

APPENDIX B

| New Driver Licence Application | | | | Driver Licence Renewal | | | |
|---|--------------------------------|---------------------|-----------------|--|-----|---------|------------|
| Staffing Costs | | | | Staffing Costs | | | |
| Initial enquiry and explanation of process | LSO | 15 mins | £ 4.46 | Production and sending of renewal letter | LSO | 10 Mins | £ 2.63 |
| Check and process submitted application forms and DBS form | CSO | 30 Mins | £ 6.50 | Arrangement of Collection | LSO | 5 Mins | £ 1.31 |
| Receive application in office and check all documentation, enter details onto LalPac and place in | LSO | 20 Mins | £ 5.25 | Production of licence and ID Badge | LSO | 10 Mins | £ 2.63 |
| When application complete, documents checked prior to passing to LO for approval | LSO | 10 Mins | £ 2.63 | Customer services check submitted application forms and associated papers | CSO | 15 Mins | £ 3.25 |
| Decision made whether to grant or refuse application after check details on the documents | LO | 20 Mins | £ 5.95 | Forms submitted to Licensing where forms checked and details entered onto Lalpac | LSO | 15 Mins | £ 3.94 |
| Produce and Issue licence with ID Badge | LSO | 15 Mins | £ 3.94 | Annual admin re-licence checks. | LO | 30 Mins | £ 8.93 |
| | | | 110 1.83 | | | | 85 1.42 |
| 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 | | | £ 2.00 | Components of actual licence | | | £ 2.00 |
| Other Costs | | | | Other Costs | | | |
| DVLA checks | | | £ 5.75 | DVLA checks | | | £ 1.92 |
| Medical checks total £150 per year | | | £ 0.28 | On average a driver is checked every 3 years | | | |
| | | | | Medical checks total £150 per year | | | £ 0.28 |
| 35 mins per call over 37 calls =1295 mins divided by 540 licences | Routine Checks & Complaints. | LO | 2.5 Mins £ 0.75 | Routine Checks & Complaints. | | | £ 0.75 |
| 3 Mins per call over 37 calls = 111 mins divided by 540 licences | Routine Checks & Complaints. | LSO | 0.2 Mins £ 0.05 | Routine Checks & Complaints. | | | £ 0.05 |
| Democratic services are included in the support service Overhead | Absorption of licence refusals | | £ - | Absorption of licence refusals | | | |
| 120 mins per test, 100 attendees per year. 36 app blocks offered @120 mins =4320 mins/100=45 mins | Knowledge Testing costs | | £ - | | | | |
| Support Service Overhead | | | | Support Service Overhead | | | |
| Support Service overhead allocation based on hourly absorption | | | £ 55.05 | Support Service overhead allocation based on hourly absorption | | | £ 42.71 |
| | | | £ 94.59 | | | | £ 71.97 |
| Current Licence Fee | | | | Current Licence Fee | | | |
| | | | £ 125.00 | | | | £ 61.00 |
| Difference | | | | Difference | | | |
| | | | -£ 30.41 | | | | £ 10.97 |
| Volume | | | | Volume | | | |
| | | | 70 | | | | 470 |
| Knowledge tests | | | | Knowledge tests | | | |
| | | 70 test + 10 resits | 3200 | | | | |
| Sensitivity Analysis | | | | Sensitivity Analysis | | | |
| | | | £ 1,071.23 | | | | £ 5,154.54 |

Knowledge tests 70 tests + 10 resits 3200
 Net effect of changes £ 4,271.23

| Hackney Vehicle Licence Application | | | | | PHV Vehicle Licence Application | | | | |
|--|-----|---------|---|-----------------|--|-----|---------|----|-----------------|
| Staffing Costs | | | | | Staffing Costs | | | | |
| Renewal letters produced and sent by post | LSO | 15 Mins | £ | 3.94 | Renewal letters produced and sent by post | LSO | 15 Mins | £ | 3.94 |
| Mechanical Test and forms submitted reception. Calender entry made. | CSO | 20 Mins | £ | 4.33 | Mechanical test and forms submitted at reception-calendar entry made. | CSO | 20 Mins | £ | 4.33 |
| Check and process submitted application forms and relevant documents at licensing office. Input details onto Lalpac. | LSO | 35 Mins | £ | 9.19 | Check, process submitted application forms and relevant documents at Licensing office. Input details onto Lalpac | LSO | 35 Mins | £ | 9.19 |
| Produce Licence and plate once mech test passed | LSO | 25 Mins | £ | 6.57 | Produce Licence and plate once mech test passed | LSO | 25 Mins | £ | 6.57 |
| Once application checked, documents checked and input on LALPAC | LSO | 20 Mins | £ | 5.25 | When application complete, documents checked and input on Lalpac | LO | 20 Mins | £ | 5.95 |
| Annual admin costs, control and supervision including arrangement for random mechanical tests not charged to vehicle owner | LO | 65 Mins | £ | 19.34 | Annual Admin costs, control and supervision including arrangement for random mechanical tests not charged to vehicle owner | LO | 65 Mins | £ | 19.34 |
| Meter Testing and fare charge amendments | LO | 30 Mins | £ | 7.88 | Check MOT's and vehicle tax on-line as there is no longer paper evidence | LSO | 10 Mins | £ | 2.63 |
| Check MOT's and vehicle tax on-line as there is no longer paper evidence | LSO | 10 Mins | £ | 2.63 | | | | | |
| Cost of Materials | | | | 220 | Cost of Materials | | | | 190 |
| Cost of plate and associated consumables | | | £ | 11.64 | Cost of plate and associated consumables | | | £ | 11.64 |
| Other Costs | | | | | | | | | |
| <small>Invoice for £7k that covers three years</small> Demand study around number of issued Hackney licences. | | | £ | 58.33 | | | | | |
| Support Service Overhead | | | | | Support Service Overhead | | | | |
| Support Service overhead allocation based on hourly absorption | | | £ | 110.09 | Support Service overhead allocation based on hourly absorption | | | £ | 95.35 |
| | | | £ | <u>242.86</u> | | | | £ | <u>162.11</u> |
| Current Licence Fee | | | £ | 209.00 | Current Licence Fee | | | £ | 165.00 |
| Difference | | | £ | 33.86 | Difference | | | -£ | 2.89 |
| Volume | | | | 40 | Volume | | | | 520 |
| Sensitivity Analysis | | | £ | 1,354.25 | Sensitivity Analysis | | | -£ | 1,500.93 |

