

Re-opening of the Licensing Office in the Customer Access Point (CAP)

We have re-opened our Customer Services desk in Wakefield One, Burton Street on an appointment only basis, using the following procedure:

For general queries: In the first instance, please either email us at licensingoffice@wakefield.gov.uk or telephone us on 01924 302 932. Our opening hours are Monday to Friday 10am to 3pm excluding public holidays. You may leave voicemail and we will get back to you.

Applications: Please either fax to 01924 302928 or email to licensingoffice@wakefield.gov.uk

If you have no access to a computer or fax machine, we advise for you to submit the application through your Operator base.

In some circumstances it may not be possible to accept your application, if this is the case, you will be contacted by a member of staff.

Please note we are not yet accepting Private Hire/Hackney Carriage driver grant applications.

TEMPORARY APPLICATION PROCEDURES

DRIVERS

Applicants that require a DBS will need to:

1. Complete and sign your renewal application form, if you do not have a renewal form please click [here](#) to print one off. (please note that a DBS application form would have to be sent to you through the post separately if you require a DBS completing, please advise us if you require one)
2. Scan the form and attach it to your email.
3. Scan in your driving licence and attach it to the email.
4. Scan in 2 other proofs of identification from the DBS guidance list. You can find this information in the application form. (original copies of these will need to be produced in the office later)
5. Ensure your scanned attachments are either JPEG or PDF format. We can accept a photograph however it must be as an attachment to the e-mail NOT within the body of the e-mail and must be clearly readable. if we cannot read the document as a whole we will not accept the attachment.
6. Log on to www.gov.uk/view-driving-licence and generate a code.
7. Send the code in your email to allow us to view your driving licence record.
8. Email the form, driving licence and identification to licensingoffice@wakefield.gov.uk

We will:

- Check your application and documents then provide you with a unique payment reference number.
- Send you a link to our website so you can pay for your application.

We will:

- Look out for your payment and contact you to arrange an appointment to bring in your completed DBS form and the original identification documents sent in with your emailed application
- Email you confirmation of your appointment and information you must read before you attend

Applicants who do not need a DBS, will need to:

1. Complete and sign your renewal application form, if you do not have a renewal form please click here to print one off.
2. Complete the form in full and sign it.
3. Scan the completed form and attach it to your email.
4. Scan in your driving licence and attach it to the email.
5. Ensure your scanned attachments are either JPEG or PDF format. We can accept a photograph however it must be as an attachment to the e-mail NOT within the body of the e-mail and must be clearly readable, if we cannot read the document as a whole we will not accept the attachment.
6. Log on to www.gov.uk/view-driving-licence and generate a code.
7. Send the code in your email to allow us to view your driving licence record.
8. Email the form and driving licence to licensingoffice@wakefield.gov.uk

We will:

- Provide you with a unique payment reference number.
- Send you a link to our website so you can pay for your application.

When your DBS is received back, you must:

1. You must register for the update service within 30 days of the certificate being issued details of how to do that can be found at <https://www.gov.uk/dbs-update-service>
2. Once registered you will need to complete a consent form, please click here to download, and scan the consent form along with all the pages of your DBS then e-mail them to licensingoffice@wakefield.gov.uk

When we receive your DBS certificate and consent form, we will:

- Consider your application against the suitability policy.
- If your badge is ok to issue then we will e-mail you asking you to complete a collection signature and for a scanned copy of both sides of your driving licence.
- When we receive the signed collection signature and your driving licence back, we will then e-mail your paper licence and a badge letter (badges will be printed and sent at a later date).
- You must: carry the badge letter with you at all times when you are working.

VEHICLES

To make a vehicle application you will need to:

1. Complete and sign your application form, if you do not have a renewal form please [click here to print one off](#).
2. Scan the form, attach to your email, this must be in either JPEG or PDF format. We can accept a photograph however it must be as an attachment to the e-mail NOT within the body of the e-mail and must be clearly readable, if we cannot read the document as a whole we will not accept the attachment.
3. Email the form back to licensingoffice@wakefield.gov.uk with any required documents

When we receive your form in the correct format, we will:

- E-mail you back with the details of your test appointment.
- Provide you with a unique payment reference number.
- Send you a link to our website so you can pay for your application.

When your vehicle has passed its test, you must:

1. Email the pass slip to licensingoffice@wakefield.gov.uk in JPEG or PDF format. We can accept a photograph however it must be as an attachment to the e-mail NOT within the body of the e-mail and must be clearly readable, if we cannot read the document as a whole we will not accept the attachment.

When we receive a satisfactory pass slip from you, we will:

- Email you a copy of your paper licence.
- Email a letter explaining why you have not been issued with a plate (plates are being printed off but we do have a back log, once we get to your plate it will be delivered to your operator base for collection)
- You must: carry this letter with you at all times when you are working (until your plate is issued)