

Appendix H

LICENCE APPLICATION PROCESSES

Process of Drivers Application – New Application

2 hours 15 minutes approx without the Knowledge test

1. Applicant requests information and application pack
2. Applicant makes appointment to return with application form and all relevant forms of ID
3. CRB completed by applicant
4. Fee taken (could be over the telephone)
5. Documentation photocopied
6. CRB form I D added, checked, countersigned and posted
7. Application inputted into database (Licensing software) checks as to medical and CRB application carried out
8. Photographs imported into Database
9. CRB form checked and posted out
10. If CRB returned with no convictions input check on database (If convictions disclosed consult with Manager and possible referral for interview and/or Licensing Committee)
11. If the CRB comes back clear and their medical form has still not been handed in by the applicant reminder letter sent
12. When medical returned complete additional checks on Database
13. Applicant contacted the Licensing Office to make an appointment for a knowledge test
14. Appointment made for knowledge test
15. Production of licence and badge

Process of Vehicle Application – New Application

4 hours 45minutes (includes vehicle test)

1. Applicant requests information and application pack
2. Applicant makes appointment to return with application form and all relevant forms of vehicle ID
3. Application documents submitted and checked
4. Copies of original documentation made and appointment for vehicle test arranged
5. Application information input into Database (Licensing software) – Approx 30 minutes
6. Vehicle test carried out
7. Paperwork relating to vehicle checks received and checked
8. Licence produced and posted out to applicant

Process of Operators Licence – New Application

3 hours 30minutes

1. Applicant seeks advice and application pack
2. Applicant to liaise with planning department
3. Licensing team contact planning and liaise in relation to planning permission (cannot issue licence until satisfactory)
4. Application documentation submitted

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5. Consultation checks carried out with partners ie police, highways (in addition to planning)
6. Documentation copied and checked (additional checks for number of vehicles to be used at premises carried out)
7. Application data input into Database (Licensing software)
8. Licence produced and posted to applicant

N.B. Please note that the timings are approximate and should there be any deviation from the 'normal,' process timings always increase.