



**WEST LOTHIAN COUNCIL**  
**Civic Government (Scotland) Act, 1982**  
**Taxi Licence - New Application**

<b>APPLICATION under Section 13 of the Civic Government (Scotland) Act, 1982 for the GRANT of a:</b>  <p style="text-align: center;"><b>TAXI LICENCE</b></p> <p>Information supplied on this form will be held on computer and applicants are advised that in processing this application background checks will be made which may include reference to personal data held on computer.</p>	<b>For Official Use Only</b>																				
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;"><b>Date of Application</b></td> <td style="width: 25%;"></td> <td style="width: 25%;"><b>Deadline for Final Decision</b></td> <td style="width: 25%;"></td> </tr> <tr> <td><b>Date to Cab Office</b></td> <td></td> <td><b>Date to Committee</b></td> <td></td> </tr> <tr> <td><b>Fee Paid</b></td> <td></td> <td><b>Date of Committee Meeting</b></td> <td></td> </tr> <tr> <td><b>Receipt Number</b></td> <td></td> <td><b>Decision</b></td> <td></td> </tr> <tr> <td><b>Deadline for Initial Decision</b></td> <td></td> <td><b>Date Application Determined</b></td> <td></td> </tr> </table>	<b>Date of Application</b>		<b>Deadline for Final Decision</b>		<b>Date to Cab Office</b>		<b>Date to Committee</b>		<b>Fee Paid</b>		<b>Date of Committee Meeting</b>		<b>Receipt Number</b>		<b>Decision</b>		<b>Deadline for Initial Decision</b>		<b>Date Application Determined</b>	
<b>Date of Application</b>		<b>Deadline for Final Decision</b>																			
<b>Date to Cab Office</b>		<b>Date to Committee</b>																			
<b>Fee Paid</b>		<b>Date of Committee Meeting</b>																			
<b>Receipt Number</b>		<b>Decision</b>																			
<b>Deadline for Initial Decision</b>		<b>Date Application Determined</b>																			

**Please use Block Letters to complete this form.**

**Question 1 Personal details** (Note: for application made as Company or Partnership please provide full details of Company/Partnership, Full Address of Principle or Registered Office, Contact Number, Names, Address and Dates of Birth for all Directors/Partners or other persons responsible for the management of the business, on a separate sheet of paper. In addition the full Name, Address, and Date of Birth of the employee or agent who is to be responsible for the day to day management of the business should be shown below at Question 2.

<b>Surname</b>		<b>Forename</b>		<b>Middle name(s)</b>	
<b>Title e.g. Mr/Mrs/Miss/Ms</b>					
<b>Maiden name</b>		<b>Age</b>		<b>Date of birth</b>	
<b>Home address</b>				<b>Telephone or Contact number</b>	
<b>Post Code</b>				<b>Time resident at address</b>	
<b>Previous home address</b>				<b>Length of experience in Hire Car Trade</b>	

<b>Question 2</b> Does the applicant propose to carry on the day to day management of the vehicle for which this application applies? <i>(If No please give Managers details below)</i>	<b>Yes / No</b>
---	-----------------

<b>Full name of Manager</b>			
<b>Full Address of manager</b>		<b>Length of experience of manager</b>	
<b>Post code</b>			

<b>Question 3</b> Vehicle Details Reg. Number:	Date of First Registration		Make		Model	
	CC		Colour		No.: Doors	Chassis Number
<b>Question 4</b> Address of premises where vehicle is normally kept						
<b>Question 5</b> Has any person named in Answer 1 been convicted of any crime or offence in any Court in the United Kingdom, or had their DVLA Licence endorsed with any offence or penalty? If applicable, please note all convictions, as this question does not solely apply to motoring offences.						
Yes / No	If answer is yes please provide details below; continue on separate sheet if necessary.					
Name	Date	Court	Offence	Sentence		
Subject to the Rehabilitation of Offenders Act, 1974, <u>ALL</u> Crimes and Offences <u>MUST</u> be declared.						
<b>Question 6</b> Have you ever applied for, and been refused a Taxi Licence?						Yes / No
If yes which Authority refused the Licence?						
When was it refused?						
<b>DECLARATION by Applicant</b> I declare that the particulars given by me on this form are correct to the best of my knowledge and belief. I enclose appropriate fee						
Date:		Signature of Applicant:	£			
		Signature of Agent:				
		Address of Agent				

**It is strongly advised that before completing this application you read the notes**

## **Taxi Licence New Application NOTES**

1. The attention of applicants is especially drawn to Question 5 of this form. It is essential that the whole form, including Question 5 is completed in full, otherwise the application form cannot be processed.
2. Any person who in making an application for the grant of a licence makes any statement, which he knows to be false, or recklessly makes any statement, which is false in a material particular, shall be guilty of an offence and shall be liable, on conviction, to a fine not exceeding £500.
3. A taxi licence is required for the operation of a vehicle as a hire car which is engaged, by arrangements made in a public place between the person to be conveyed in it (or a person acting on his behalf) and its driver for a journey beginning there and then.
4. In terms of Paragraph 6 of Schedule 1 to the Civic Government (Scotland) Act, 1982, where a licensing authority have refused an application for the grant or renewal of a licence, they shall not, within 1 year of their refusal, entertain a subsequent application from the same applicant for the grant of the same kind of licence unless in the Authority's opinion there has been, since their refusal, a material change of circumstances.
5. This application form, when completed, should be returned to West Lothian Connected, Unit 16A, Almondvale Centre, Livingston along with an application fee of £28.00. When this completed application form is returned by post please send to The Licensing Team, West Lothian House, Almondvale Boulevard, Livingston, EH54 6QG.

**This application form will not be accepted for processing by the council until the appropriate fee has been received.**

6. Please note that, in terms of existing legislation, the Council, as Licensing Authority, can only limit the number of taxi licences granted by them if, but only if, they are satisfied that there is no significant demand of service for taxis in their area which is unmet. The Council currently restrict the number of taxis operating in the West Lothian area, which restriction is reviewed from time to time in consultation with interested parties. Since the Council imposes a limit on the number of taxi licences and since no taxi licences are available for allocation at the moment, you are required to submit with this application a statement, in writing, setting out your views as to why the Council should breach the limit by granting a licence to you. Failure to produce a statement of reasons for an additional licence to be granted will not prejudice the Council's consideration of your application, but it will be presumed that you accept that there should be limit on the number of licences issued. It should be noted that the Council licences taxis throughout the West Lothian area and that any person who receives a taxi licence is authorised to ply for hire at any location within the District at any time of day or night.
7. In an attempt to ensure that a greater number of wheelchair accessible vehicles are operating in West Lothian, the Council operates the under noted policy:

All new Taxi Operator Licences, whether granted because of an increase in the number of taxis operating within the district or by the re-allocation of surrendered licences, will be granted on the strict understanding that the vehicle for which it is issued must remain fully wheelchair accessible for all times.

This policy will apply to all licences, apart from those existing licences that are transferred due to the death or incapacitation of the licenceholder.

8. The Council agreed on 28th April 1998, to re-affirm the previous District Council policy restricting the number of times applicants could appear on the list of persons wishing to obtain a taxi licence. The policy, whilst re-adopted, was amended to ensure that any applicant could appear no more than **once** on the list. It was further agreed that the policy should be extended to include immediate members of person's family.

9. When and if your application is approved and your name appears at the top of the list of interested persons wishing to obtain a taxi licence, you will be required to re-apply and to present the vehicle which you desire to be licensed, at the Taxi Examination Centre of Lothian and Borders Police at 33 Murrayburn Road, Edinburgh, EH14 2TF in order that your vehicle may be inspected by the Cab Inspector who will notify you of the date and time of such inspection. The fee for the licence is £321.00.
10. When presenting your vehicle for examination as aforesaid, you will be required to produce to the Cab Inspector the requisite Vehicle Registration Document for your vehicle, the Certificate of Insurance in relation to the vehicle as required by Part VI of the Road Traffic Act 1972, and your receipt issued by the Council in payment of the application and licence fee.
11. The Vehicle Registration Document shall be:
  - (i) made out in the name and address of the applicant, or
  - (ii) in the case of a company in the name of a Director or a responsible officer of the company, and
  - (iii) in the case of a partnership in the name of a partner.
12. The Certificate of Insurance shall be made out in the name and address of the applicant and shall provide cover for the use of a taxi to ply for hire and to carry passengers for hire and reward.
13. When a vehicle is presented for examination at the Taxi Examination Centre with a view to the grant of a taxi licence, the applicant shall ensure that the bodywork and passenger accommodation of the vehicle are clean and that the underside of the vehicle is free from road dirt, excess oil and grease.
14. A motor vehicle will not be licensed as a **taxi** unless the Council are satisfied that it is of a suitable type and is in a proper state of repair for use as a taxi and a motor vehicle shall not be regarded by the Council as a suitable type and in a proper state of repair for use as a Taxi unless:
  - (i) It complies with the conditions of fitness specified in Schedule A to this application form; and
  - (ii) It is fitted with a taximeter of a type approved by the Council and complying with the standards and specifications for taximeters detailed in Schedule B to the Council's Scheme for the Licensing of Taxis.
15. As paragraph 3 of Schedule A to this application form indicates, each Taxi must be fitted with a suitable fire extinguisher complying with the requirements relating to fire extinguishers for use in public service vehicles.



b) Please rate how well the Service handled any problems that arose from your request?

Excellent	<input type="checkbox"/>
Very Good	<input type="checkbox"/>
Average	<input type="checkbox"/>
Poor	<input type="checkbox"/>
Very Poor	<input type="checkbox"/>
Not Applicable	<input type="checkbox"/>

Please comment on how well or badly problems were handled..

## 2. Timeliness

*Responding immediately to initial contact, dealing with the issue quickly and without passing it on.*

**Thinking about your recent contact with the service:**

a) How would you rate the promptness of the Service's response to your request?

Excellent	<input type="checkbox"/>
Very Good	<input type="checkbox"/>
Average	<input type="checkbox"/>
Poor	<input type="checkbox"/>
Very Poor	<input type="checkbox"/>
Not Applicable	<input type="checkbox"/>

Please comment on how the Service's promptness or lack of promptness has affected you.

b) How would you rate the Service's ability to resolve your issue at the first point of contact?

Excellent	<input type="checkbox"/>
Very Good	<input type="checkbox"/>
Average	<input type="checkbox"/>
Poor	<input type="checkbox"/>
Very Poor	<input type="checkbox"/>
Not Applicable	<input type="checkbox"/>

Please comment on how this ability has affected you.

### 3. Information

*Providing accurate and comprehensive information, keeping customers informed about progress.*

**The information published on the Council's Web Site includes a service booklet, events notification and policies. In addition, administered services provide information on application forms and guidance notes. These forms are available on the Council's Web site or from the Licensing Team at West Lothian House.**

a) How easy was it to find or obtain information provided by the service?

Excellent	<input type="checkbox"/>
Very Good	<input type="checkbox"/>
Average	<input type="checkbox"/>
Poor	<input type="checkbox"/>
Very Poor	<input type="checkbox"/>
Not Applicable	<input type="checkbox"/>

Please comment on how the ease or lack of ease in obtaining information affected you..

b) Please rate how accurate and comprehensive the information about the service was ?

Excellent	<input type="checkbox"/>
Very Good	<input type="checkbox"/>
Average	<input type="checkbox"/>
Poor	<input type="checkbox"/>
Very Poor	<input type="checkbox"/>
Not Applicable	<input type="checkbox"/>

Please comment on how the accuracy or lack of accuracy of information has affected you.

c) In general, how would you rate the Service's performance in keeping you informed of the progress of your request?

Excellent	<input type="checkbox"/>
Very Good	<input type="checkbox"/>
Average	<input type="checkbox"/>
Poor	<input type="checkbox"/>
Very Poor	<input type="checkbox"/>
Not Applicable	<input type="checkbox"/>

Please comment on how the performance has affected you.

#### 4. Professionalism

*Competent staff, treating customers fairly*

**The Council provides ongoing training to all staff to ensure staff have the knowledge and skills to carry out their tasks.**

a) How would you rate the staff's knowledge and skills in dealing with your request?

Excellent	<input type="checkbox"/>
-----------	--------------------------

Very Good	<input type="checkbox"/>
Average	<input type="checkbox"/>
Poor	<input type="checkbox"/>
Very Poor	<input type="checkbox"/>
Not Applicable	<input type="checkbox"/>

Please comment on the staff knowledge and skills you experienced..

**5. Staff attitude**

*Polite and friendly staff, sympathetic to customer needs*

**Training is provided to all staff on customer relations in line with the Council's policy of being customer focussed.**

a) In general, how would you rate the staff's attitude towards you?

Excellent	<input type="checkbox"/>
Very Good	<input type="checkbox"/>
Average	<input type="checkbox"/>
Poor	<input type="checkbox"/>
Very Poor	<input type="checkbox"/>
Not Applicable	<input type="checkbox"/>

Please comment on the staff attitude you experienced

**6. Client Expectation**

*Your views are sought with regard to what you expected of the service and what you feel did not meet those expectations*

a) Your expectations

b) Where do you feel the service did not meet your expectations

**7. Overall Service**

**Taking into consideration all of the above how would you rate your satisfaction with the overall service your experienced on this occasion.**

a) On this occasion I would rate the satisfaction level for the service I received as:

Very Satisfied	<input type="checkbox"/>
Satisfied	<input type="checkbox"/>
Average	<input type="checkbox"/>
Not Satisfied	<input type="checkbox"/>
Very Dissatisfied	<input type="checkbox"/>
Not Applicable	<input type="checkbox"/>

Please comment how your response above