

## Frequently asked questions – Drivers

### **Q How do I make an application to licence myself as a driver?**

You must make your application through the AVDC MyAccount. This is a personal account that you must create before you can make any applications.

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

**Please see this video which demonstrates how to make your application and book your test**

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

### **Q How much does it cost to.....?**

The full price list can be found at the website below:

<http://www.aylesburyvaledc.gov.uk/taxi-licensing-fees>

### **Q How do I book my appointment to obtain my DBS?**

You book your appointment online at the end of the application process after you make payment. You must have completed the first part of the DBS process before coming to the interview or you will be turned away. The application process walks you through what you need to do.

### **Q My badge / plate was stolen what do I need to do to get a new one?**

You must report this to the police on 101. If you provide us with a crime reference number or UPRN. You will be required to order a replacement. Once ordered we shall endeavour to get the replacement badge printed within 48 hours. Replacements can be ordered from the website below:

[www.aylesburyvaledc.gov.uk/taxiupdate](http://www.aylesburyvaledc.gov.uk/taxiupdate)

### **Q When will my plate/badge be ready?**

A driver badge licence will be issued once we have satisfied all the necessary checks and will be issued within 5 working days of receiving all documents and checks.

A vehicle plate will be issued 48 hours after a complete and full application. This could be 48 hours after the MOT has been passed or 48 hours after receiving both Log Book and Insurance which ever is outstanding.

You will be telephoned on the number you provided on your application to let you know that your licence is ready. If we are unable to contact you we may email you. Please **don't** call us as this just delays the process.

**Q My licence is due to expire can I have an extension?**

We do not issue extensions. All drivers are encouraged to renew their licences in good time and we recommend 2 months prior to the renewal date. The application, payment and booking must all be completed through the MyAccount application portal.

**Q I have a private hire badge but I want to drive Hackney Carriage, how do I upgrade.**

Firstly you will need to contact Green Penny [www.greenpenny.co.uk](http://www.greenpenny.co.uk) and complete the Enhanced Wheelchair element of the Taxi test.

Please be aware we have no control on the availability of test dates. This must be booked by the applicant direct with Green Penny. Secondly they will need to complete a Knowledge Test with AVDC which is completed by a licensing officer and is charged at £24.00.

Once you have booked the Green Penny test, please email us at [taxilicensing@aylesburyvalecdc.gov.uk](mailto:taxilicensing@aylesburyvalecdc.gov.uk) to book the knowledge test and we will email you the payment link so you may make the payment.

Once both of the above have been satisfied we can amend the licence to a Hackney Carriage licence. There is no additional fee to change the licence. The licence will run to the end of the term that remained on the private hire licence. We will endeavour to issue the licence within 5 working days of receiving all documentation.

**Q I want to apply to be a Hackney Carriage/Private Hire driver. I don't have a DBS check, but I do have a criminal record?**

We cannot "pre-judge" an application based solely on a DBS check. There may be convictions pending that are not yet recorded on the DBS, we may have intelligence from other authorities or there may be multiple points on the driving licence that together with convictions, would mean the application may be refused. We seldom get a full picture until a complete application is submitted with all associated documents. A DBS check is not sufficient on its own for us to make an informed decision. Details of our Criminal Conduct code can be found by clicking the link below and selecting the Taxi & Private Hire Policy highlighted at the bottom of the page the criminal conduct Code is located in Appendix 10 of this document:

<https://www.aylesburyvalecdc.gov.uk/taxi-policy>

**Q I already have a DBS certificate, can I use this for my driver application?**

We will only accept a DBS from elsewhere if you have signed up to the updater service and have a current valid subscription. We will still require to see the original certificate before any decision will be made. If you have not signed up to the updater service then we will not be able to accept that DBS certificate and a new one must be obtained through us.

**Q I live outside the Aylesbury Vale area, can I be licensed as a driver?**

Yes, your home address will not prevent you from obtaining a licence, however we will write to your local licensing authority to obtain information on whether you have ever held a

licence. This information may be used in determining your suitability to hold a licence with this authority.

**Q My GP cant see me for a long time – what can I do**

Unfortunately we are unable to assist with the waiting times. We advise drivers to apply in plenty of time to allow for the completion of a medical. A medical can be carried out by any GP as long as they are registered on the GMC database as a practitioner. It does not necessarily need to be with your own GP. However you may find that if you go to a GP practice they may not see you if you are not registered with them.

You can check if a surgery is registered by clicking here:

<http://www.nhs.uk/Service-Search/GP/LocationSearch/4>

**Q Can I drive in another area?**

Only if you hold a driver licence with that authority. The operator and vehicle also has to be licenced with the same authority that you are licensed with. Please note that we do not dual licence vehicles.

**Q Why does it take so long to get my DBS check back and how can I chase this.**

The DBS are very busy and as such have asked all applicants to allow them at least 60 days to carry out the DBS check. The application cannot be checked before this time period is up. Once your application has been outstanding for 60 days, the DBS can be contacted and you may request a fast track. Once you have applied you will have been sent an email from the counter signatory detailing you reference number. You will need this if you wish to contact the DBS regarding the status of your account the DBS can be contacted on 0300 200 190. We would strongly urge you to apply for the updater service once you receive your latest DBS.

**Q What is the updater service and how do I sign up?**

The updater service is a service provided by the DBS where applicants can sign up to keep their criminal record check up to date. This means that that from the date you sign up using a valid and current DBS certificate (within 14 days of receiving your certificate or once you have signed up) the DBS will update any new information about the applicants criminal history.

Once you sign up, any person or organisation that you allow, can check your DBS. If no information has been added to the certificate it will state 'No new information has been added' if there is new information, it will state 'Please request new certificate'.

If you end your subscription before your next licence you will be required to complete the DBS again.

Once signed up to this service you will be able to use the same certificate for multiple applications should you need to. Please keep your DBS certificate safe as this will need to be shown when making an application.

Please be advised AVDC have no influence on the time it takes to process a DBS check and cannot help you with questions surrounding the application. If you wish to contact the DBS please note they will only speak to the applicant.

You can sign up to the updater service by clicking here:

<https://www.gov.uk/dbs-update-service>

**Q Where can I get a medical check?**

We will accept a medical check performed by any registered GP currently listed on the general Medical Council Website.:

[http://www.gmc-uk.org/doctors/medical\\_register.asp](http://www.gmc-uk.org/doctors/medical_register.asp)

**Q What do I need to apply to be an operator?**

You will need to complete the application online via the business MyAccount and provide a Basic Disclosure. If you are a licenced driver there is no need to complete the basic disclosure. You will be required to attend an interview with an officer.

The business MyAccount can be found here:

<https://account.aylesburyvaledc.gov.uk/business/Login>

A basic disclosure can be obtained from Disclosure Scotland at the following address:

<http://www.disclosurescotland.co.uk/basicdisclosureonline/index.htm>