				Ye	,	New Driver Licence Application (3		,
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 Receive application in	CSO	35 Mins	£	6.25	Check and process submitted application forms and DBS form CSO 35 Mins Receive application in office and check	£	6.25
	office and check all documentation, enter details onto LalPac and place in folder When application complete, documents	LSO	60 Mins	£	10.71	all documentation, enter details onto LallPac and place in folder LSO 60 Mins When application complete,	£	10.71
	checked prior to passing to LO for approval	LSO	10 Mins	£	1.78	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 M	laterials					Cost of Materials		
	Printer costs £85 per annum shared 540 new and licence re			£	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 Co	sts DVLA checks			£	5.75	Other Costs DVLA checks	£	17.25
35 mins per call over 37 calls	Medical checks total £150 per year			£	0.28	Medical checks total £150 per year 35 min per grafis ow 37 crafis	£	0.28
=1295 mins divided by 540 licences	Routine Checks & Complaints.	LO	2.5 Mins	£	0.75	**1236 mins Routine Checks & divided by \$40 Complaints. LO 2.5 Mins	£	0.75
3 Mins per call over 37 calls = 111 mins divided by540 licences Democratic	Routine Checks & Complaints.	LSO	0.2 Mins	£	0.05	3 Mins per call our 37 calls— 111 mans divided by 50 learness Complaints. LSO 0.2 Mins Democratic	£	0.05
services are included in the support service Offead	Absorption of licence refusals			£		aervices are support aervice Chead Absorption of licence apport aervice Chead £ -	£	-
Support	Service Overhead Support Service overhead allocation based on hourly absorption		157.7	£	59.92	Support Service Overhead Support Service overhead allocation based on hourly absorption 157.7	£	59.92
				£	97.28		£	108.78
	Current Licence Fee			£	95.00		£	95.00
	Difference			£	2.28		£	13.78

Driver L	icence I	Renewal	(3 Y	'ear)	Driver Licence Renewal(1 Ye	ear)
Staffing Costs					Staffing Costs	
Productio n and sending of renewal letter Arrangeme Production	LSO LSO	15 Mins 5 Mins 10 Mins	£	2.68 0.89 1.78	Productio n and sending of renewal letter LSO 15 Mins £ Arrangeme LSO 5 Mins £ Production LSO 10 Mins £	2.68 0.89 1.78
Customer services check submitted application n forms	130	TO IVIITIS	L	1.76	Customer services check submitted application forms	1.70
and associate Forms submitted to Licensing where forms checked and details entered	CSO	20 Mins	£	3.57	and associate CSO 20 Mins £ Forms submitted to Licensing where forms checked and details entered	3.57
onto Lalpac Annual admin re- licence	LSO	60 Mins	£	10.71	onto Lalpac LSO 60 Mins £ Annual admin re- licence	10.71
checks.	LO	30 Mins	£	7.93	checks. LO 30 Mins £	7.93
Cost of Materials Printer costs					Cost of Materials Printer costs	
		ed between renewals	£	0.16	£85 per annum shared between 540 new and licence renewals £	0.16
Compone nts of actual licence			£	1.00	Compone nts of actual licence £	1.00
Other Costs DVLA checks			£	17.25	Other Costs DVLA checks £	5.75
Medical checks total £150 per year Routine Checks &			£	0.28	Medical checks total £150 per year Routine Checks &	0.28
Complaint Routine Checks &			£	0.75	Complaint £ Routine Checks &	0.75
Complaint Absorptio n of licence refusals			£	0.05	Complaint £ Absorptio n of licence refusals	0.05
Support Service Ov Support Service overhead allocation based on hourly	erhead				Support Service Overhead Support Service overhead allocation based on hourly	
absorptio n		140	£	53.19	absorptio n 140 £	53.19
			=	100.24		88.74
Current L Difference		96	£	72.00 28.24	Current Licence Fee £ Difference £	72.00 16.74

Hackney Vehicle	Licence Appl	ication	1	PHV Vehicle Licence Application	
Staffing Costs				Staffing Costs	
Renewal letter produced and sent by post	LSO 15 M	ins	2.68	Renewal letters produced and sent by post LSO 15 Mins £ 2	1.68
Mechanical Test and forms submitted reception. Calender entry made.	CSO 20 M	ins £	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 M	ins £	10.71	Check, process submitted application forms and relevant documents at Licensing office. Input details onto Lalpac LSO 60 Mins £ 10	1.71
Produce Licence and plate once mech test passed	LSO 25 M	ins £	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 M	ins £	2.68	When application complete, documentschecked and input on Lalpac LSO 15 Mins £ 2	1.68
Annual admin costs, control and supervision including arrangement for random mechanical tests not charged to vehicle owner Cost of Materials	LO 90 M	ins £	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 plate and associated consumables		£	13.00	Cost of plate and associated consumables £ 13	i.00
Other Costs					
Demand study around number of issued Hackney licences.	ı	£	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	
Current Licence Fee			202.44	£ 146 Current Licence Fee	
Current Licence Fee			219.00 16.56	Current Licence Fee £ 162 Difference -£ 15	

Meter Testing and fare charge amendments LO 45 Mins £ 11.90

	Operator Licen	ce (5 Ye	ar)			I	Operator Licence	(1 Year)			
	- p	(- 101	.,					, ,			
	Renewal letters						Renewal letters				
	produced and sent by post	LSO	15 mlns	£	2.68		produced and sent by post	LSO	15 mlns	£	2.68
	Forms submitted at						_ ,				
	reception and checked	CSO	20 Mins	£	3.57		Forms submitted at reception and checked	CSO	20 Mins	£	3.57
	Chook and r										
	Check and process submitted application forms						Chook and process				
	and relevant documents at						Check and process submitted application forms and relevant				
	licensing office.						documents at licensing office. Input details				
	Lalpac.	LSO	30 Mins	£	5.35		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
	decision.	130	TO IVIIIIS	L	1.70		decision.	LSO	TO IVIII IS	L	1.70
	Once application										
	checked, documents						Once application checked, documents				
	checked and input	LSO	10 Mins	f	1.78		checked and input on LALPAC	LSO	10 Mins	t	1.78
	OII EALI AU	200	IO IVIIIIS	٨	1.70		DIEL AO	200	O IVIII IS	۷	1.70
	Annual admin										
	costs, control and supervision						Annual admin costs,				
	including arrangement for						control and supervision including arrangement				
	random mechanical tests not charged						for random mechanical tests not charged to				
		LO	600 Mins	£ 1	58.61		vehicle owner	LO	120 Mins	£	31.72
Cost of Ma	aterials				0.15	Cost of N	laterials				0.15
Support S	Sarvica Overhead					Cunner	Service Overhead				
зирроп 8	Service Overhead					Support	Service Overhead				
	Support Service overhead allocation						Support Service overhead allocation				
	based on hourly		cor	t o	60.27		based on hourly		205	c	77.89
	absorption		685	z 2	00.27		absorption		205	L	11.89
				£ 4	34.20					£	124.93
	Current Licence Fe	ee			67.00		Current Licence Fee				167.00
	Difference				67.20		Difference				42.07
				£	-					£	-

Knowledge Test Staffing Costs Compiling additional tests = 6*180 mins = 1080/128 = 8.5 LO 8.5 mins £ 2.25 mins 120 mins per test, 128 Staging of attendees per year. 43 the test in app blocks offered a booked @120 mins =5160 LO 40 £ 10.57 room mins/128=40 mins Enter results onto LO 10 Mins £ 2.64 Lalpac **Support Service Overhead** Support Service overhead allocation based on hourly absorptio 58.5 £ 22.23 n £ 37.69 **Current Licence Fee** 40.00 **Difference** £ 2.31