



Milton Keynes
City Council

Taxi Licensing



New Driver Guide

A step-by-step guide on how to apply
for your Combined Driver Licence
with Milton Keynes City Council

Introduction

Milton Keynes City Council have a duty to ensure that every member of the public using a taxi service is safe, that every vehicle is legal and roadworthy and every driver is fit and proper to hold a licence.

As a licensed driver you will be required to drive some of the most vulnerable people around the city, and this often includes children and people with disabilities. Our application process is designed to ensure that every badge holder meets our high standards and can represent the city of Milton Keynes.

This guide contains all the information required to become a licensed taxi driver in Milton Keynes and serves as a step-by-step guide on what you need to do.

The badge you will apply for is a combined licence, meaning it enables you to drive both Hackney Carriages and Private Hire vehicles. However, Milton Keynes City Council are not currently licensing any new Hackney Carriages, so if you are a new driver you will be conducting private hire work only.

There are several documents you will need to obtain before making an application, and it is important to remember that Milton Keynes City Council will not accept partial or incomplete applications. This guide will provide you with all the information on what these documents are and how to obtain them.

Before you apply

Please read all the information provided in this guide carefully and fully. It is recommended that you consult the [Taxi Licensing Policy](#) before emailing us with any further questions at taxi@milton-keynes.gov.uk.

By doing this you can ensure that you are eligible for a licence, as depending on your circumstances you may not meet the criteria that the policy sets out, for example if you have certain criminal convictions or DVLA points. In these situations your application will be refused and any money spent will not be refundable. It is important to gain an understanding of the conditions that will be set out in your licence and the importance of sticking to them, as disciplinary or legal action could be taken if they are breached.

Step 1 - Gather your ID documents

We need to be sure you are who you say you are, so we ask for several forms of ID as detailed below. Please ensure these are up to date and fully readable.

The following pages contain a description of all documents that are required to make your application and how you can get them. Some of these are things you will already have or can be obtained easily, while others will need to be applied for and may take some time to arrive.

Where we ask for photos of documents, ensure they are fully visible and readable. Blurry photos or photos where any information is obscured or missing will result in your application being rejected

Passport Photo

This is the photo that will appear on your badge and needs to clearly show a likeness to you. Your face needs to be clearly visible and follow the standard passport guidelines such as no sunglasses, face coverings etc. You can get this done at any photobooth and will need to either photocopy it or provide a good quality digital version.



Other ID Documents

There are a number of other ID-related documents you will need. All of these should already be in your possession, but they are listed below:

- National Insurance Number
- Passport **or** UK Birth Certificate
- Proof of address dated within three months of application date. See below for a list of proof of address documents that we accept:
 - ▶ Bank statement
 - ▶ Credit card statement
 - ▶ Utility bill (not including phone bills)
 - ▶ A letter from HMRC
 - ▶ Council Tax Statement (can be up to 12 months old)

DVLA Driving Licence

As per our Taxi Licensing Policy, you need to have held a UK driving licence for 12 months to be considered for a taxi licence, and if you have any motoring convictions these will be taken into consideration.

You will need to upload pictures of both sides of your DVLA photo card so that we can perform the relevant checks on your DVLA record.

Step 2 -

Obtaining Your DBS

Formerly called a CRB check, a DBS certificate contains your criminal background check. We need this to ensure that the public are safe with you in your vehicle.

Regardless of whether you are applying for a new licence or a renewal, you are required to submit an Enhanced DBS certificate (formerly called a CRB check) and you **must** subscribe to the DBS Update Service. This is often the document you'll be waiting for the longest, so it's recommended to apply for this before you start anything else.

If you have any convictions, we strongly advise you to first check the Taxi Licensing Policy as they may prevent you from being licensed. You must also declare all convictions on your online application when prompted.

Applying for your DBS

You can apply for it through a company called Taxi Plus and the current cost of an Enhanced DBS is £58. You can begin your application by clicking [here](#).

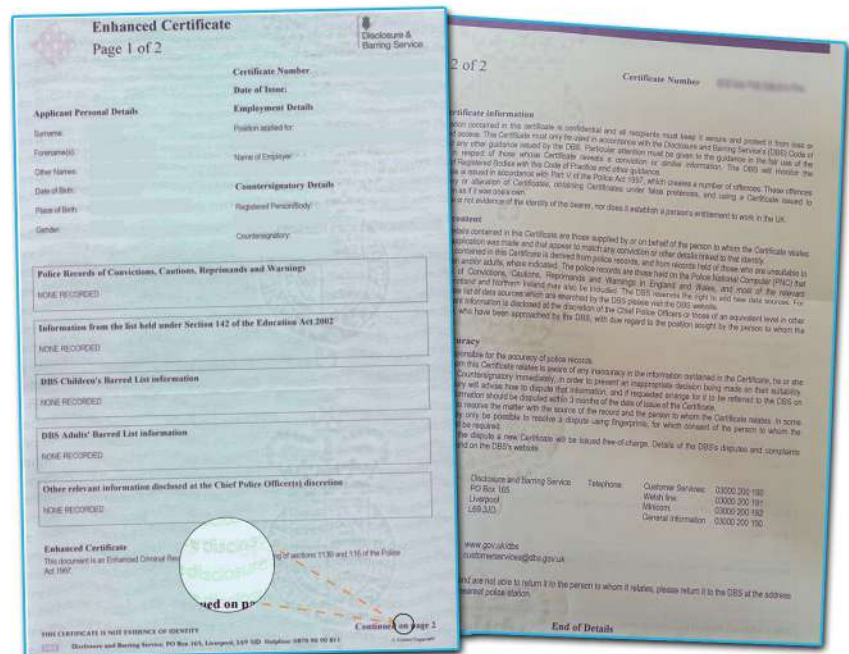
Taxi Plus will request multiple documents from you, perform their checks and post your certificate. Once received, you will have 19 days from the date on the certificate to subscribe to the update service before it becomes invalid - if this happens you will have to apply for a new one, so it's important not to delay. Below is the process your DBS application will go through with Taxi Plus and it can sometimes take 8-12 weeks to complete.



What is the DBS Update Service?

The Disclosure & Barring Service have a subscription service that keeps your certificate valid providing the £13 per year subscription is paid and your criminal record doesn't change.

We still need you to submit the full certificate with each application - we can't accept screenshots of your online account or your reference numbers. All sections, pages and information needs to be included. Anything else will result in rejection of the application. See the image to the right for an example.



Step 3 -

Book Your Medical

Your medical will be at least eight pages. Remember to upload every page so that we can be sure you are medically fit to drive.

Next it is recommended to book your medical as the wait for this can vary depending on the availability of the medical facility you use. Before we grant your licence, we need to be sure that you do not have any medical conditions that may impair your ability to work as a taxi driver. In order to do this, we require you to submit a Group 2 medical - the same one used for lorry and bus drivers. We need this on the DVLA D4 form, available on the driver section of our website or by clicking [here](#).

The medical exam consists of several stages that test the following:

- Vision
- Neurological Disorders
- Diabetes Mellitus
- Cardiac Health
- Psychiatric Illness
- General Health

Where to book your medical

Milton Keynes City Council knows of the following medical practices that will perform this medical for you, but you can use any practice that has access to your medical records.



The Clinic MK
38 Linford Forum
18 Rockingham Drive
Linford Wood East
Milton Keynes
MK14 6LY
Tel: 01908 309290



Peachy Health Clinic
11 Canon Harnett Court
Warren Park
Wolverton Mill
Milton Keynes
MK12 5NF
Tel: 01908 382065



MK Occupational Health
12 Vincent Avenue
Crownhill
Business Centre
Milton Keynes
MK8 0AB
Tel: 01908 262464

When to provide a medical

New drivers need to submit a full medical regardless of their age. From then on, you will need to provide a new one on your 45th, 50th, 55th, 60th and 65th birthday, and then every birthday from 65 onwards.

Furthermore, if you develop any new medical problems or if there is any change to your medical fitness you must tell the council and we may ask for a new medical outside of the usual requirements.

Step 4 -

DVSA Certificate

This certificate allows us to be sure that you have the ability to drive safely and to a high standard, as well as having extra knowledge on taxi driving.

You will be required to submit a certificate from one of Milton Keynes City Council's approved Taxi Driving Assessment centres. It's up to you which one you go with and prices, availability and waiting times will vary. It's similar to the DVLA driving test, but with an extra focus towards taxi driving. It is recommended to obtain this next.

You can choose from one of the below centres:



[Book Online](#)

Tel: 0330 111 7230

taxi@greenpenny.co.uk



[Website](#)

Tel: 07921 777667

mannfleetsolutions@mail.com



[Book Online](#)

Tel: 0300 777 0157

info@bluelamptrust.org.uk



[Book Online](#)

Tel: 020 8686 8010

Contact form on website



[Website](#)

Tel: 01256 495731

Contact form on website



[Website](#)

Tel: 07747 530524

montiesdrivingschool@gmail.com

ZZ Driving School

Tel: 07845 281406

zz.drivingschool@yahoo.com

What does the test consist of?

This varies slightly depending on the company used, but it's a practical driving exam that will test your ability to drive safely - including a vision assessment, questions on the Highway Code and questions specific to taxi driving. It will last approximately one hour and you will be awarded a certificate if you pass. **You must keep this safe as you will need to submit it to us with every renewal application.**

Waivers

If you are a new driver, this does not apply to you and you can move to the next step.

DVSA certificates were not always a requirement and some drivers were already licensed when it came into effect. These drivers were issued a waiver letter exempting them from needing one. If you have one of these letters, you can submit this on the application in place of the DVSA certificate.

If you do not have a waiver letter or were issued one and have lost it, you will need to submit a certificate from one of the exam centres above. We do not have copies of these letters and cannot re-send them to you.

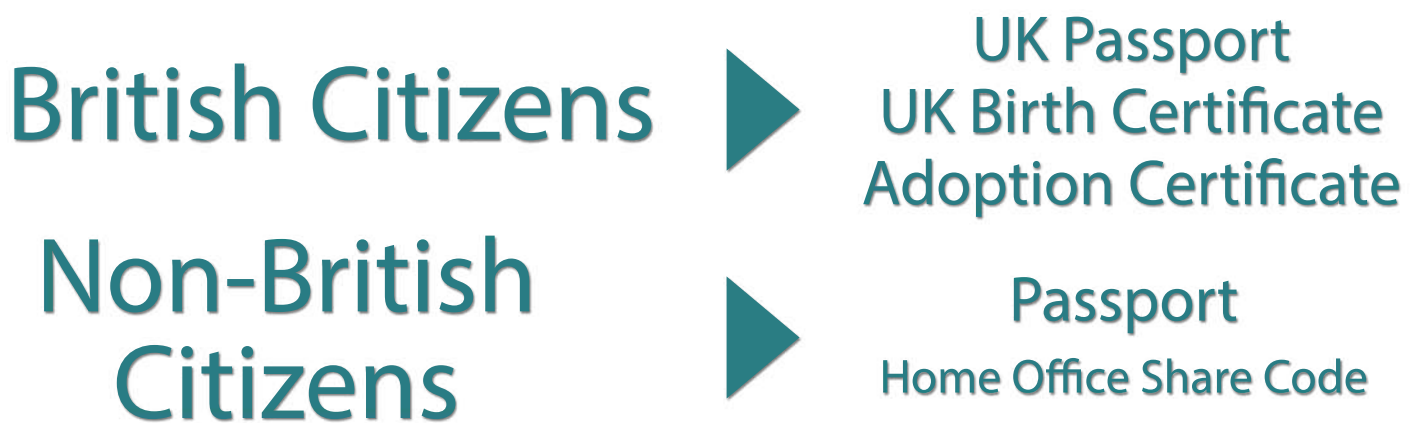
Step 5 - Proving Your Right to Work

It is against the law to work in the UK without a valid right to work. It is highly important that you keep us regularly updated with any changes to your status.

As the UK is no longer a part of the EU, we can no longer accept old methods of proving rights to work like EU passports, biometric residence cards or permits.

Instead, you will need to obtain a Home Office Share Code and submit it with your application and we will use that to check you are legally entitled to work in the UK. If you're not a British Citizen you'll still need to submit your passport as an ID document and this must be valid, but the share code is all you need to prove your right to work.

You can get a share code quickly and easily by clicking [here](#).



Certificates of conduct

If you have resided anywhere outside of the UK for a period of six months or more in the last 10 years, you will need to obtain a certificate of conduct from those countries.

This serves as a secondary criminal background check, as your Enhanced DBS will only provide your record from your time in the UK.

Where to obtain one

If you need a certificate of conduct, this must be sourced and paid for by you, but for most countries you can start the process by clicking [here](#).

Certain countries do not offer this service and applicants may find it hard to obtain what we ask for. In those cases you must show evidence that you have explored all possible avenues to obtain a certificate or evidence that the country concerned does not allow one to be obtained and then contact taxi@milton-keynes.gov.uk so we can discuss next steps with you.

Other information

You will need to request a certificate that is in English, we cannot accept it otherwise. If this isn't possible you may need to get it officially translated.

You will also need to provide the certificate with every application, so keep it safe.

Step 6 - Submit Your Application

You will be given a reference number beginning with 'FS'. Keep this safe and ensure you quote it whenever you contact us about your application

If you have obtained all of the documents set out in steps 1-5, you are ready to make your application. This is now all done online using the application portal on our website which you can access by clicking below.

MAKE YOUR APPLICATION

If you don't already have an account you'll be asked to make one and then be guided through the application process, being asked to upload your documents one-by-one as you progress.

REMEMBER

- If a document has more than one page, you need to upload all of them
- If we need to contact you we'll use the email address you provide. If this is incorrect we cannot contact you about your application or for payment
- Keep your login details safe - you will need them again to be able to make payment and when you renew your licence

If a complete application is received we aim to begin processing it in 24-72 hours, however this may be longer during holidays.

If the application is accepted we will email you a link to make payment, and once this is received we'll contact you about the final stage of the application.

You can save your application mid-way through and return to it if required, but we will not receive anything until you press the submit button at the end, and this won't be visible to you unless you have uploaded every document and filled out every field.

Your application will be rejected if any documents are missing or incorrect and you will be notified of this via email. A new application must then be made from the beginning.

MKCC Safeguarding Course £48	
New Driver £269	Renewal £252
▼ ▼	
New Driver Total £317	Renewal Total £300

Step 7 - Driver Assessment

You may know this as a 'knowledge test'. It will take place online via a Microsoft Teams video call with an Enforcement Officer and last no more than 60 minutes.

Once payment has been made, the final step is to attend a Milton Keynes City Council safeguarding course and pass your Driver Assessment. These are booked for you by us and you'll receive email confirmation for both. You will be asked 66 questions over a 60 minute period on the topics outlined below and the pass mark for the test is 80%.

Note: It is at the discretion of the Enforcement Officer conducting your test as to whether you pass or fail. You MUST take the test alone and if it is apparent that this is not the case the test will be stopped. The officer may also end the test early if your knowledge of safeguarding or Milton Keynes routes is unsatisfactory or if there are any concerns about you being fit and proper to hold a licence.

Vehicle Safety and Requirements

You will be asked 10 questions covering vehicle checks, requirements and conditions. Some example questions include:

- What must be displayed externally to the rear of a licensed vehicle at all times?
- What regular checks should a driver carry out on their vehicle before starting work?
- Where should a driver badge be displayed in a licensed vehicle?

Safeguarding and Equality Act

You will be asked 11 questions covering topics that are contained in MKCC's Safeguarding and Equality Act training. Example questions include:

- What are the four things beginning with 'R' that a driver should do if they have any concerns about a Safeguarding incident?
- What are key indicators that a child may be a victim of County Lines drug dealing or child sexual abuse and exploitation?
- What are the different types of assistance dogs?

Driver Conditions, Requirements and Code of Conduct

You will be asked 15 questions covering customer service, driver behavior and code of conduct, driver licence requirements, filling a receipt and CCTV. Examples include:

- What does the Council Code of Conduct expect drivers to do?
- What information should be recorded on a receipt?
- What organisations must a driver inform if they change their address?
- What is the legal difference between a Private Hire vehicle and a Hackney Carriage?

Local Route Knowledge

You will be asked 5 of the below questions at random and asked to provide the shortest route from pick-up to destination.

- MK Train Station to Xscape
- Central Shopping Centre (McDonalds) to Stadium:MK
- MK Train Station to Stadium:MK
- Xscape to Pink Punters (Fenny Stratford)
- MK Train Station to Central Shopping Centre (M&S)
- Central Shopping Centre (McDonalds) to central Stony Stratford
- MK Train Station to The Bowl (Furzton)
- Central Shopping Centre (McDonalds) to central Newport Pagnell
- MK Train Station to Bletchley Park
- Ikea (Bletchley) to Woburn Sands
- MK Train Station to MK Museum
- Jurys Inn (MK) to The Bowl (Furzton)
- MK Train Station to central Wolverton
- Jurys Inn (MK) to Pink Punters (Fenny Stratford)
- Stony Stratford to MK University Hospital
- Pink Punters (Fenny Stratford) to central Wolverton
- Pink Punters (Fenny Stratford) to central Stony Stratford
- Pink Punters (Fenny Stratford) to central Newport Pagnell
- Coachway to Central Milton Keynes (McDonalds)
- Coachway to MK Train Station

Numeracy

You will be asked 3 questions about numeracy as a driver may be asked to handle cash. An example question is:

- A fare of £10 is shared equally between four passengers. How much does each person contribute?

Hackney Carriage and Private Hire

You will be asked 12 questions around issues such as pre-booked fares, insurance, customer care, charging and seatbelts. Examples include:

- Can a Hackney Carriage refuse a journey?
- What must a Hackney Carriage driver charge for a journey?
- Can a Hackney Carriage use a bus lane?
- When is a Private Hire driver permitted to pick up a fare?
- When must a Private Hire driver wear a seatbelt?
- Can a Private Hire driver pick up a passenger who is flagging them down?

What Happens Next?

If you pass your driver assessment, the officer conducting your test will inform the administration team.

Your licence will be issued and printed and then be passed to management who will complete a final check and sign off. If there are no issues it will be posted to your home address. We aim for this whole process to be completed within 10 days of passing your assessment.

Important Things To Note

- You cannot start work until you receive your badge and licence in the post.
- Your licence gets posted to your home address. If this is wrong on your application you will need to pay for a replacement before we can re-send it.
- Post can take longer to arrive around public holidays.
- You will be issued with a three year licence, but if you have a right to work expiry date this is the date that will appear on your badge. A new badge will be printed showing your updated right to work expiry if and when it is granted by the Home Office. It is your responsibility to inform us of this and ensure your badge is valid.
- If you are planning to work using your own vehicle (as opposed to renting one) you need to submit a vehicle application first. You can't do this until you receive your badge.