

Special points of interest: **Sending Mail** **LalPac on the Road** **Spend and Save** **Central Licensing Database**

Sending mail needn't be taxing!

In the 21st Century we are encouraged at every opportunity to embrace the paperless world but it can be scary, can't it?

Years of experience have told us that if we send a letter, sooner or later it invariably ends up at its destination so we feel safe and comfortable with this method of communication. However, there are other methods of communication which are now tried and tested and can offer better flexibility & speed of delivery whilst delivering cost and environmental benefits to your Authority.

As part of our commitment to providing you with the best possible software for your Licensing needs, LalPac have recently added the facility to send correspondence via SMS (that's a text message to the majority of us!) from our LalPac Classic software.

This enables text messages to be sent to individual clients, a selection of licence holders, private hire operators, vehicle proprietors (or even bespoke selections using the Groups facility) at a fraction of the cost of sending a letter.

What's more there are no additional hardware costs and no complicated set up.



The vast majority of your clients will own mobile phones and for those that don't you cans till revert to traditional methods of communication.

So what will it cost?

The improvements have been added to LalPac Classic as part of our continued commitment to product and service excellence.

The only cost involved relates to the purchase of text bundles as would apply to your personal mobile phone.

Want to test the potential of this new feature? We are giving the first five customers who contact us 200 free messages.

If you would like to know more about this exciting new feature then please contact Lesley at LalPac on 01249 660088.

The first 5 customers to contact us will receive 200 free text messages

LalPac on the Road

LalPac will be attending the following event:

Institute of Licensing Annual Training Conference
Hilton Hotel, Cardiff
Sun 1st Nov—Weds 4th Nov

In this issue:

Spend and Save	2
Central Licensing Database Latest	3
Technical Tip	3
Recent Events & New	4

Spend and Save

Many councils are looking at rationalising IT systems as a way to save money. In many cases where the product is designed to carry out this function this may be the case however when it comes to Licensing none of the alternative suppliers are able to supply a solution that operates in the way that a Licensing department works.

To assist in this argument this article is designed to give some of the ways that LalPac can cut time spent on each application, lower costs and improve working processes. This allows more time for the positive sides of Licensing such as greater enforcement, prosecutions and enhanced interaction with clients and the public, all of which greatly improves the public perception of the department.

So how does LalPac do this?

LalPac is designed for licensing, this is not a bolt on product that suits the software not the user. No other system works the way that licensing departments work.

LalPac is designed to be maintained from within the licensing department, unlike many other systems LalPac does not require a person solely employed to administer it.

Process wizards take the user through the application process in intuitive steps that mirror the licensing process.

LalPac can link to the LLPG, standardising address data across the system and automatically providing distances between premises and representees.

LalPac ensures that mandatory data is entered and that the essential information has been received before a licence is granted, lowering supervision costs and the risk of legal challenge.

LalPac creates licence renewals to ensure that service is maintained to existing clients.

LalPac produces licences, badges and plates without re-keying of information which costs staff time and money, this also lowers costs as re-keying mistakes cost money in expensive media.

LalPac can correspond to anyone in the system easily and effectively, whether an individual client, a couple of clients or every holder of a specific type of licence.

LalPac monitors payment of annual fees and can report where monies are still outstanding helping to recover revenue. This can be by linking to an external system or completely run within the system.

LalPac reports on the information entered, allowing freedom of information and statutory reports to be run directly from the system with no time consuming research required.

LalPac provides management data so that performance indicators can be monitored and action taken to resolve issues.

LalPac provides online application systems that allow self service by customers, freeing more time from administration as the application details are entered directly into LalPac Classic. Details need simply be checked by Licensing staff and the check details completed.

LalPac can receive online representations directly into the system from both Responsible Authorities and the public without the need to re-key information.

LalPac Enterprise can be linked to payment systems to take revenue at the end of the online application process, Following payment these details can then be automatically in the receipts section of the application.

In Summary

LalPac takes a very diverse and complicated range of licensing disciplines and brings them into one system effectively and as simply as possible. Making this system as simple as possible enables applications to be processed quickly and correctly every time.

LalPac saves time and ultimately, time is money.

When it comes to Licensing none of the alternative suppliers are able to supply a solution that operates in the way that a Licensing department

LalPac saves time and ultimately, time is money.

Central Licensing Database

How long has the idea of a Central Licensing Database been discussed? Yet as we quickly approach the 4th year of the Licensing Act 2003 being in effect this still shows no signs of movement. In the meantime Council Officers all over the country continue to waste time attempting to check the validity of personal licences for applicants wishing to become Designated Premises Supervisors.

After many months of collaboration and development with John Tippin of East Devon District Council we have created a list of every authority throughout England and Wales. This list, where applicable, also contains a link to their public registers. This is a free of charge service and LalPac are committing to the ongoing maintenance of the database.

PrototypeLink

LalPac have already provided a prototype database with a limited amount of information. Have a look at it yourself by clicking on this link: <http://www.lalpac.com/register>

If you would like to be involved in this project all you need to do is email your contact details to: lesley.warne@lalpac.com or telephone 01249 660088 and speak to Lesley or Karin.

If you are a **LalPac Enterprise** customer then your details have automatically been added to this page. If you have your own public registers and you would like a link added to the page then please let us know. Even if you haven't an online public register facility please supply the contact telephone for use by colleagues in other councils and other licensing professionals who may wish to make enquiries with your licensing team.

There is no cost for this facility or for using it so please support it and remember to keep us updated with your contact details so that we can ensure the database is accurate.

There is no cost for this facility or for using it so please support it.

How to Amend a Drop Down List

Problem: A set number of drop down lists in LalPac Classic are populated with data that has been previously entered by other users. Occasionally, typing mistakes can occur, or several variations of the same phrase e.g. OK, Okay, ok, O K. -

To fix:

- Log into LalPac as an **Administrator**.
- Go to the **Administration Menu**.
- Choose "**Find and Replace Pick-List Data**"
- Locate the pick-list you need to edit (left hand side)
- On the right hand side correct the spelling of the word/description or simply alter the name to another
- Click **OK**

Technical Tip

Recent Events

From 11-15 May The Institute of Licensing held a series of Better Regulation Roadshows. LalPac staff followed the IoL around the country starting with Camden Town Hall on the Monday, Sheffield Town Hall on Tuesday. Wednesday was a rest day and we started again at Solihull Civic Centre on Thursday and finally Taunton Dean Borough Council on the Friday.

Although the week was tiring due to the travelling it was declared a success by everyone. Once again we renewed acquaintance with long standing customers and also met some customers who have recently joined us.

LalPac also attended the PH & Taxi Show in Coventry for the second year running. This event was held over two days, 27/28 May. It was generally felt that this event was not as busy as last year, but it was still good to touch base with some of our existing customers, also some potential customers.

Once again we joined the IoL for their Annual Training Day and National Annual General Meeting. This year it was held on 7 July at the Barcelo Hotel in Oxford.

2009 – Our customer base is still growing

Following on from our last newsletter we have continued to attract new customers in 2009 with The Royal Borough of Windsor and Maidenhead, Rushcliffe Borough Council and the Council of the Isles of Scilly joining us.

