

Processing costs for the transfer of a caravan site licence

	Action	Time (Mins) EHO	Time (Mins) TO	Time (Mins) Admin
1	Enquiry received and service request entered on computer system.			20
2	Send out application form and covering letter detailing fee required		15	
3	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
4	Enter particulars on application form on to premises record on computer system			15
5	Check application valid e.g. all compulsory questions completed and correct fee included Check all particulars entered on computer premises record correctly	30		
6	Carry out checks with other council services e.g. Finance, and external agencies e.g. other local authorities		20	
7	Carry out LRS to confirm applicant is new owner of the site			15
8	Amend site licence print out and proof read		30	
9	Amended site licence to be checked signed by line manager	30		
10	Look up records of outstanding historic breaches, outstanding notices etc.		15	
11	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	
12	Scan and attached signed copy of site licence to electronic worksheet and attached signed hard copy to paper file.			20
13	Attach hard copy of covering letter and notification of outstanding historic breaches and outstanding notices etc to electronic and paper file			15
14	Amend park home site licence spreadsheet and public register of park home site		20	

ANNEX 2

	licences.			
15	General additions time taken with telephone conversations and correspondence with applicant on typical variation enquiry		15	
16	Additional1 Complicated Cases			
17	Additional 2 Resolve queries on site			
	Total (Mins)	60	135	115
	Total hours as a Decimal	1.0	2.25	1.9
	Cost £	32.0	60.75	20.9