

## Renew a Private Hire Operator's Licence

This checklist will guide you through the application process for renewing your 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 Renewal reminder

You will receive a renewal reminder letter and application form in advance of your licence expiry date. If you have any questions about the renewal process, contact the Licensing Team by telephone 02392 446660 or via email [licensing@havant.gov.uk](mailto:licensing@havant.gov.uk).

### 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 will also be asked to generate a tax conditionality check code and provide this with your application.

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 Checking right to work and immigration status

You may be invited to attend an short meeting at The Plaza with a Licensing Officer. The purpose of this interview is to check your right to work and immigration status.

### Step 4 Operator information

**From 1 January 2024, renewing operators must provide additional information to accompany their application. The following must be provided:**

- 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

**From 1 January 2024, renewing operators must pass a Safeguarding Awareness Course with the Council's approved supplier, Blue Lamp Trust.**

Operators who are due to renew their licence before 1 January 2024 are not expected to provide a certificate until their next renewal. Operators who are due to renew their licence after 1 January 2024 are expected to provide a certificate prior to their licence being renewed.

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.

If you have already completed this safeguarding training, please provide the certificate with your application. The certificate must be no more than five years from the date of issue.

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

## 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.