



WEST LOTHIAN COUNCIL
Civic Government (Scotland) Act, 1982
Taxi Cab – Replacement Vehicle

APPLICATION for replacement vehicle for use as a: <p style="text-align: center;">TAXI</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>	For Official Use Only												
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Date of Application</td> <td style="width: 25%;"></td> <td style="width: 25%;">Receipt Number</td> <td style="width: 25%;"></td> </tr> <tr> <td>Date to Cab Office</td> <td></td> <td>Date App. Determined</td> <td></td> </tr> <tr> <td>Fee Paid</td> <td></td> <td></td> <td></td> </tr> </table>	Date of Application		Receipt Number		Date to Cab Office		Date App. Determined		Fee Paid			
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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).

Surname		Forename		Middle Name(s)	
Home Address				Telephone or Contact Number	
Post Code					

Question 2 Does the applicant propose to carry on the day to day management of the vehicle for which this application applies? *(If No please give managers details below)*

Yes / No

Full name of manager			
Full address of manager			Length of experience of manager
Post code			

Question 3a Replacement vehicle details

Your current Taxi licence No.							
Reg. number:	Date of first registration		Make		Model		
	CC	Colour		No.: of doors	Chassis number		

PLEASE NOTE: IF THE NEW VEHICLE IS CURRENTLY BEING USED AS EITHER A TAXI OR PRIVATE HIRE CAR AT PRESENT, A REPLACEMENT APPLICATION MUST BE MADE IMMEDIATELY FOR THAT LICENCE

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Question 3b Previous Vehicle Details

Registration Number		Make		Model	
Colour		Number of Passenger Seats			

DECLARATION by Applicant

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

£50.00

Date:

Signature of Applicant:

Where Applicant is Company or Partnership

Signature of Agent:

Address of Agent

Please make payments at West Lothian Connected, Unit 16A, Almondvale Centre, Livingston.



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Legal Services

Client Feedback - Licensing

To ensure we continue to meet your needs and identify where improvements to our service can be made I would be grateful if you would spare a few minutes to complete this survey. Your answers will assist us to assess the current service and identify where we can make improvements in our service to you.

1. Delivery

Delivering the promised service and handling any problems that arise.

Our Service Standards are published on the Council's web site. In addition there are statutory time limits for some of the work done by Licensing

a) Please rate the service you received?

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 why the Service did or did not meet your needs.

West Lothian Council delivers

westlothian.gov.uk



West Lothian
Council

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"/>
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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