

Moment that matters:
FIRST TIME CONTACT

As someone applying to become a taxi driver

I need to know if I'm eligible to become a taxi driver
so that I don't waste time applying for a licence that
will be rejected

As someone applying to become a taxi driver

I need any licensing team employee I interact with to be knowledgeable of my application

so that I can get satisfactory answers to my questions

As someone applying to become a taxi driver

I need to have relevant information about the application process

so that I can make an informed decision about what I need to do

As someone applying to become a taxi driver

I need to understand what's being asked of me
so that I am confident in what I am doing.

As someone applying to become a taxi driver

I need to understand what's being asked of me so that I am confident in what I am doing.

As someone applying to become a taxi driver

I need to understand all of the costs involved in the licensing process

so that I know how much I will need to pay to get a licence

As someone applying to become a taxi driver

I need the payment process to be efficient

so that I'm not wasting my time when I could be working

As a taxi operator

I need the application process to be quick
so that I can start work as soon as possible

As a taxi operator

I need to know what documents to provide
so that my application can be processed by the
council

As the council licensing team

we need to be confident an applicant is eligible
so that we can process an application

As the council licensing team

we need to be clear on the rationale behind application decisions

so that we can be confident in accepting or rejecting applications

As the council licensing team

we need to ensure that the applicants and vehicles we licence are fit and proper

so that we protect the general public and their interests

Moment that matters:
APPLICATION PACK

As someone applying to become a taxi driver

I need to have relevant information about the application process

so that I can make an informed decision about what I need to do

As someone applying to become a taxi driver

I need to understand what's being asked of me so that I am confident in what I am doing.

As someone applying to become a taxi driver

I need to know what documents to provide

so that my application can be processed by the council

As someone applying to become a taxi driver

I need to know if I need to do anything else

so that I can feel reassured my application is being processed as quickly as possible

As someone applying to become a taxi driver

I need to know the timelines involved
so that I know when I can start work

As someone applying to become a taxi driver

I need to understand all of the costs involved in the licensing process

so that I know how much I will need to pay to get a licence

As someone applying to become a taxi driver

I need the payment process to be efficient

so that I'm not wasting my time when I could be working

As someone applying to become a taxi driver

I need the application process to be simple and efficient

so that I don't need to be an expert to use it

As someone applying to become a taxi driver

I need to provide application documents to the council when it is convenient for me

so that completing my application doesn't interfere with my work/home life

As someone applying to become a taxi driver

I need to know how to get help with my application
so that I am able to complete the application process

As someone applying to become a taxi driver

I need the application process to be quick

So that I can start work as soon as possible

As someone applying to become a taxi driver

I need to easily book appointments for a time that suits me

So that my application is not held up unnecessarily

As someone applying to become a taxi driver

I need to minimise the amount of travel I have to do as part of the process

So that I'm not losing out on business

As a taxi operator

I need clear rationale behind application decisions
so that I understand why that decision has been
made and decide whether to challenge it or not

As a taxi operator

I need to provide application documents to the council when it is convenient for me

so that completing my application doesn't interfere with my work/home life

As the council licensing team

we need to know if an applicant has any convictions on their DBS certificate

so that we can make an informed decision on whether they can become a licenced taxi driver

As the council licensing team

we need to ensure that the applicants and vehicles we licence are fit and proper

so that we protect the general public and their interests

As the council licensing team

we need the application to capture all the required information

so that we can successfully process an application

As the council licensing team

I need to be able to identify where in the process an application is

So that I can respond to applicant's queries

As the council licensing team

we need to make sure that the amount of face to face appointments are manageable

so that we can meet demand

Moment that matters:
KNOWLEDGE TEST

As someone applying to become a taxi driver

I need the application process to be simple and efficient

so that I don't need to be an expert to use it

As someone applying to become a taxi driver

I need to provide application documents to the council when it is convenient for me

so that completing my application doesn't interfere with my work/home life

As someone applying to become a taxi driver

I need to know how to get help with my application
so that I am able to complete the application process

As someone applying to become a taxi driver

I need to easily book appointments for a time that suits me

So that my application is not held up unnecessarily

As someone applying to become a taxi driver

I need to minimise the amount of travel I have to do as part of the process

So that I'm not losing out on business

As someone applying to become a taxi driver

I need clear rationale behind application decisions
so that I understand why that decision has been
made and decide whether to challenge it or not

As the council licensing team

we need to ensure that the applicants and vehicles we licence are fit and proper

so that we protect the general public and their interests

As the council licensing team

we need the application to capture all the required information

so that we can successfully process an application

As the council licensing team

we need to make sure that the amount of face to face appointments are manageable

so that we can meet demand

Moment that matters:
CSE COURSE

As an operator

I need to know that my taxi drivers are fit and proper so that I can trust them to represent my business and provide a satisfactory and safe service

As someone applying to become a taxi driver

I need to easily book appointments for a time that suits me

So that my application is not held up unnecessarily

As someone applying to become a taxi driver

I need to know what is expected from me as a taxi driver

so that I can meet the requirements and not risk losing my licence in the future

As the council licensing team

we need to make sure that the amount of face to face appointments are manageable

so that we can meet demand

As the council licensing team

we need to ensure that the applicants and vehicles we licence are fit and proper

so that we protect the general public and their interests

Moment that matters:
VEHICLE LICENSING

As someone applying for a vehicle licence

I need to understand the vehicle specification policies

So that I can follow the correct procedures

As someone applying for a vehicle licence

I need to be aware of any changes to vehicle rules and regulations

So that I can make sure my vehicle is always compliant with the requirements

As someone applying for a vehicle licence

I need to know why certain vehicle checks have to be done and the need for their frequency

So that I am confident that I'm not wasting time and money on unnecessary tasks

As the council licensing team

we need to be aware of any changes to vehicle rules and regulations

so that we can communicate accurate information to taxi drivers and operators confidently

As a taxi operator

I need clear rationale behind application decisions
so that I understand why that decision has been
made and decide whether to challenge it or not

As a taxi operator

I need the application process to be quick

So that I can start work as soon as possible

As a taxi operator

I need to know why certain tasks have to be done and why I have to repeat some of them

So that I confident that I'm not wasting time and money on unnecessary tasks

As a taxi operator

I need to minimise the amount of travel I have to do as part of the process

So that I'm not losing out on business

As a taxi operator who is applying for a vehicle licence

I need to easily book appointments for a time that suits me

So that my application is not held up unnecessarily

As a taxi operator who is applying for a vehicle licence

I need any licensing team employee I interact with to be knowledgeable of my application

so that I can get satisfactory answers to my questions

As the council licensing team

we need to make sure that the amount of face to face appointments are manageable

so that we can meet demand

As the council licensing team

we need to use reliable systems and technology
so that we can do our job effectively

As the council licensing team

we need the application to capture all the required information

so that we can successfully process an application