

**East Herts Council**  
**Full cost recovery charges calculator**

Data should only be input into cells shaded in orange

This template should only be used where the council has the discretion to set the charge. Before you start it is essential that you understand the process that leads to the chargeable product from end to end. It would be useful to attach a process flow diagram to the template once the charge is calculated. If you need assistance to draw up a process flow diagram and/or to understand all aspects of the process then please speak to a Lean 6 Sigma Process Champion.

**Charge name**

**Method**

**Direct Staff Costs**

Grade	Notes	Cost per hour	Number of hours
2		£33.00	
3		£35.00	
4		£36.00	
5		£39.00	
6		£42.00	
7		£45.00	
8		£48.00	
9		£51.00	
10		£56.00	
11		£62.00	
12		£69.00	
13		£84.00	

Cost
£0.00
£0.00
£0.00
£0.00
£0.00
£0.00
£0.00
£0.00
£0.00
£0.00
£0.00
£0.00
£0.00
£0.00

Notes

**Guidance and help**

Convert minutes to decimal value  
 Enter minutes   
 Decimal value

This should be the time spent by officers providing the service directly to the customer. Support staff should be listed in the next section

**Indirect Staff Costs**

Grade	Notes	Cost per hour	Number of hours
2		£33.00	
3		£35.00	
4		£36.00	
5		£39.00	
6		£42.00	
7		£45.00	
8		£48.00	
9		£51.00	
10		£56.00	
11		£62.00	
12		£69.00	
13		£84.00	

Cost
£0.00
£0.00
£0.00
£0.00
£0.00
£0.00
£0.00
£0.00
£0.00
£0.00
£0.00
£0.00
£0.00
£0.00

Notes

This should be the time spent by officers carrying out essential support tasks such as inputting to systems, checking eligibility, raising invoices etc. for the service. If sundry debtor invoices are raised to the customer then you must input here the time taken to raise the invoice plus the standard time for Finance to handle a sundry debtor customer who pays in 30 days in full. An invoice manually input into the finance system will take 5 minutes per invoice to be processed - input 0.08 hours per invoice. Finance time to handle credit control and income receipting plus 15 day reminder will be 10 minutes per invoice - input 0.17 hours. Always input Finance at Grade 5

**Contractor Costs**

Contractor

Contractor Costs	Cost

Notes

This should be the cost of the contractor providing the service. The contractor costs must be verified to the contract and contract management information. If the council does not have the information then the contractor must be asked to provide the information of their estimate of the cost. Council officers must not estimate the cost themselves or suggest a cost to the contractor

**Supplies & Services Costs**

Supplies & Services	Cost

Notes

This should be the cost of items consumed or produced specifically to provide the service. You should have invoices to verify the actual cost paid.

**Income from related sales**

Income	Income

Notes

**Please enter income as a negative figure.** This should be income which is a part of the overall process e.g. visitors vouchers in Residents Parking Zones.

Full cost of providing the service	<b>£0.00</b>
Net cost of providing the service	<b>£0.00</b>

Units of measure	UOM

Notes

If you stated Activity Based Costing the unit of measure must be 1

