**ARG Dudley Taxi Scheme (v1) Frequently Asked Questions**

**What is the ARG Taxi Scheme?**

To support self-employed taxi drivers within Dudley as a contribution to continued fixed costs, a one-off payment of £2,000 is being made available to self-employed licensed taxi and private hire drivers, subject to certain conditions.

**Am I eligible for the ARG Taxi scheme?**

The scheme is for self-employed taxi and private hire drivers who live in the Dudley borough regardless of which council they are licensed with.

To be eligible for the grant drivers must be self-employed, reside in Dudley Borough and have been licensed before, or from the 4th November 2020.

**How much will the grant be?**

A one-off payment of £2,000 for eligible applicants.

**What if I’ve lost more than £2,000 of income?**

An ARG grant is a contribution toward the fixed costs that the business faces during the specified period of restrictions. An ARG grant is not intended to subsidise wages. The ARG Taxi Scheme is a fixed value grant.

**Is the grant subject to Tax?**

The Government has confirmed that all payments under the scheme are taxable.

**When do I need to apply?**

As soon as possible.The Council reserves the right to close or vary the terms of the scheme at any time, and without notice, should it be necessary to do so.

**How do I apply?**

Applications are via the online Grant Approval portal at <https://www.grantapproval.co.uk/>

**What evidence will I need to have ready?**

You will need the following documents in an electronic format ready to upload to the portal. Photographs are acceptable as long as they are clear.

* your Hackney Carriage License or Private Hire License with the Badge Number and issuing Council clearly shown
* your driving licence (DVLA)
* your latest bank statement showing that the claimant is the named holder of the bank account. Please ensure that the name, address, sort code and account number are shown clearly.
* evidence that you were trading on 4th November 2020. This evidence should be dated 4/11/20 or in the days leading up to 4/11/20 and clearly show that you were trading as a taxi or private hire driver, such as a sales receipt or fare records that clearly tie back to you as the driver.

**Do I have to apply online?**

Yes. All applications must be made via the self-serve online portal, unfortunately applications cannot be made in any other format.

**How long will it take for me to get the grant payment?**

We are working hard to process applications as quickly as possible.

In order for us to process applications as quickly as possible, ***please do not chase your application but log-in and check your status on the self-serve*** [grant approval portal](https://www.grantapproval.co.uk/) (the website where you went to apply for your grant).

If we need any further information to support your application, we will contact you via the portal.

**What happens if I have applied but entered my bank details incorrectly?**

Unfortunately, we are unable to amend your bank details for your financial protection, if you have manually entered your bank details incorrectly you will need to complete a new application.

**Can the council claim back the money?**

As an applicant you must provide true, accurate information when applying for the grant. If it is established that **any** award has been made incorrectly due to error, misrepresentation or incorrect information provided to the Council by an applicant or their representative(s) the council reserves the right to recover any grant paid in full.

This matter is mentioned frequently throughout the grant application process, and you must sign to state that you understand this when applying for a grant.

**I am struggling with completing my application, where can I go for further help?**

Due to current high volumes of calls, and to ensure we can process applications as quickly as possible please contact us via email on [discretionary.grant@dudley.gov.uk](mailto:discretionary.grant@dudley.gov.uk)

Please be aware that we receive a high volume of enquiries, so we will get back to you as soon as possible. Please be patient.

**If I am not happy with a decision can I appeal?**

There is no appeals process for this scheme.

The Council’s formal ‘Complaints Procedure’ will be applied in the event of any complaint received about this scheme. <https://www.dudley.gov.uk/council-community/compliments-comments-complaints/>