



I am writing to formally request information under the Freedom of Information Act regarding Hackney and private hire licenses. Specifically, I would like to inquire about the following:

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| 1. What are the current processing times for Hackney and private hire licenses? If there is a delay, could you please provide an explanation? | We aim to acknowledge receipt of applications within 5 - 10 working days (subject to demand). |
| 2. How many staff members are currently dedicated to processing these applications? | 4.5 (one post is currently vacant). Officers deal with the full remit of the Licensing Team, not just hackney carriage and private hire licensing.

www.wigan.gov.uk/licensing |
| 3. What procedures does the council have in place for applicants with dyslexia or other disabilities related to written communication? | We will always work with any individuals who have dyslexia, disabilities or difficulty with written communication to enable them to submit an application and complete any part of the licensing process. The level of support will be agreed on an individual basis with each individual. |
| 4. Could you please provide a breakdown of the current fees associated with license applications? | Taxi Licensing Fees |
| 5. What measures is Wigan Council implementing to address any existing backlog in license processing? | We do not have a backlog. We acknowledge receipt of all applications within 5 - 10 working days (subject to demand). |
| 6. Can you explain the rationale behind requiring a knowledge test regarding local landmarks for private hire applicants, especially considering that a majority of private hire work is conducted using GPS technology? | This is the current policy for applications for hackney carriage and private hire driver licences. This is however under review, taking into consideration a number of matters, including the use of GPS technology. |
| 7. What plans does the council have to improve services for the Hackney and private hire sectors? | We will work with the DfT in relation to any possible legislation change to deal with out of area working and inconsistent standards. I am unable to confirm any further information. |