

## Taxi and Private Hire Fees and Charges Methodology

### Scope

The scope of this methodology is the fees and charges setting process for the activities below to achieve full cost recovery:

- A. Taxi vehicle (including plate) – 1 year
- B. Private hire vehicle (including plate) – 1 year
- C. Taxi vehicle change
- D. Private hire vehicle change
- E. Taxi temporary vehicle change - 3 months
- F. Private hire vehicle change - 3 months
- G. Vehicle plate
- H. Private hire vehicle signs
- I. Private Hire Operator – 5 years
- J. Taxi driver – 3 years
- K. Private hire driver – 3 years
- L. Taxi knowledge test
- M. Private hire knowledge test
- N. Driver Replacement badge
- O. Convert from private hire driver to taxi driver

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### Fees Setting Process - Timetable for fees and charges 2018-19

<b>No.</b>	<b>Action</b>	<b>Date</b>	<b>Officer/Department</b>
1	Annual Timesheet data prepared and analysed	October 2017	Business Support
2	Hourly rate prepared	October 2017	Finance
3	Vehicle, private hire and operator activity data collated Identify cost of plates and door signs	October 2017	Licensing
4	Draft budget sheets produced.	End October 2017	Finance
5	Draft fees prepared in accordance with approved methodology using information collated in 1-4	Beginning November 2017	Licensing and Finance
6	Budget reviewed against predicted income and salary allocations Internal recharges reviewed for 2017/18	Beginning November 2017	Licensing and Finance
7	Draft fees audited by Audit	Mid November 2017	Audit
8	Meeting Licensing, Audit and Finance to discuss audit findings and agree fees and charges	21 November 2017	Licensing, Finance and Audit
9	Make any adjustments to budgets, salary allocations and fees and charges finalised after meeting at No. 8	End November 2017	Licensing and Finance
10	<b>CMT</b>	<b>28 November 2017</b>	Licensing
11	<b>Executive Liaison</b>	<b>6 December 2017</b>	Licensing
12	<b>Fees and Charges approved by Licensing Committee</b>	<b>18 January 2018</b>	Licensing
13	<b>Fees and Charges advertised in Newspaper</b>	<b>2/9 February 2018</b>	Licensing
14	<b>Objections and responses collated and prepared to be heard by Licensing Committee</b>	February/March 2018	Licensing
15	<b>CMT - objections</b>	March 2018	Licensing
16	<b>Objections heard by Licensing Committee and set of Fees and Charges Approved</b>	<b>26 March 2018</b>	Licensing
17	<b>Approved Fees and Charges implemented</b>	<b>1 April 2018</b>	Licensing

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No.	Action
1	<p><b><u>Annual Timesheet data prepared and analysed</u></b></p> <p>Timesheet data for officers in business support, licensing, and the environmental health manager to be collated for previous 52 week period using date range 1 October 2016 to 30 September 2017. Total time spent by licence type to be calculated by the above officer groups.</p> <p>(During the year timesheet data will be reviewed on a monthly basis by the business support and licensing team leader to check for accuracy and completion)</p> <p>(Officers are provided with a guidance document on completion of timesheets which provides assistance on categorising activities)</p> <p><b>Officer: Business Support Team Leader</b></p>
2	<p><b><u>Hourly rate prepared</u></b></p> <p>The average officer hourly rate for business support and licensing officers is required plus the hourly rate for the environmental health manager and the head of health and community services.</p> <ol style="list-style-type: none"><li>1. Identify the current licensing and business support posts to be included in each group.</li><li>2. Calculate the average hourly rate as at 30 September 2017 including officer salaries plus on-costs.</li></ol> <p><b>Officer: Finance</b></p>
3	<p><b><u>Vehicle, private hire and operator activity data collated</u></b></p> <p>The number of activities below is obtained from the computer system for the period 1 October 2016 to 30 September 2017.</p> <ol style="list-style-type: none"><li>1. Taxi vehicle applications</li><li>2. Private hire vehicle applications</li><li>3. Taxi vehicle change</li><li>4. Private hire vehicle change</li><li>5. Taxi temporary vehicle change (3 months)</li><li>6. Private hire vehicle change (3 months)</li><li>7. Private hire operators applications</li></ol>

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	<p>8. Taxi driver applications 9. Private hire applications 10. Taxi knowledge test 11. Private hire knowledge test 12. Convert from private hire driver to taxi driver 13. Driver replacement badge</p> <p><b>Officer: Licensing Team Leader</b></p> <p><b><u>Identify cost of plates and private hire door signs</u></b></p> <p>Identify cost of purchasing plates and private hire door signs for the forthcoming year.</p> <p><b>Officer: Licensing Team Leader</b></p>
<p><b>4.</b></p>	<p><b><u>Draft budget sheets produced</u></b></p> <p>Version 1 of draft budgets for cost centres H1104, H1107, H1108 and H1109 are produced in July - budgets will be reviewed by Finance and Licensing.</p> <p>Version 2 of draft budgets for cost centres H1104, H1107, H1108 and H1109 are produced in Mid-Sept – draft salary allocations will be entered in the budget for the previous 12 months (1 September to 31 August). Timesheet data analysed will be used to adjust salary allocations in budget for forthcoming year as appropriate.</p> <p>Version 3 of draft budgets for cost centres H1104, H1107, H1108 and H1109 are produced in late-October/early-November for financial year 2018/19 – final salary allocations for period 1 October 2016 to 30 September 2017 are included. Timesheet data analysed will be used to adjust salary allocations in budget for forthcoming year as appropriate.</p> <p>Private Hire Operator Licences need to be profiled over 5 years.</p> <p>Identify budget for private hire door signs and taxi rank maintenance separately.</p> <p><b>Officer: Finance</b></p>

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5.	<p><b><u>Draft fees prepared by Licensing and Finance in accordance with approved methodology using information collated in No. 1-4 above</u></b></p> <p><b>Methodology for:</b></p> <ul style="list-style-type: none"> <li><b>A. Taxi vehicle applications</b></li> <li><b>B. Private hire vehicle applications</b></li> <li><b>I. Private hire operators applications</b></li> <li><b>J. Taxi driver applications</b></li> <li><b>K. Private hire applications</b></li> </ul> <p>The driver, vehicle and operator licence fees are calculated by adding together four categories:</p> <ul style="list-style-type: none"> <li>• Business support and licensing officer, management time, customer service time for the specific activity</li> <li>• Other time related to administration of taxi and private hire by officer group</li> <li>• Senior management time</li> <li>• Support costs</li> </ul>		
	<b>Category</b>	<b>Method of data collection</b>	<b>Notes</b>
	Business support and licensing officer, customer service officer and management time for processing applications and other activities related to the administration of licence by type	<p>To calculate the cost of business support and licensing officer plus management time for processing driver, vehicle and operator applications per process the following steps are followed:</p> <ol style="list-style-type: none"> <li>1. Divide the time spent for each officer type by the number of processes completed in each category.</li> <li>2. Multiply the time spent per process by the hourly rate per officer type to identify the cost per process for the specific activity.</li> </ol>	<p>To include time spent: Processing applications</p> <p>To include: Officer and Member training Compliance checks (not drivers and operators) Officer transport related expenditure Complaints about licensed vehicles Advice and guidance</p>
	Business support and licensing officer and management time allocation for all other activities connected to the licensing	The time spent by business support, licensing officers and management conducting activities such as reviewing fees and charges and developing policy is recorded in the appropriate category. The time has been allocated by:	To include time spent: Setting and reviewing fees Development, determination and production of policy

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	function.	<ol style="list-style-type: none"> <li>1. Multiplying the hours spent in conducting these allocation category by officer type by the hourly rate per officer type to determine total costs.</li> <li>2. Dividing the total cost by the total number of applications in each category. This results in the cost per application.</li> </ol>	<p>Liaison with interested parties Collating registers and national reporting</p>	
	Senior Management Time	<p>During the course of 2016/17, the senior manager undertook a 3-month period of time recording for taxi, private hire and operator activity. The results has been pro-rated for 12 months and will be used to calculate the 2018/19 fees and charges.</p>	<p>Management costs</p> <p>To include time spent: Officer training Complaints about licensed vehicles Advice and guidance Setting and reviewing fees Development, determination and production of policy Liaison with interested parties Collating registers and national reporting</p>	
	Support costs	<p>The support costs are determined from the financial estimates for 2018-19. The methodology and background for determining support costs is provided in Appendix A.</p> <p>The support cost per process is calculated by dividing the total cost of support services by the number of processes in each category.</p> <p>A number of elements are removed or allocated separately:</p> <p>Taxi rank maintenance is to be highlighted and only charge to taxi vehicles.</p>	<p><b>Supplies and Services</b> Accommodation, stationery, IT Equipment Advertising External legal advice Third party costs - Medical checks</p> <p><b>Support Costs</b> Public offices Debtors section Office services Accountancy</p>	

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	Private Hire vehicle signs are to be removed as they are charged separately.	Legal Services Paymaster – salaries, creditors, insurance Human resources Business Systems Customer Technical Support Information Systems Support Office Cleaning Performance Management Transport Plan Health and Safety
<p><b>Methodology for:</b></p> <p><b>C. Taxi vehicle change</b></p> <p>To calculate the cost of a taxi vehicle change the following steps are followed:</p> <p>Divide the time spent for each officer type by the number of taxi vehicle change processes completed. Multiply the time spent per process by the hourly rate per officer type to identify the cost.</p> <p><b>Methodology for:</b></p> <p><b>D. Private hire vehicle change</b></p> <p>To calculate the cost of a taxi vehicle change the following steps are followed:</p> <p>Divide the time spent for each officer type by the number of private hire vehicle change processes completed. Multiply the time spent per process by the hourly rate per officer type to identify the cost.</p> <p><b>Methodology for:</b></p> <p><b>E. Taxi temporary vehicle change - 3 months</b></p>		

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To calculate the cost of a taxi vehicle change for 3 months the following steps are followed:

Add the cost to process a taxi vehicle application for a licensing officer and a business support officer and add a quarter of the annual cost of other costs (amend/change/general costs) for business support officers, licensing officers and management.

### **Methodology for:**

#### **F. Private hire vehicle change - 3 months**

To calculate the cost of a private hire vehicle change for 3 months the following steps are followed:

Add the cost to process a private hire vehicle application for a licensing officer and a business support officer and add a quarter of the annual cost of other costs (amend/change/general costs) for business support, licensing officers and management.

### **Methodology for:**

#### **G. Vehicle plate**

The vehicle plate cost is determined by adding 2 elements:

1. The cost of a vehicle plate on the 30 September 2017 and
2. The cost to produce a replacement vehicle plate (calculation is below)

(Divide the time spent for each officer type by the number of processes completed.

Multiply the time spent per process by the hourly rate per officer type to identify the cost per process for the specific activity.)

### **Methodology for:**

#### **H. Private hire vehicle signs**

The private hire door sign cost is determined by adding 2 elements:

1. The cost of a door sign (per pair) on the 30 September 2017 and
2. An estimate of the cost to process a door signage order. For 2018/19, the estimate of the replacement vehicle plate (calculation is above) has been used to estimate the cost of replacing a door sign.



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During 2018/19 a new time recording code will be created to record the amount of time spent processing replacement signage, which will provide a basis for calculating the cost for 2019/20.

### **Methodology for:**

#### **L. Taxi knowledge test**

#### **M. Private hire test**

Taxi and private hire knowledge tests fees are calculated by:

Divide the total number of knowledge tests in each group by the time spent by officer type in each category then multiple by the hourly rate for each officer type to determine the cost per test.

### **Methodology for:**

#### **N. Driver Replacement badge**

To calculate the cost of a driver badge replacement the following steps are followed:

Divide the time spent for each officer type by the number of processes completed.  
Multiply the time spent per process by the hourly rate per officer type to identify the cost.

### **Methodology for:**

#### **O. Convert from private hire driver to taxi driver**

To calculate the cost of converting from private hire driver to taxi drive the following steps are followed:

Divide the time spent for each officer type by the number of processes completed.  
Multiply the time spent per process by the hourly rate per officer type to identify the cost.

### **Reconciliation**

All fees and charges are reconciled in three-year rolling programme to ensure full cost recovery for the Council.

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Following discussion with colleagues in finance and audit during the closure of the 2016/17 accounts, it was agreed that the reconciliation programme be carried out over 3 years. This minor change to the methodology was approved by the Head of Health and Community Care, in consultation with the Lead Member for Licensing.

This suggestion would ensure a fairer approach on licence holders who would have paid for a 3 year licence in 2017/18, however would not benefit from a reduction to fees should there be a surplus in the accounts and a subsequent carry forward to the next year. Additionally, any large surplus/deficit could have a considerable impact and cause large variation to fees if recovered fully over one year.

The rolling programme of reconciliation would subsequently have the following timescale:

Year 1 2016/17 final account – reconciled Year 3, 4, 5 (2018/19 – 2020/21)

Year 2 2017/18 final account – reconciled Year 4, 5, 6 (2019/20 – 2021/2022)

Year 3 2018/19 final account – reconciled Year 5, 6, 7 (2020/21 – 2022/2023)

And continue into future years.

The end of year closing figure for each cost centre has been divided by 3 and will be recovered equally over a three year period.

The amount to be reconciled will be added or subtracted equally by the number of licences as appropriate in the categories below:

- A. Taxi vehicle applications
- B. Private hire vehicle applications
- I. Private hire operators applications
- J. Taxi driver applications
- K. Private hire applications

Once finalised the end of year accounts will be published on the Council's website. The 50% subsidy paid for wheelchair accessible vehicles will be added to the final year accounts.

### Review Period

## **Taxi and Private Hire Fees and Charges Methodology**

- The methodology will be subject to an annual review with any amendments documented and approved by the Head of Health and Community Care Services.

### **Benchmarking**

- Annually in November, a benchmarking exercise will be conducted for consideration during the fee setting process by officers and presented to the Licensing Committee in January.

### **Reference documents**

- Local Government – Open for Business – LGA guidance on locally set fees