue](#)

Click 'Continue' to advance to our payment site.

Step 15: Payment

You will then be taken to the Council's external payment screen, enter **All** your card and card account details correctly. Once you are sure the details are correct click the 'Submit' button.

Make a Payment

Please note - information on this page will time-out after 15 minutes of inactivity
* =Mandatory Field

Payment Amount: £254.00

Card Details

Enter card number without spaces
0000000000000000

Expiry date (month, year)
01 2018

Issue Number (Switch/Maestro Cards only)
[]

Security Code
000

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Card Account Details

Enter cardholder name and address details:
Name appearing on card *
T Driver

Select address from list, and click 'Select' button. Or enter details manually below.
[] [Select](#)

House number/name *
Townhall

Street *
Castlefield road

Area
[]

Town *
Reigate

County
[]

Postcode *
RH2 0SH

[Submit](#) [Cancel Payment](#) [Back to Top](#)

Enter the address the card is registered to. If no address auto populates when you click 'Select' then you will need to enter your details manually.

Click 'Submit' when you have fully filled in this form and you are happy to proceed.

You will now be shown a summary of your payment, check again that it is all correct and once you are happy click 'Confirm' at the bottom of the page. If you don't click confirm then your application will not be valid and we won't receive payment or your application this is very important. Information on this pages will 'time out' after 15 minutes of inactivity.

Payment Confirmation

Please note - information on this page will time-out after 15 minutes of inactivity

Payment Amount: £254.00

Payment Details

Card Number: *****0437 Card type: Visa

Account Type	Amount (£)	Charge (£)	Address
Pest Control	254.00	0.00	
Payment Amount	254.00		

Confirmation

After pressing Confirm, you will be re-posted to a holding page while your request is processed. When your request is completed you will be redirected to the next step in the payment process.

Please confirm the payment for the details above.

[Back To Payment Details](#) [Confirm](#) [Cancel](#) [Back to Top](#)

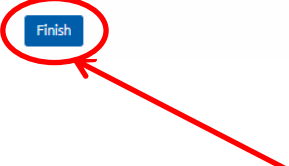
You MUST click the 'Confirm' button to complete payment and continue your application.

Step 16: Submission summary

Once you have clicked on the 'Confirm' button, you will be shown the submission summary page which confirms that you have successfully made your payment and you will receive confirmation by email for your payment usually within an hour.

Your request has been submitted successfully.

Your unique reference
DSFX1520588056473
Your Hackney Carriage Driver New PDF
Preview
Fee
Fee amount: £254.00
Payment reference: FIRM00000106
Finish



Now you must click 'Finish' to complete your application. By click this button, this will submit your application to Reigate & Banstead Borough Council. Your application will not be submitted if you do not click 'Finish'.

Step 17: Application Confirmation

After you have clicked on the 'Finish' button, you will receive an email confirmation that your submission has been sent to the council, with a copy of your application in PDF format (please retain a copy for your records).

To progress you application further please see further information [here](#).

Thank you for your application to renew your Hackney Carriage Driver Licence with Reigate & Banstead Borough Council.

Please see our website for more details:

http://www.reigate-banstead.gov.uk/info/20119/taxi_and_private_hire_licensing

Document End