



**Draft Central Bedfordshire Council Park
Home Site Licensing Fees Policy
2014**

Appendix B Benchmarking

Appendix B Benchmarking

Table B1 – Benchmarking of Initial Licence Fee Calculations

Initial Licence Fee Calculation						
	Initial CBC figures	LA1	LA2	LA3	LA4	Adjusted CBC figures
Enquiry received and service request entered on Case Management System.	30	30	30	30	30	30
Obtain planning documents. Record type of development permitted and restrictions etc on Case Management System. Print hard copies of planning documents.	30	30	30	30	30	30
Make up new caravan site/Park home site file and attach above documentation	20	20	20	20	20	20
Send out site application form with covering letter and enter action on Case Management System.	15	15	15	15	15	15
Contact applicant and make appt to carry out initial site inspection enter action on Case Management System.	10	10	20	10	10	10
Carry out initial site inspection. Advise applicant as necessary on layout, spacing and other site licence conditions. Help applicant complete application form, if required. Enter record of inspection on Case Management System. Approx inspection time for first unit.	30	30	30	30	60	30
Travel Time	60	60	60	60	60	26
Enter particulars on application form on to premises record on Case Management System. Scan and save application form to	30	30	30	30	30	30

Case Management System.						
Check application valid e.g. all compulsory questions completed and correct fee included. Check all particulars entered on computer premises record correctly	40	40	60	40	40	40
Carry out Land Registry Search to verify applicant is owner of land	30	30	15	30	30	30
Examine electrical certificate and any other documentation submitted with licence for validity. Enter action on Case Management System.	20	20	20	20	20	20
Fit and Proper Persons Checks/Checks to see whether applicant has had a site licence revoked in the last three years (b)	120	120	60	120	120	30
Obtain next consecutive site licence number on park home licence spreadsheet and enter details of site against that number.	10	10	10	10	10	10
Prepare draft site licence and send to applicant with covering letter. Include any recommendations and works required resulting from initial site inspection. Save draft licence to Case Management System.	60	60	60	60	60	60
Discuss any feedback with applicant on proposed site licence conditions with applicant. If amendments requested seek authority with line manager to amend conditions.	60	60	60	60	60	60
Upon expiry of consultation period amend site licence if required . Print out two	60	60	30	60	60	60

copies of site licence and proof read.						
Site licence to be checked and signed by line manager - see below	30	30	30	30	30	30
Send out site licence to applicant with covering letter.	10	10	15	10	10	10
Scan and save signed copy of site licence to Case Management System and link to computer worksheet. Insert hard copy of licence to paper file.	20	20	20	20	20	20
Update public register of licensed sites.	15	15	10	15	15	15
Upon occupation of site contact site owner to make appointment for licensing inspection	10	10	20	10	10	10
Carry out full site inspection. Make note of any breaches of site licence conditions/ works required	60	60	30	60	60	60
Travel time	60	60	60	60	60	26
Record visit and details on Case Management System.	20	20	20	20	20	20
Complete risk assessment spreadsheet to determine next routine visit and print off hard copy for file	10	10	NA	10	10	10
Enter date of inspection and next routine inspection on Case Management System. Next routine inspection as scheduled inspection on premises worksheet.	10	10	NA	10	10	10
Send letter to applicant notifying them of outcome of licensing visit (figure for single unit site).	10	10	15	10	60	10
Additional time for complicated cases (a)	24	24	NA	24	24	24
Additional time to resolve application form queries on site (a)	6	6	6	6	6	6
Total fixed time (mins)	910	910	776	910	990	752

Additional inspection time for all pitches over and above the first (initial)	10	10	10	10	covered in fixed cost	10
Additional inspection time for all pitches in addition over and above the first (Full inspection)	10	10	10	10	single addition of 30 for large sites	10
Additional time relating to the number of units over and above the first covered in the letter	5	5	10	5	covered in fixed cost	5
Variable time (mins per pitch)	25	25	30	25	single addition of 30 for large sites	25

(a) adjusted to (approx 10%) averaged over all applications

(b) adjusted for amended CBC figure as full Fit and Proper Persons checks not implemented and would be charged separately

Table B2 – Benchmarking of Amendment or Transfer Fee Calculations

Amendment or Transfer Fee Calculation						
	Initial CBC figures	LA1	LA2	LA3	LA4	Adjusted CBC figures (c)
Enquiry received and service request entered on computer system.	20	20	10	20	20	20
Send out application form and covering letter detailing fee required	15	15	20	15	15	15
Upon receipt of application form, scan and attach form to computer worksheet. Attach hard copy to paper file. Enter action on computer database and associated details. Generate acknowledgement letter and send to applicant.	30	30	30	30	30	25
Enter particulars on application form on to premises record on computer system	15	15	10	15	15	15

Check application valid e.g. all compulsory questions completed and correct fee included Check all particulars entered on computer premises record correctly	30	30	60	30	30	30
Fit and Proper Person's Checks/Checks to see whether applicant has had a site licence revoked in the last three years (b)	120	120	60	120	120	30
Carry out LRS to confirm applicant is new owner of the site	30	30	15	30	30	20
Amend site licence print out and proof read	60	60	60	60	60	30
Amended site licence to be checked signed by line manager	30	30	30	30	30	30
Look up records of outstanding historic breaches, outstanding notices etc.	15	15	10	15	15	15
Send amended site licence to site owner with covering letter. Send written notification of outstanding historic breaches and outstanding notices to new site owner. Add to actions to electronic worksheet.	20	20	30	20	20	20
Scan and attached signed copy of site licence to electronic worksheet and attached signed hard copy to paper file.	20	20	15	20	20	20
Attach hard copy of covering letter and notification of outstanding historic breaches and outstanding notices etc to electronic and paper file	15	15	15	15	15	15
Amend park home site licence spreadsheet and public register of park home site licences.	20	20	20	20	20	20
General additions time taken with telephone conversations and correspondence with applicant on typical	90	90	60	90	90	25

variation enquiry						
Additional time for complicated cases (a)	24	24	NA	24	24	20
Additional time to resolve application form queries on site (a)	6	6	NA	6	6	6
Total fixed time (mins)	560	560	445	560	560	356

(a) adjusted to (approx 10%) averaged over all applications

(b) adjusted for amended CBC figure as full Fit and Proper Persons checks not implemented and would be charged separately

(c) adjusted so as to bring the cost in line with the average assumed by DCLG in their impact assessment

Table B3 – Benchmarking of Annual Fee Calculations

Annual Fee Calculation						
	Initial CBC figures	LA1	LA2	LA3	LA4	Adjusted CBC figures
Check the site inspection register to determine the next routine inspection	10	10	10	10	10	10
Contact the site owner to notify them of the time and date of inspection. Enter the action on the Case Management System.	15	15	25	15	15	15
Look up historic breaches records	15	15	NA	15	15	15
Visit site and carry out routine inspection. Check spacings between units boundaries etc. Check fire precautions. Check certificates. Note all breaches of the site licence. Approx inspection time for first pitch.	30	30	30	30	60	30
Travel time	60	60	60	60	60	26
Complete the risk assessment score sheet and record outcome. Attach to the Case Management System and print a copy for the paper file.	10	10	NA	10	10	10

Record the details of the visit on the Case Management System including breaches identified. Enter scheduled visit(s) for the next routine inspection and completion of remedial works inspection.	30	30	60	30	30	30
Record the visit on the park home inspection spreadsheet	10	10	NA	10	10	10
Write to the site owner detailing results of inspection and works required to remedy breaches plus any certificates required (figure for single pitch site).	15	15	30	15	60	30
Follow up telephone conversations and letters (figure for single pitch site).	15	15	15	15	60	15
Attach the letter to Case Management System and attach copy to paper file	10	10	NA	10	10	10
Carry out an inspection to ensure the works requested have been carried out (figure for single pitch site).	30	30	30	30	60	0
Travel time	60	60	60	60	60	0
Record the visit on the park home spreadsheet and Case Management System	10	10	NA	10	10	0
Letter to licence holder notifying them of the outcome of the visit. Record the action on the Case Management System. Assume all works complete as further action likely to result in service of notice and will therefore come under notice fees	10	10	10	10	30	0
Additional time for complicated cases (a)	24	24	NA	24	24	24
Total fixed time (mins)	354	354	330	354	524	225
Additional inspection time for all pitches over and above the first (initial)	10	10	10	10	single addition of 60 for large	10

					sites	
Additional time relating to the number of pitches over and above the first covered in the letter	5	5	5	5	covered in fixed cost	0
Additional time relating to the number of pitches over and above the first covered by the phone calls and letters	15	15	NA	15	covered in fixed cost	0
Additional inspection time for all pitches over and above the first (Follow up inspection)	10	10	10	10	covered in fixed cost	0
Variable time (mins per pitch)	40	40	25	40	single addition of 60 for large sites	10

(a) adjusted to (approx 10%) averaged over all applications

Table B4 - Summary of Benchmarking (in minutes)

Fee Element	Initial CBC figures	LA1	LA2	LA3	LA4	Adjusted CBC figures
Initial Licence fixed fee (a)	820	820	746	820	900	752
Initial Licence per pitch fee	25	25	30	25	single addition of 30 for large sites	25
Amendment & Transfer Fee (a)	470	470	415	470	470	356
Annual Fee fixed element	354	354	330	354	524	225
Annual Fee per pitch fee	40	40	25	40	single addition of 60 for large sites	10

(a) All LA figures adjusted to replace full Fit and Proper Persons checks with checks that licences have not been revoked as there is currently no date for

the implementation of Fit and Proper Person checks and would be charged separately in any case.

The DCLG Working Group on Park Homes Licensing Fees indicated that it may be better to apply the cost of re-inspections through a surplus/deficit mechanism in the annual fee for subsequent years rather than including within the base annual fee. This would ensure that residents would not be adversely affected by the cost of re-inspections resulting from poor management, as site owners would only be able to take into account the base fee when recovering the cost of annual fees through pitch fees. As a consequence aspects relating to re-inspections were removed from the template and formula used to calculate annual fees and the final column of Table B4 was adjusted accordingly.

LA4 plan to use a slightly higher fixed element to their the initial licence and annual fee, adding 30 or 60 minutes respectively for large sites rather than using a per pitch element. In the context of the large number of sites with significantly different numbers of pitches in Central Bedfordshire such an approach would appear not to be appropriate. By way of example it would take far more than 30 minutes of additional time to inspect a site with 175 pitches than one with just 1 or 2 pitches on when accurate measurements of distances between adjacent units, distances between units and roads, and distances between units and boundaries are required.