



Fife Council's handling of Uber's booking office application

1 message

East Fife Taxi Association <admin@eastfife.scot>

Thu, 15 Oct 2026 at 08:41

To: Kirsten.Oswald.msp@parliament.scot

Cc: stephen.flynn.msp@parliament.scot

Dear Ms Oswald,

I am writing on behalf of the East Fife Taxi Association to seek your support over Labour-controlled Fife Council's handling of objections to Uber's booking office application.

Hundreds of residents and members of the taxi trade submitted objections. Around 25 objectors were invited to address the licensing committee on 22 September, only for their objections to be rejected on signature grounds following an intervention by Uber's solicitor. The application was subsequently approved without those invited being allowed to present their concerns.

The council had held objections for 8 months. Yet the alleged defects were raised at the hearing, when objectors had no practical opportunity to correct them. Correspondence also shows the council's head of licensing telling an objector that he was happy to accept their digital signature.

How were members of the public supposed to navigate requirements that the council's own advice appears to contradict?

There are serious questions about the paragraph 16A determination governing electronic submissions, whether its requirements were clearly communicated, and whether the relevant signature and authentication rules were applied consistently to the application and the objections.

An apology does not resolve those questions. Nor does it restore the opportunity people lost to address the committee.

Fife's taxi businesses provide essential transport, support local employment and serve communities where alternatives are limited. They are entitled to expect competent administration and fair treatment from their council. So are residents who take the time to participate in a statutory process.

Confidence in the council's handling has been badly damaged. The Scottish Government now has an opportunity to demonstrate that local accountability means more than leaving residents to fund a legal challenge when legitimate procedural concerns remain unanswered.

We recognise that individual licensing decisions are for the licensing authority, subject to the applicable legal remedies. We are asking you to address the wider questions of public participation, consistent administration and confidence in Scotland's licensing system.

Specifically, will you:

1. Write to Fife Council seeking an explanation of its advice on digital signatures, the timing of its validity assessment, and the paragraph 16A determination it relied upon?
2. Seek assurance that the relevant requirements were applied consistently to the applicant and objectors?
3. Consider whether national guidance needs strengthening so that alleged defects are identified promptly, rather than first being raised at a hearing?
4. Meet representatives of the East Fife Taxi Association to review the supporting evidence?

We can provide the relevant correspondence, hearing invitations and committee records.

Whatever position anyone takes on Uber, the public should be able to trust the process by which a licence is granted. We would welcome your support in securing clear answers and meaningful accountability.

Yours sincerely,

James Glen
East Fife Taxi Association

Cc: Stephen Flynn MSP, Cabinet Secretary for Economy, Tourism and Transport



Winner of "Scottish Taxi Company of the Year - 2024"

Head Office: 07759 509 884

Taxi Controller: +441334 600 600

Emergency Contact: +447759 509 884 (Linda) or +447749 902 934 (James)

We would love your feedback at St Andrews Taxis. Please post a review: [Google Maps](#) | [Trip Advisor](#)