

ANNEX B

New Driver Licence Application (1 Year)				New Driver Licence Application (3 Year)			
Staffing Costs				Staffing Costs			
Initial enquiry and explanation of process	LSO	15 mins	£ 2.68	Initial enquiry and explanation of process	LSO	15 mins	£ 2.68
Check and process submitted application forms and DBS form	CSO	35 Mins	£ 6.25	Check and process submitted application forms and DBS form	CSO	35 Mins	£ 6.25
Receive application in office and check all documentation, enter details onto LaIPac and place in folder	LSO	60 Mins	£ 10.71	Receive application in office and check all documentation, enter details onto LaIPac and place in folder	LSO	60 Mins	£ 10.71
When application complete, documents checked prior to passing to LO for approval	LSO	10 Mins	£ 1.78	When application complete, documents checked prior to passing to LO for approval	LSO	10 Mins	£ 1.78
Decision made whether to grant or refuse application after check details on the documents	LO	20 Mins	£ 5.29	Decision made whether to grant or refuse application after check details on the documents	LO	20 Mins	£ 5.29
Produce and Issue licence with ID Badge	LSO	15 Mins	£ 2.68	Produce and Issue licence with ID Badge	LSO	15 Mins	£ 2.68
Cost of Materials				Cost of Materials			
Printer costs				Printer costs			
£85 per annum shared between 540 new and licence renewals			£ 0.16	£85 per annum shared between 540 new and licence renewals			£ 0.16
Components of actual licence			£ 1.00	Components of actual licence			£ 1.00
Other Costs				Other Costs			
DVLA checks			£ 5.75	DVLA checks			£ 17.25
Medical checks total			£ 0.28	Medical checks total			£ 0.28
<small>25 mins per call over 37 calls = £100 mins divided by 540 licences</small>				<small>25 mins per call over 37 calls = £100 mins divided by 540 licences</small>			
Routine Checks & Complaints.	LO	2.5 Mins	£ 0.75	Routine Checks & Complaints.	LO	2.5 Mins	£ 0.75
<small>3 Mins per call over 37 calls = 111 mins divided by 540 licences</small>				<small>3 Mins per call over 37 calls = 111 mins divided by 540 licences</small>			
Routine Checks & Complaints.	LSO	0.2 Mins	£ 0.05	Routine Checks & Complaints.	LSO	0.2 Mins	£ 0.05
Absorption of licence refusals			£ -	Absorption of licence refusals			£ -
<small>Demographic services are included in the support service Overhead</small>				<small>Demographic services are included in the support service Overhead</small>			
Support Service Overhead				Support Service Overhead			
Support Service overhead allocation based on hourly absorption		157.7	£ 59.92	Support Service overhead allocation based on hourly absorption		157.7	£ 59.92
			<u>£ 67.28</u>				<u>£ 108.78</u>
Current Licence Fee			£ 95.00	Current Licence Fee			£ 95.00
Difference			£ 2.28	Difference			£ 13.78

Driver Licence Renewal(3 Year)				Driver Licence Renewal(1 Year)			
Staffing Costs				Staffing Costs			
Production and sending of renewal letter	LSO	15 Mins	£ 2.68	Production and sending of renewal letter	LSO	15 Mins	£ 2.68
Arrangement	LSO	5 Mins	£ 0.89	Arrangement	LSO	5 Mins	£ 0.89
Production	LSO	10 Mins	£ 1.78	Production	LSO	10 Mins	£ 1.78
Customer services check submitted				Customer services check submitted			
application forms and associate Forms submitted to Licensing where forms checked and details entered onto Lalpac	CSO	20 Mins	£ 3.57	application forms and associate Forms submitted to Licensing where forms checked and details entered onto Lalpac	CSO	20 Mins	£ 3.57
Annual admin re-licence checks.	LO	30 Mins	£ 7.93	Annual admin re-licence checks.	LO	30 Mins	£ 7.93
Cost of Materials				Cost of Materials			
Printer costs £85 per annum shared between 540 new and licence renewals			£ 0.16	Printer costs £85 per annum shared between 540 new and licence renewals			£ 0.16
Components of actual licence			£ 1.00	Components of actual licence			£ 1.00
Other Costs				Other Costs			
DVLA checks			£ 17.25	DVLA checks			£ 5.75
Medical checks total £150 per year			£ 0.28	Medical checks total £150 per year			£ 0.28
Routine Checks & Complaint			£ 0.75	Routine Checks & Complaint			£ 0.75
Routine Checks & Complaint			£ 0.05	Routine Checks & Complaint			£ 0.05
Absorption of licence refusals				Absorption of licence refusals			
Support Service Overhead				Support Service Overhead			
Support Service overhead allocation based on hourly absorption		140	£ 53.19	Support Service overhead allocation based on hourly absorption		140	£ 53.19
			<u>100.24</u>				<u>88.74</u>
Current Licence Fee Difference			£ 72.00	Current Licence Fee Difference			£ 72.00
			£ 28.24				£ 16.74

Hackney Vehicle Licence Application				PHV Vehicle Licence Application			
Staffing Costs				Staffing Costs			
Renewal letter produced and sent by post	LSO	15 Mins	2.68	Renewal letters produced and sent by post	LSO	15 Mins	£ 2.68
Mechanical Test and forms submitted reception. Calender entry made.	CSO	20 Mins	£ 3.57	Mechanical test and forms submitted at reception-calendar entry made.	CSO	20 Mins	£ 3.57
Check and process submitted application forms and relevant documents at licensing office. Input details onto Lalpac.	LSO	60 Mins	£ 10.71	Check, process submitted application forms and relevant documents at Licensing office. Input details onto Lalpac	LSO	60 Mins	£ 10.71
Produce Licence and plate once mech test passed	LSO	25 Mins	£ 4.46	Produce Licence and plate once mech test passed	LSO	25 Mins	£ 4.46
Once application checked, documents checked and input on LALPAC	LSO	15 Mins	£ 2.68	When application complete, documents checked and input on Lalpac	LSO	15 Mins	£ 2.68
Annual admin costs, control and supervision including arrangement for random mechanical tests not charged to vehicle owner	LO	90 Mins	£ 23.79	Annual Admin costs, control and supervision including arrangement for random mechanical tests not charged to vehicle owner	LO	90 Mins	£ 23.79
Cost of Materials				Cost of Materials			
Cost of plate and associated consumables			£ 13.00	Cost of plate and associated consumables			£ 13.00
Other Costs				Other Costs			
Demand study around number of issued Hackney licences. <small>Invoice for £7050 that covers three years</small>			£ 58.75				
Support Service Overhead				Support Service Overhead			
Support Service overhead allocation based on hourly absorption		225	85.49	Support Service overhead allocation based on hourly absorption		225	£ 85.49
			<u>£ 202.44</u>				<u>£ 146.37</u>
Current Licence Fee Difference			£ 219.00 -£ 16.56	Current Licence Fee Difference			£ 162.00 -£ 15.63
Meter Testing and fare charge amendments	LO	45 Mins	£ 11.90				

Operator Licence (5 Year)				Operator Licence (1 Year)			
Renewal letters produced and sent by post	LSO	15 mins	£ 2.68	Renewal letters produced and sent by post	LSO	15 mins	£ 2.68
Forms submitted at reception and checked	CSO	20 Mins	£ 3.57	Forms submitted at reception and checked	CSO	20 Mins	£ 3.57
Check and process submitted application forms and relevant documents at licensing office. Input details onto Lalpac.	LSO	30 Mins	£ 5.35	Check and process submitted application forms and relevant documents at licensing office. Input details onto Lalpac.	LSO	30 Mins	£ 5.35
Passed to LO for decision.	LSO	10 Mins	£ 1.78	Passed to LO for decision.	LSO	10 Mins	£ 1.78
Once application checked, documents checked and input on LALPAC	LSO	10 Mins	£ 1.78	Once application checked, documents checked and input on LALPAC	LSO	10 Mins	£ 1.78
Annual admin costs, control and supervision including arrangement for random mechanical tests not charged to vehicle owner	LO	600 Mins	£ 158.61	Annual admin costs, control and supervision including arrangement for random mechanical tests not charged to vehicle owner	LO	120 Mins	£ 31.72
Cost of Materials			0.15	Cost of Materials			0.15
Support Service Overhead				Support Service Overhead			
Support Service overhead allocation based on hourly absorption		685	£ 260.27	Support Service overhead allocation based on hourly absorption		205	£ 77.89
			<u>£ 434.20</u>				<u>£ 124.93</u>
Current Licence Fee			£ 167.00	Current Licence Fee			£ 167.00
Difference			£ 267.20	Difference			-£ 42.07
			<u>£ -</u>				<u>£ -</u>

Knowledge Test

Staffing Costs

Compiling
additional
tests =
6*180
mins =
1080/128
= 8.5
mins

LO 8.5 mins £ 2.25

120 mins per test, 128
attendees per year. 43
app blocks offered
@120 mins =5160
mins/128=40 mins

Staging of
the test in
a booked
room

LO 40 £ 10.57

Enter
results
onto
Lalpac

LO 10 Mins £ 2.64

Support Service Overhead

Support
Service
overhead
allocation
based on
hourly
absorption

58.5 £ 22.23

£ 37.69

Current Licence Fee £ 40.00

Difference -£ 2.31