

# Private Hire & Hackney Carriage Driver

## The Private Hire & Hackney Carriage Driver application process

If you wish to apply for a private hire or hackney carriage driver licence please be aware the process can take a number of weeks. This delay is beyond our control and should be considered by all applicants.

Firstly, you will need to register for a resident 'MyAccount'. From your account you can then apply for the private hire or hackney carriage driver licence. You will need to decide if you want to be a Hackney Carriage or Private Hire Driver.

The application must be completed using your own 'MyAccount'. Applications received using a MyAccount that does not belong to the applicant will be refused. If help is required to setup a MyAccount through the website, please **call 01296 585000** for the Customer Fulfilment Team. The taxi licensing team will not be able to assist with this.

To set up a resident MyAccount please visit this webpage:

<https://account.aylesburyvaledc.gov.uk/resident>

Once the application with payment has been successfully made the system will ask you to book a meeting with a member of the taxi licensing team in order that we can perform an identity check. This email will also contain the link to the Disclosure and Barring service (DBS) website where you are required to start your DBS application process.

The below link demonstrates how to make your booking through the MyAccount application

<https://youtu.be/0c5YheZ9pGw>

You must complete part 1 of your DBS Application online prior to this appointment. **Failure to complete this may delay your application.** To apply, click on the link below:

<https://disclosure.capitarvs.co.uk/cheqs/applicantLogin.do?applicationType=dbs>

**Organisation Reference:** Aylesbury  
**Password:** Vale2011

At the appointment you will need to bring;

- A valid passport
- Photocard driving licence (UK only)
- Utility bill or bank statement (no more than 3 months old)
- 1 x passport sized photo

If you cannot provide any of the identification listed above, please contact us and we will be able to advise of alternative satisfactory ID that can be used.

If you fail to provide any of the above identification without first discussing alternatives with the taxi team, your appointment will be stopped and rebooked for the next available date. If you need to cancel your appointment you can do this through your MyAccount

Your identification must contain your correct name, spelt correctly across all documents with your correct date of birth and current address. We cannot accept documents with incorrect details as we are regularly audited. If documents are incorrect, you will be turned away.

We shall check that you have the right to work in the UK and shall use either the documents provided for the DBS check or we would require you to submit a valid Visa or residence permit.

You will also need to provide a Group 2 medical certificate. If you do not have this at the time of the appointment then you may provide this to us as at a later date. A medical can be carried out by any GP registered on the general medical council database.

New drivers are required to complete the Green Penny driver assessment. In all cases we must have the certificate **not** the training record or equivalent.

[www.greenpenny.co.uk](http://www.greenpenny.co.uk)

You may want to book your medical and Green Penny driving test before you make your application in order to speed up the process.

### **What happens after the appointment**

When you receive your DBS certificate **DO NOT** bring this in to us **unless** it details a conviction, caution or other information. If the DBS certificate is all clear, we will be informed and shall record this on your record.

If the Certificate does contains information please bring this in to the Customer Services reception at The Gateway office on Gatehouse Road. The reception staff will seal the certificate in an envelope. The licensing team will consider the information and contact you. We may then need to carry out extra checks. You may also be called in for a discussion regarding the information detailed on the certificate. We will contact you once all of the information has been considered and your application has been determined. Attempts to chase the progress of your application may lead to delays.

All enquiries regarding your applicant must be made by yourself. We are unable to discuss it with anyone else.

Once you have completed your medical and, for new drivers, received your Green Penny certificate, please upload these through your MyAccount or email [taxilicensing@aylesburyvaldc.gov.uk](mailto:taxilicensing@aylesburyvaldc.gov.uk) We will not accept documents posted in to us.

If you reside outside of the Aylesbury Vale area, we will make enquiries with the local authority in which you live. In addition enquiries will be made with any other authority of which you have applied or held a private hire or hackney carriage driver licence with.

Once all required items are received and considered to be satisfactory, your licence and badge will be issued within 48 hours of the decision. Any calls for an update will just delay the process.

When the licence and badge are ready, we will contact you to arrange collection.