

How to renew your licence online

This guidance note will provide you with information and help to complete your online renewal application.

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Driver's Licence

You will be sent an email from licensing@cheltenham.gov.uk a minimum of 4 weeks in advance of the expiry of your licence.

The notification email will provide you with the information you need to log in to your account. You will need, in addition to the information we send you, your National Insurance number.

Procedure

- 1) The link provided by the council will take you to the driver licence renewal landing page on the council's website¹.

Cheltenham Borough Council

[Apply to renew a Hackney Carriage Driver Licence - Data search](#)

The details below will be used to retrieve your existing licence details from our database. Please enter the Reference Number and National Insurance Number as it appears on the renewal notice.

Reference Number *

National Insurance Number *

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- The notification email will provide you with the "Reference Number".
- You need to enter your NI number in the correct format (i.e. QQ123456C). No spaces and all the letters must be in capitals.

- 2) Once you have logged in, you will be presented with a screen showing your contact details held on the council's database. Please check to ensure that the details are correct and up to date. You will need to enter your contact number and current email address.

You will be required to confirm that the information is correct.

- 3) **Medical history** – Please indicate if any aspect of your medical history has changed since your last application.

¹ For the purpose of this guide we will use the Hackney Carriage form however the procedure will be the same for both hackney carriage and private hire drivers.

- 4) **DVLA Driving Licence** – You must declare all new and existing driving licences to the council.
- 5) **Offences** – You must declare *ALL* offences, criminal investigations and/or cautions to the council.
- 6) **Operator details** - If you are currently employed by a licensed operator, you answer yes and select the operator for the list provided.
- 7) **Declaration** – You will be required to read and sign the declaration form. You can sign it by simply typing your name in the box provided and selecting the date you are completing the form.
- 8) **Document uploads** – If you have electronic copies of documents, you can upload these on the documents upload page. For driver renewal applications, you will need to supply the council with a new medical report and an enhanced criminal disclosure certificate obtained from the DBS² and dated no later than 3 months from the date of your application submission.
- 9) Once you have completed the form and uploads, you will be provided with a reference number and an electronic copy of your completed application form. Please make a note of this reference number because you will be asked to quote it when you contact the council.

If any aspect of your application is wrong or requires amending, please use the “Previous” button that can be found at the bottom of each page of the online form. **DO NOT** use the browser back button.
- 10) **Application fees** – You will be directed to the council’s online payment service to complete your renewal application.
- 11) Once you have completed the payment, you will be able to submit your application for to the council. You will automatically receive a confirmation email from the council with an electronic copy of your submitted application attached.

DBS & Medical forms

Once you have submitted your application online, you can collect a DBS form from the reception desk at the Municipal Offices or during one of the open sessions.

Unless you have subscribed to the DBS Update Service, you will need to see an officer during one of the open session with the completed DBS form original required [DBS ID documents](#).

² If you subscribe to the DBS’ online update service, we will only require the certificate number from your last DBS paper certificate.

You can [download a copy](#) of the medical form from the council’s website or during one of the open sessions.

Immigration checks

If we have not done a check to verify your right to work and/or remain in the UK, you will need to supply the council with original documents. Please see a list of [Government approved documents \(p. 25 onwards\)](#) that you will be required to present to us.

Driver’s licence

You need to supply us with a copy of your DVLA driver’s licence. We will accept a photo or electronic copy (that can be uploaded using the online form) provided the photo or electronic copy is clear and legible.

Vehicle Licence

You will be sent an email from licensing@cheltenham.gov.uk a minimum of 4 weeks in advance of the expiry of your licence.

The notification email will provide you with the information you need to log in to your account. You will need, in addition to the information we send you, your vehicle registration document (V5) to complete your renewal application.

Procedure

- 1) The link provided by the council will take you to the driver licence renewal landing page on the council’s website³.

Cheltenham Borough Council

[Apply to renew a Hackney Carriage Vehicle Licence - Data search](#)

The details below will be used to retrieve your existing licence details from our database. Please enter the Reference Number and Vehicle Registration as it appears on the renewal notification, including any spaces.

Reference Number *

Vehicle Registration Number *

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[Next](#)

- The notification email will provide you with the “Reference Number”.
- You need to enter your vehicle registration number **exactly** as it is supplied to you in the renewal notification email. If you do not it will cause an error in retrieving your data.

- 2) Once you have logged in, you will be presented with a screen showing your contact details held on the council’s database. Please check to ensure that the details are correct and up to date. You will need to enter your contact number and current email address.

³ For the purpose of this guide we will use the Hackney Carriage form however the procedure will be the same for both hackney carriage and private hire vehicles.

You will be required to confirm that the information is correct.

- 3) **Correspondence Address** – If you have an alternative correspondence address, please supply the council with this.
- 4) **Details of Vehicle** – This page will present you with the information about your vehicle held on the council’s database. You will need to manually enter the following information about your vehicle:
 - a. The number of doors
 - b. The engine capacity
 - c. The seating capacity (excluding driver)
 - d. Wheelchair Accessibility
- 5) **Operator or Owner Driver** – If you are employed by an operator you must supply this information to the council.
- 6) **Declaration** – You will be required to read and sign the declaration form. You can sign it by simply typing your name in the box provided and selecting the date you are completing the form.
- 7) **Document uploads** – If you have electronic copies of documents*, you can upload these on the documents upload page. For vehicle renewal applications, you will need to supply the council with:
 - A copy of your V5 vehicle registration document
 - A copy of your insurance document
 - Copies of your MOT and fitness pass certificate
 - Taxi meter calibration certificate (Hackney Carriages only)

** If you do not have electronic copies of these documents, you can still proceed with your online renewal. You can bring hard copies of these documents to one of the open session quoting your online form submission number.*

- 8) Once you have completed the form and uploads, you will be provided with a reference number and an electronic copy of your completed application form. Please make a note of this reference number because you will be asked to quote it when you contact the council.

If any aspect of your application is wrong or requires amending, please use the “Previous” button that can be found at the bottom of each page of the online form. **DO NOT** use the browser back button.

- 9) **Application fees** – You will be directed to the council’s online payment service to complete your renewal application.

- 10) Once you have completed the payment, you will be able to submit your application for to the council. You will automatically receive a confirmation email from the council with an electronic copy of your submitted application attached.

Help with form errors

- All field marked with an asterisks (*) indicates a mandatory field.

Cheltenham Borough Council

Apply to renew a Hackney Carriage Driver Licence - Data search

The details below will be used to retrieve your existing licence details from our database. Please enter the Reference Number and National Insurance Number as it appears on the renewal notice.

Please enter some search terms

Reference Number *

National Insurance Number *

Previous

Next

- If you get an error stating “Please enter some search terms”, please check to ensure that you have:
 - Entered the right details from your notification email
 - For driver renewals - Your NI number has been entered in the correct format (i.e. no spaces and capital letters only)
 - For vehicle renewals – Your vehicle registration number has been entered in the exact same format as supplied to you in your renewal notification form.
- For payment errors, please check to ensure your card details have been entered correctly and that the card is still in date.

If technical problems persist, please contact the licensing section on licensing@cheltenham.gov.uk or on 01242 262626, 9AM to 5PM on Monday to Friday.