

## Apply for a New Private Hire Operator's Licence

This checklist will guide you through the application process for applying for a new Private Hire Operator's Licence. If you have any questions, please do not hesitate to contact the Licensing Team on 02392 446660 or [licensing@havant.gov.uk](mailto:licensing@havant.gov.uk)

### Step 1 Contact the Licensing Team

Request an application pack from our Licensing Team by telephone 02392 446660 or via email [licensing@havant.gov.uk](mailto:licensing@havant.gov.uk). The team can answer any questions that you have about the application process.

### Step 2 Submit your application

Complete your application form and submit to [licensing@havant.gov.uk](mailto:licensing@havant.gov.uk). The application must be accompanied by:

- Proof of right to work in the UK (i.e. share code or photocopy of passport)
- Proof of immigration status (i.e. share code)

You may also be asked to generate a tax conditionality check code and provide this with your application, if you have held a licence before.

If your application is being submitted by a registered company or partnership, you must provide proof of right to work in the UK and proof of immigration status for each company director or partnership.

### Step 3 Interview with an officer

You will be invited to attend an interview at The Plaza with a Licensing Officer. The purpose of this interview is to discuss your application, clarify information, check your right to work and immigration status, and advise you on the next steps for your application.

### Step 4 Operator information

You will be asked to collate and submit the following information to the Licensing Team before a licence is issued:

- A register of all vehicles operated
- A register of staff members responsible for taking bookings and dispatching vehicles
- Evidence of a basic DBS certificate for each staff member taking bookings and dispatching vehicles
- A written policy on employing ex-offenders
- A written policy or procedure on how the operator will deal with customer complaints

## Step 5 Basic DBS Check

If you do not already hold a Combined Hackney Carriage and Private Hire Drivers Licence issued by Havant Borough Council, you must apply for a basic DBS certificate. Once issued, the certificate must be provided to the Licensing Team.

You can apply for a basic DBS certificate online here: <https://www.gov.uk/request-copy-criminal-record>

If your application is being submitted by a registered company or partnership, a basic DBS certificate will be required for each company director or partner (unless they already hold a Combined Hackney Carriage and Private Hire Drivers Licence issued by Havant Borough Council).

## Step 6 Training

You are required to undertake and pass a Safeguarding Awareness Course with the Council's approved supplier, Blue Lamp Trust. You must provide your pass certificate to the Licensing Team.

Book online with Blue Lamp Trust: <https://www.bluelamptrust.org.uk/>

If you already hold a Combined Hackney Carriage and Private Hire Drivers Licence issued by Havant Borough Council, you do not need to do this.

If your application is being submitted by a registered company or partnership, evidence of safeguarding training must be provided for each director or partner (unless they already hold a Combined Hackney Carriage and Private Hire Drivers Licence issued by Havant Borough Council).

The Council may consider evidence of alternative safeguarding training, where the course content is broadly similar to the Council's approved supplier's course. Please contact the Licensing Team to discuss this.

## Step 7 Licence issue

Once you have completed the above steps and provided satisfactory paperwork to the Licensing Team, you will be contacted with the outcome of your application. We aim to make a decision within 10 working days.

Where your application has been granted, you will be contacted for payment and your licence will be posted to you. We will return any original documents supplied to us.