

APPENDIX B

New Driver Licence Application (1 Year)					Vol 145		New Driver Licence Application (3 Year)					Vol 145	
Staffing Costs							Staffing Costs						
	Initial enquiry and explanation of process	LSO	15 mins	£	-		Initial enquiry and explanation of process	LSO	15 mins	£	-		
	Check and process submitted application forms and DBS form	CSO	45 Mins	£	8.11		Check and process submitted application forms and DBS form	CSO	45 Mins	£	8.11		
	Receive application in office and check all documentation, enter details onto LalPac and place in folder	LSO	60 Mins	£	-		Receive application in office and check all documentation, enter details onto LalPac and place in folder	LSO	60 Mins	£	-		
	When application complete, documents checked prior to passing to LO for approval	LSO	10 Mins	£	-		When application complete, documents checked prior to passing to LO for approval	LSO	10 Mins	£	-		
	Decision made whether to grant or refuse application after check details on the documents	LO	20 Mins	£	-		Decision made whether to grant or refuse application after check details on the documents	LO	20 Mins	£	-		
	Produce and Issue licence with ID Badge	LSO	15 Mins	£	-		Produce and Issue licence with ID Badge	LSO	15 Mins	£	-		
Cost of Materials							Cost of Materials						
	Printer costs						Printer costs						
	£85 per annum shared between 647 new and licence renewals			£	0.13		£85 per annum shared between 647 new and licence renewals			£	0.13		
	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 £150 per year			£	0.23		Medical checks total £150 per year			£	0.23		
35 mins per call over 39 calls =1365 mins divided by 647 licences	Routine Checks & Complaints.	LO	2 Mins	£	-	35 mins per call over 37 calls =1295 mins divided by 647 licences	Routine Checks & Complaints.	LO	2 Mins	£	-		
3 Mins per call over 39 calls = 117 mins divided by 647 licences	Routine Checks & Complaints.	LSO	0.2 Mins	£	0.05	3 Mins per call over 39 calls = 117 mins divided by 647 licences	Routine Checks & Complaints.	LSO	0.2 Mins	£	-		
Democratic services are included in the support service O/head	Absorption of licence refusals			£	-	Democratic services are included in the support service O/head	Absorption of licence refusals		£	-	£	-	
Support Service Overhead							Support Service Overhead						
	Support Service overhead allocation based on hourly absorption		167.2	£	85.24		Support Service overhead allocation based on hourly absorption		167.2	£	85.24		
£ 100.51							£ 111.96						
Current Licence Fee							Current Licence Fee						
Difference							Difference						
£ 98.00							£ 110.00						
£ 2.51							£ 1.96						

Driver Licence Renewal(3 Year)			Volumes 502		
Staffing Costs					
Production and sending of renewal letter	LSO	15 Mins	£	2.70	
Arrangement of Collection	LSO	5 Mins	£	0.90	
Production of licence and ID Badge	LSO	15 Mins	£	2.70	
Customer services check submitted application forms and associated papers	CSO	20 Mins	£	4.07	
Forms submitted to Licensing where forms checked and details entered onto Lalpac	LSO	30 Mins	£	5.41	
Annual admin re-licence checks.	LO	55 Mins	£	14.68	
Cost of Materials					
Printer costs					
£85 per annum shared between 647 new and licence renewals			£	0.13	
Components of actual licence			£	1.00	
Other Costs					
DVLA checks			£	1.92	
On average a driver is checked every 3 years					
Medical checks total £150 per year			£	0.23	
Routine Checks & Complaints.	LO	2 mins	£	0.53	
Routine Checks & Complaints.	LSO	0.2 mins	£	0.04	
Absorption of licence refusals					
Support Service Overhead					
Support Service overhead allocation based on hourly absorption		142.2	£	72.49	
				106.82	
Current Licence Fee			£	100.00	
Difference			£	6.82	

Driver Licence Renewal(1 Year)			Volumes 502	
Staffing Costs				
Production and sending of renewal letter	LSO	15 Mins	£	2.70
Arrangement of Collection	LSO	5 Mins	£	0.90
Production of licence and ID Badge	LSO	15 Mins	£	2.70
Customer services check submitted application forms and associated papers	CSO	20 Mins	£	4.07
Forms submitted to Licensing where forms checked and details entered onto Lalpac	LSO	30 Mins	£	5.41
Annual admin re-licence checks.	LO	40 Mins	£	10.68
Cost of Materials				
Printer costs				
£85 per annum shared between 647 new and licence renewals			£	0.13
Components of actual licence			£	1.00
Other Costs				
DVLA checks			£	1.92
On average a driver is checked every 3 years				
Medical checks total £150 per year			£	0.23
Routine Checks & Complaints.	LO	2 mins	£	0.53
Routine Checks & Complaints.	LSO	0.2 mins	£	0.04
Absorption of licence refusals				
Support Service Overhead				
Support Service overhead allocation based on hourly absorption			127.2 £	64.85
				95.16
Current Licence Fee			£	88.00
Difference			£	7.16

Knowledge Test (Initial and re-test)

Staffing Costs

120 mins per test, 127 attendees per year. 43 app blocks offered @120 mins =5160 mins/127=40 mins	Compiling additional tests = $6 \times 180 \text{ mins} = 1080 / 128 = 8.5$ mins	LO	8.5 mins	£	2.27
	Staging of the test in a booked room	LO	40	£	10.68
	Enter results onto Lalpac	LO	10 Mins	£	2.67

Support Service Overhead

Support Service overhead allocation based on hourly absorption	58.5	£	29.82
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£ 45.44

Current Licence Fee	£	40.00
Difference	£	5.44

Hackney Vehicle Licence Application				Volumes 40	
Staffing Costs					
Renewal letter produced and sent by pos LSO		15 Mins	2.70		
Check and process submitted application forms and relevant documents at licensing office. Input details onto Lalpac.		LSO	35 Mins	£	6.31
Contact with Norse re tests		LSO	5 mins	£	0.90
Produce Licence and plate once mech test passed		LSO	25 Mins	£	4.51
Once application checked, documents checked and input on LALPAC		LSO	20 Mins	£	3.60
Annual admin costs, control and supervision including arrangement for random mechanical tests not charged to vehicle owner		LO	65 Mins	£	17.35
Check MOT's and vehicle tax on-line as there is no paper evidence		LSO	10 Mins	1.80	
Cost of Materials					
Cost of plate and associated consumables				£	12.50
Other Costs					
Demand study around number of issued Hackney licences.				£	30.66
Support Service Overhead					
Support Service overhead allocation based on hourly absorption			175	89.22	
				£	169.55
Current Licence Fee				£	205.00
Difference				-£	35.45
Meter Testing and fare charge amendments					
LO		45 Mins	£	12.01	

PHV Vehicle Licence Application				Volumes 610	
Staffing Costs					
Renewal letters produced and sent by post LSO		15 Mins	£	2.70	
Check, process submitted application forms and relevant documents at Licensing office. Input details onto Lalpac		LSO	35 Mins	£	6.31
Contact with Norse re tests		LSO	5 Mins	£	0.90
Produce Licence and plate once mech test passed		LSO	25 Mins	£	4.51
When application complete, documentschecked and input on Lalpac		LSO	20 Mins	£	3.60
Annual Admin costs, control and supervision including arrangement for random mechanical tests not charged to vehicle owner		LO	65 Mins	£	17.35
Check MOT's and vehicle tax on-line as there is no paper evidence		LSO	10 Mins	1.80	
Cost of Materials					
Cost of plate and associated consumables				£	12.50
Support Service Overhead					
Support Service overhead allocation based on hourly absorption			195	£	99.41
				£	149.09
Current Licence Fee				£	150.00
Difference				-£	0.91

Operator Licence (5 Year)					Volume 59	Operator Licence (1 Year)					Volume 59
Renewal letters produced and sent by post	LSO	15 mins	£	2.70		Renewal letters produced and sent by post	LSO	15 mins	£	2.70	
Forms submitted at reception and checked	CSO	20 Mins	£	4.07		Forms submitted at reception and checked	CSO	20 Mins	£	4.07	
Check and process submitted application forms and relevant documents at licensing office. Input details onto Lalpac.	LSO	30 Mins	£	5.41		Check and process submitted application forms and relevant documents at licensing office. Input details onto Lalpac.	LSO	30 Mins	£	5.41	
Passed to LO for decision.	LSO	10 Mins	£	1.80		Passed to LO for decision.	LSO	10 Mins	£	1.80	
Once application checked, documents checked and input on LALPAC	LSO	10 Mins	£	1.80		Once application checked, documents checked and input on LALPAC	LSO	10 Mins	£	1.80	
Annual admin costs, control and supervision including arrangement for random mechanical tests not charged to vehicle owner	LO	450 mins	£	160.19		Annual admin costs, control and supervision including arrangement for random mechanical tests not charged to vehicle owner	LO	90 mins	£	32.04	
Cost of Materials						Cost of Materials					
Support Service Overhead						Support Service Overhead					
Support Service overhead allocation based on hourly absorption					535 £ 272.74	Support Service overhead allocation based on hourly absorption					175 £ 89.22
					£ 448.72						£ 137.04
Current Licence Fee					£ 435.00	Current Licence Fee					£ 125.00
Difference					£ 13.72	Difference					£ 12.04
					£ -						£ -