



WEST LOTHIAN COUNCIL
Civic Government (Scotland) Act, 1982
Street Trader's Licence – Replacement Vehicle

APPLICATION by STREET TRADER for <p style="text-align: center;">REPLACEMENT VEHICLE</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: 60%;">Date application received</td> <td style="width: 40%;"></td> </tr> <tr> <td>Date acknowledgement sent</td> <td></td> </tr> <tr> <td>Date to Environmental Health</td> <td></td> </tr> <tr> <td style="text-align: right;">Fee paid</td> <td></td> </tr> <tr> <td style="text-align: right;">Receipt no.</td> <td></td> </tr> <tr> <td>Date application determined</td> <td></td> </tr> </table>	Date application received		Date acknowledgement sent		Date to Environmental Health		Fee paid		Receipt no.		Date application determined	
Date application received													
Date acknowledgement sent													
Date to Environmental Health													
Fee paid													
Receipt no.													
Date application determined													

(Please use block letters to complete this form).

Question 1 (Note: to be completed if applicant is an *individual person*. If applicant is a Company / Partnership please go to Question 2).

Surname		Forename		Middle name(s)	
Home address					Telephone or contact number
Post code					
Business /trade name					

Question 2 To be completed if applicant is a Company / Partnership. (*Individual applicants should complete Question 1*)

Full name					
Address of principal office or registered office					Contact or business telephone number
Post code					
Business /trade name					

Question 3 Particulars of vehicle for which licence sought

Registration number	Make	Model	Size of trailer (if applicable)
Particulars of vehicle being replaced			
Registration number	Make	Model	Size of trailer (if applicable)

DECLARATION by Applicant

(A) I/We declare that the particulars given by me on this form are correct to the best of my knowledge and belief.

I enclose *Cheque / Postal Order / Cash to the value of In payment of application fee.

Date:

Signature of applicant:

Where applicant is company or partnership

Signature of agent:

Position of applicant in company / partnership

Address of agent

1. Any person who in or in connection with the making of this application makes any statement which they know to be false or recklessly makes any statement which is false in material particular shall be guilty of an offence and liable, on summary conviction to a fine not exceeding £500.
2. This application form, when completed, should be returned, together with the appropriate fee, either by mail to The Licensing Section, West Lothian Council, West Lothian House, Almondvale Boulevard, Livingston, EH54 6QG or in person at West Lothian Connected, Unit 16A Almondvale Centre, Livingston, EH54 6NB. The payment counter at West Lothian Connected is open for receipt of applications between 8.30 am – 4.30 pm Monday, Tuesday and Thursday, between 10.00 am - 4.30 pm on Wednesday and between 8.30 am - 3.30 pm Friday and between 9.30 am – 2.00 pm on Saturday.



West Lothian
Council

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

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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