

Malvern Hills District Council

Taxi and Private Hire Applications (Temporary Arrangements)

Frequently Asked Questions

Updated: 26th March 2020

Why has the Customer Services Centre been temporarily closed?

All Council buildings have been closed to the public until further notice in light of the Government's latest guidance on staying at home and remaining a distance of 2 metres away from others. The Council has taken the decision to protect the safety of employees and the public by closing the Customer Service Centre with immediate effect. Please note the Council is still accepting post via the post Council House post box post.

NEW APPLICATIONS

Temporary Cessation of Service for New Applicants

In light of the severe difficulties we are facing in delivering services, we regretfully cannot currently accept any further applications for new licences from the 26th March 2020 until further notice. This is because the process for issuing a new licence requires a degree of face to face contact that we are not currently in a position to provide.

RENEWALS

Now that the Customer Service Centre has been closed, can I submit my renewal application electronically instead?

For a temporary period, renewal applications and supporting documents can be submitted by email. These should be sent to

enquiries@worcsregservices.gov.uk

Please make sure that you send a clear image of every page of your application form and the required supporting documents.

You should make payment for your application online on the relevant Council's website (see links below) and email the electronic receipt alongside your documents.

Please make every effort to attach the application form, copies of documents and electronic receipts to one single email if at all possible as this will allow us to provide the most efficient service we can to you. If any documents are missing we will not be able to chase these and therefore there will be a longer delay for approval so please submit everything at first submission.

Please note the Council is still accepting post via the post Council House post box post.

Vehicle Compliance Inspections

The Council's taxi and private hire vehicle testing station is currently open and operating normally. Therefore please book and undertake your vehicle compliance check in the usual manner by contacting the garage directly. Should this situation change, we will make every effort to notify you.

What if I am due to be DBS checked when renewing my licence?

Applicants for renewal of driver licences who are due to be DBS checked will be asked to submit a signed declaration with their application confirming that they have not received any criminal convictions or cautions since the last renewal of their licence and that they are not currently under investigation for any criminal offence.

A DBS check application will then be required from the licence holder as soon as it is possible for this to be done.

Medicals

Applicants for renewal of driver licences who are due to have a medical will be asked to submit a signed declaration with their application confirming that they are not aware of any medical condition or injury that might affect their ability to drive a motor vehicle as a Hackney Carriage or Private Hire Vehicle.

A medical certificate will be required from the licence holder as soon as it is possible for this to be obtained.

How long will these temporary arrangements be in place for?

The temporary arrangements will remain in place for as long as is necessary and will be reviewed regularly in light of the latest advice released by Government. The Customer Contact Centre will reopen as soon as it is safe to do so.

The situation is constantly evolving as will the impact on our services. Therefore please visit our website at www.worcsregservices.gov.uk where we will endeavour to provide up to date advice and guidance on the impact of coronavirus (Covid-19) on our services.

What if you are unable to apply to renew your licence by email during the coronavirus emergency for financial or other reasons?

If your licence expires during this temporary period and you are unable to make an electronic application to renew it or you are unable to renew your licence due to financial hardship, the Council has committed to putting arrangements in place to allow you to reinstate your licence as quickly as possible at a later date once the current disruption is over.

These arrangements will aim to balance the safety of the travelling public with the principle that you are not disadvantaged by being treated as a “new” applicant.

Further updates to these arrangements will be provided in due course to those who are not able to renew their licences when they reach their expiry date.

How do I make an online / remote payment?

Payments can be made online by following this link, choosing the Regulatory Services option:

<https://www.malvern hills.gov.uk/pay-it>

How long will it take for my emailed application to be dealt with?

We will try and deal with all applications as quickly as we can as it is possible to do so. To assist us, please try to apply for the renewal of your licence as early as you can as it is likely to take us longer than normal to deal with your application during this ongoing disruption.

How will I receive my new licence / badge / plate?

Licences, badges and plates will all be being sent out by post until further notice.

What precautions should I be taking if I decide to carry on working during the coronavirus pandemic?

You should keep up to date with the latest advice on the Government website www.gov.uk/coronavirus in order to secure your own safety and that of your passengers. The advice remains that everyone should remain at home.

What financial support is available to me at this time?

The Government is providing a series of financial packages to support businesses through these unprecedented and challenging times. Information on these can be found on the Government website here: www.gov.uk/coronavirus

These are extraordinary and extremely difficult times for each and every one of us. Rest assured we are working as hard as we can to try and support licence holders until this national emergency is over.