



West Lothian Council
Licensing
Service Standards

“West Lothian Council is committed to providing the people of West Lothian with services which are reliable, courteous and effective.”

Applying for Licences to Operate Taxis or Private Hire Cars

Description of our Service: Processing applications for licences to operate Taxis or Private Hire Cars

Our Customers Are: All those who wish to apply for licences for the above.

Our Business Address is: **Licensing Service**
Legal Services
West Lothian House
Almondvale Boulevard
Livingston
EH54 6QG
Telephone: 01506 777229/777230/777187

LicensingServices@westlothian.gov.uk

Business Hours: Monday to Thursday 8.30am – 5.00pm
Friday 8.30am – 4.00pm

Application Lodging Hours at West Lothian Connected
Monday Tuesday, Thursday 8.30am – 4.30pm
Wednesday 10.00am – 4.30pm
Friday 8.30am – 3.30pm
Saturday 9.30am – 2.00pm

N.B. Applications be lodged at West Lothian Connected, Unit 16A, Almondvale Centre, Livingston

We Will:

Provide all documents and assistance needed to make an application, including information about procedures and fees.

Provide a receipt for your application fee, either immediately if the application is made in person, or within 3 working days if the application is made by post.

Provide an acknowledgement advising that your application has been received.

Invite comments on your application, where required, from other Council services and outside agencies, such as the Police, within 1 working day of the date of acknowledgement that your application has been received.
Contact you within 3 working days if any problems come to light with your application.

Issue your licence within 8 weeks of its being lodged with the Council provided it presents no problems.

Inform you of any objection(s) to your application and of the date, time and place of the Licensing sub-committee meeting where your application will be considered. We will give you at least 7 days notice and explain your rights to attend or to be represented at the meeting. We will also give you a copy of any objection(s) received in connection with your application. Note: Licensing Sub-Committee meetings are normally held every 6 weeks.

Issue your licence/permission within 3 working days of its approval.

Inform you in writing within 5 working days of the decision being made if your application is refused, giving the reasons for refusal.

If you wish to make a complaint or a comment about the service, please write to:

Chief Solicitor,

Legal Services (Taxi.),
Free Post
West Lothian Council
West Lothian House,
Almondvale Boulevard
Livingston.
EH54 0BR

Your complaint will be recorded and investigated. You will be advised of the outcome of the complaint.

Customer Feedback

The Licensing Service is committed to providing a client focussed quality service to you, the client. The service welcomes all feedback, positive and negative in respect of the commitment contained within this standard. If you wish to comment on the standards or quality of service please do so in writing and forward to the address below

Licensing Services (Taxi)
Free Post
West Lothian Council
West Lothian House
Almondvale Boulevard
Livingston
EH54 0BR

**Legal Services
West Lothian Council – Civic & Misc. Licensing
Client Feedback**

Q1 Did the Licensing Service provide you with the right information at the right time? (e.g. application forms, guidance notes, etc.)

A1 Yes No

Q2 How clear was the written material provided by the Licensing Service. (e.g. guidance notes, application forms)?

A2 Excellent Very Good Average
Poor Very Poor

Q3 Would you find it helpful to receive such material by electronic means (i.e. E-mail or available from the Council's Web Site) ?

A3 Yes No

Aspects of Service

Thinking in general about any recent contact you may have had with Licensing Services, please say how much you agree or disagree with the following statements about aspects of the service.

Q4 The telephone was answered promptly:

A4 Strongly agree Agree Disagree
Strongly disagree Not applicable

Q5 The Licensing Service Office was easy to get to:

A5 Strongly agree Agree Disagree
Strongly disagree Not applicable

Q6 The replies to my letters/faxes/E-mail were prompt:

A6 Strongly agree Agree Disagree
Strongly disagree Not applicable

Q7 The staff were courteous:

A7 Strongly agree Agree Disagree
Strongly disagree Not applicable

Q8 The process of applying for a licence was clearly explained to me:

A8 Strongly agree Agree Disagree
Strongly disagree Not applicable

Q9 I got all the information I needed at the right time:

A9 Strongly agree Agree Disagree

Strongly disagree Not applicable

Q10 The application form was easy to understand:

A10 Strongly agree Agree Disagree

Strongly disagree Not applicable

Q11 The advice I received was helpful:

A11 Strongly agree Agree Disagree

Strongly disagree Not applicable

Q12 The guidance notes were easy to follow:

A12 Strongly agree Agree Disagree

Strongly disagree Not applicable

Q13 The response to my queries was prompt:

A13 Strongly agree Agree Disagree

Strongly disagree Not applicable

Q14 It would have been helpful to have more information available electronically:

A14 Strongly agree Agree Disagree

Strongly disagree Not applicable

Q15 The Licensing Service communicates well with its customers:

A15 Strongly agree Agree Disagree

Strongly disagree Not applicable

Q16 Overall, I am happy with the service provided by the Licensing Service:

A16 Strongly agree Agree Disagree

Strongly disagree Not applicable

Have you any comments or suggestions about how the service provided by the Licensing Service could be improved?

Comments/Suggestions

