

BREAKDOWN OF TAXI/PH LICENSING COSTS BY APPLICATION TYPE - November 2008

DRIVERS

HC and PH Driver – New Application

<i>Task</i>	<i>Time in minutes</i>	<i>Cost Group</i>	<i>Sub total</i>
Initial enquiry – phone or reception	20	2	7.80
Send out info pack and make appointment	10	2	3.90
Appointment to undertake CRB, DVLA mandate and start application	30	2	11.70
Process CRB and DVLA mandate	20	2	7.80
Process CRB and DVLA payment	10	2	3.90
Check of CRB by Countersignatory	10	4/6	6.68
Enter details on Uniform and make up file	20	2	7.80
Enter and Consider results of CRB & DVLA	15	2	5.85
If convictions may need to refer to legal or HEH for advice – if appropriate may need to put to Licensing and Regulation Committee (April 2007- April 2008 – 1 to Committee	30	4/6	20.04
Enter and check other required documentation	20	2	7.8
Process app payment	10	2	3.9
Pass to Licensing Officer for decision	10	4/6	6.68
Grant licence and issue badge	30	2	11.70
Cost of durables for badge			0.38
Postage and Packing			0.50
Admin during duration of licence	60	2/4	27.65
Reactive and Proactive Complaints Enforcement during duration of licence	30	4/6	20.04
Policy and procedure	30	4/6	20.04
TOTAL			£174.16

HC and PH Driver - Renewal Application

<i>Task</i>	<i>Time in minutes</i>	<i>Cost Group</i>	<i>Sub total</i>
Bring up renewal list and print renewal letter	10	2	3.9
Raise invoice	10	2	3.9
Post and package			0.50
Check renewal documents on receipt	10	2	3.9
Process CRB	10	2	3.9
Process payment	10	2	3.9
Check of CRB by Countersignatory	10	4/6	6.68
Enter details on Uniform and file	15	2	5.85
Pass to Licensing Officer for decision	10	4/6	6.68
Grant licence and issue badge	20	2	7.8
Enter and Consider results of CRB	15	2	5.85
Cost of durables for badge			0.38
Postage and Packing			0.50
Admin during duration of licence	60	2/4	27.65
Reactive and Proactive Complaints Enforcement during duration of licence	30	4/6	20.04
Policy and procedure	30	4/6	20.04
Total			£121.47

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New Applications CRB and DVLA check

CRB			36
DVLA			5
Total			£41

Renewal Applications CRB check

CRB			36
Total			£36

Replacement Badge

Task	Time in minutes	Cost Group	Sub total
Telephone call or correspondence	10	2	3.90
Process payment	10	2	3.90
Cost of durables for badge			0.38
Produce badge and print letter	15	2	5.85
Postage and Packing			0.50
Total			£14.53

Knowledge Test - Driven

Task	Time in minutes	Cost Group	Sub total
Advice on knowledge test – phone or receipt	10	2/4	4.60
Book Test	10	2	3.9
Preparation for Test by Examiner	30	4/6	20.04
Undertaking the Test	60	4/6	40.08
Notifying of results	10	2	3.9
Processing payment	10	2	3.9
			£75.62

Knowledge Test - Written

Task	Time in minutes	Cost Group	Sub total
Advice on knowledge test – phone or receipt	10	2/4	4.60
Book Test	10	2	3.9
Invigilating the Test	60	2	23.40
Marking the Test	15	2	5.85
Processing payment	10	2	3.9
Notifying of results	10	2	3.9
			£44.74

VEHICLES

Hackney Carriage and Private Hire Vehicle Licence – New Application

Task	Time in minutes	Cost Group	Sub total
Initial enquiry – phone or reception	20	2	7.8
Send out info pack and make appointment	10	2	3.9
Appointment to check documentation and inspect vehicle	30	4/6	20.04
Enter details on Uniform and make up file	20	2	7.8
Process app payment	10	2	3.9
Pass to Licensing Officer for decision	10	4/6	6.68
Update Uniform, grant licence and issue plates and discs	35	2	13.65
Cost of discs and holders			0.50
Postage and Packing			0.50
Admin during duration of licence	60	2/4	27.65
Reactive and Proactive Complaints Enforcement during duration of licence	30	4/6	20.04
Policy and procedure	30	4/6	20.04
Total			£132.55
Bracket if required			£10.34
Plate Deposit			£25

Hackney Carriage and Private Hire Vehicle Licence – Renewal

Task	Time in minutes	Cost Group	Sub total
Bring up renewal list and print renewal letter	10	2	3.9
Raise invoice	10	2	3.9
Post and package			0.50
Check renewal documents on receipt	10	2	3.9
Process payment	10	2	3.9
Enter details on Uniform and file	15	2	5.85
Pass to Licensing Officer for decision	10	4/6	6.68
Grant licence and issue discs	15	2	5.85
Post and package			0.50
Admin during duration of licence	60	2/4	27.65
Reactive and Proactive Complaints Enforcement during duration of licence including vehicle inspection	45	4/6	30.06
Policy and procedure	30	4/6	20.04
Total			£112.62

Replacement Plate

Task	Time in minutes	Cost Group	Sub total
Cost of plate printed and clear			6.88
VAT on durables			1.20
Producing the plate	10		3.90
Processing payment	10		3.90
Total			£15.88

Replacement Bracket

Task	Time in minutes	Cost Group	Sub total
Bracket			8.80
Vat on durables			1.54
Total			£10.34

Hackney Carriage and Private Hire Vehicle Licence – Change of Vehicle (including temporary change)

Task	Time in minutes	Cost Group	Sub total
Initial request phone reception	10	2	3.9
Appointment to check documentation and inspect vehicle	30	4/6	20.04
Process payment	10	2	3.9
Enter details on Uniform and file	15	2	5.85
Pass to Licensing Officer for decision	10	4/6	6.68
Grant licence and discs	10	2	3.9
Cost of discs and holders			0.50
Post and package			0.50
Sub Total			45.27
Cost of plate inc vat & admin			8.08
Producing the plate	10		3.90
Total cost of plate			11.98
Total Cost Admin and plate			57.25
Bracket if required			10.34

Hackney Carriage and Private Hire Vehicle Licence – Transfer of Vehicle

Task	Time in minutes	Cost Group	Sub total
Initial request phone reception	10	2	3.9
Appointment to check documentation	10	2	3.90
Process payment	10	2	3.9
Enter details on Uniform and file	15	2	5.85
Pass to Licensing Officer for decision	10	4/6	6.68
Grant licence	5	2	2.92
Post and package			0.50
Total			£27.65

Hackney Carriage and Private Hire Vehicle Licence – change of registration number

Task	Time in minutes	Cost Group	Sub total
Initial request phone reception	10	2	3.9
Appointment to check documentation	10	2	3.90

Process payment	10	2	3.9
Enter details on Uniform and file	15	2	5.85
Pass to Licensing Officer for decision	10	4/6	6.68
Grant licence	10	2	3.90
Cost of plate inc of vat			
Post and package			0.50
Total			28.63
Cost of plate inc vat			8.08
Producing the plate	10		3.90
Total cost of plate			11.98
Total Cost Admin and plate			40.61
Bracket if required			10.34

OPERATOR

New Application – Private Hire Operator

Task	Time in minutes	Cost Group	Sub total
Initial enquiry – phone or reception	10	2	7.80
Send out info pack	10	2	3.90
Enter details on Uniform and make up file	20	2	7.80
Enter and Consider results of CRB or basic disclosure	15	2	5.85
If convictions may need to refer to legal or HEH for advice – if appropriate may need to put to L & R Committee	30	4/6	20.04
Process app payment	10	2	3.9
Pass to Licensing Officer for decision	10	4/6	6.68
Grant licence	10	2	3.9
Postage and Packing			0.50
Admin during duration of licence	60	2/4	27.65
Reactive and Proactive Complaints Enforcement during duration of licence	30	4/6	20.04
Policy and procedure	30	4/6	20.04
Total			£128.10

Renewal Application – Private Hire Operator

Task	Time in minutes	Cost Group	Sub total
Bring up renewal list and print renewal letter	10	2	3.9
Raise invoice	10	2	3.9
Post and package			0.50
Check renewal documents on receipt	10	2	3.9
Process payment	10	2	3.9
Enter details on Uniform and file	15	2	5.85
Pass to Licensing Officer for decision	10	4/6	6.68
Grant licence	15	2	5.85
Post and package			0.50
Admin during duration of licence	60	2/4	27.65
Reactive and Proactive Complaints Enforcement during duration of licence	30	4/6	20.04
Policy and procedure	30	4/6	20.04
Total			£110.51

3 YEAR LICENCES

Additional to fee if issuing 3 year licence –

<i>Activities that will increase depending to on length of licence</i>	Time in minutes1 yr	Cost Group	1yr
Admin during duration of licence 1 yr	60	2/4	27.65
Reactive and Proactive Complaints Enforcement during duration of licence 1yr	30	4/6	20.04
Policy and procedure 1yr	30	4/6	20.04
Total activities that will increase for 1 year licence			67.73
Total activities that will increase for 3 year licence			203.19
Additional amount to add to 3 yr licence			135.46

Fee for 3 year licences

<i>Licence</i>	<i>1yr fee</i>	<i>Addition</i>	<i>3yr fee</i>
New App Drivers Licence	174.16	135.46	309.62
Renewal Drivers Licence	121.47	135.46	256.93
New App Operator	128.10	135.46	263.56
Renewal Operator	110.51	135.46	245.97

NOTES on breakdown

- April 2007- April 2008 –58 new driver applications made - 1 referred to Committee and 4 referred to legal of HEH for advice
Committee – 8 hours per case officer time excluding members
Legal – 5 hours per case of officer time Total 28 hrs which is 1680 minutes divided by number of apps 58 = approx 30 mins per app
- Admin during duration of licence includes – processing change of address, requesting medicals, giving advice
- Reactive and proactive complaints and enforcement – includes dealing with customer complaints, breaches of conditions, inspections etc
- Policy and procedure – this includes consultation, newsletters, development of policies and procedures, Committee work
- Vat – VAT is only incurred on the cost of durables for example the plate and bracket – current Vat on a plate and bracket is £2.74. All other charges are non vatable.
- Plate deposit - we currently charge £25.00 plus vat for a plate deposit – this totals at £29.38. Presumably it was felt that £25.00 was the cost of the durables for the plate and therefore the total amount incurred VAT. In reality cost of durables for a plate is £6.88 for the plate and £8.80 for a bracket. Based on this we are charging the wrong amount of VAT. The amount charged for plate deposit cannot be changed from that currently charged because it would cause confusion when the plate is returned as the refund would then vary depending on when it was paid. I would suggest that a plate deposit is not charge for the plate based on the cost of the durables but is a deposit of a set amount of money to ensure return of a plate. It should therefore not incur VAT. I propose that when new fees are adopted a plate deposit of £25.00 is charged (ie no VAT is added). This will not cause any problems with refunds because currently the VAT is not refunded anyway and so when a plate deposit is returned we pay back £25.00. (Alternatively the plates could have an annual end date and then a deposit may not be needed)

