

## Special points of interest:

- South Staffordshire Case Study

## DCMS Returns

We are aware that many of you will have been contacted by the DCMS with regards to the Annual Returns under the Licensing Act 2003. LalPac have over the last few years developed a working relationship with the DCMS and this year were invited to London to discuss the new survey and review the items that have subsequently changed and been added. As a result LalPac have already modified the script we have provided to you free of charge in previous years to take account for these changes. The script was tested and sent out to all our customers in early April giving them ample time to run the script and forward the information to the DCMS well ahead of the deadline

## Automated Feedback

LalPac are always committed to providing excellent customer service and welcome feedback from you, the customer, at any opportunity.

One of the ways customers can submit feedback is via our helpdesk emails. When your jobs have been resolved you will receive an email from the LalPac Support Team confirming the resolution to your problem. On the email you receive there will be a link to a page on our website where you can rate the service you received and comment on how the job was resolved.

Your comments are then forwarded to the Management Team at LalPac for review and action if necessary.

We would encourage all our customers to use this service and provide feedback which is invaluable to us in improving our service to you.

## EU Services

LalPac launches BETA version of Phase 1 EU Services

The BETA version of phase 1 of EU Services has been released and has been tested by our BETA sites, the BETA test period finished on the 7 May 2010.

Following the completion of the BETA testing we are looking at the feedback and are working on any comments/changes to be incorporated into the product and for LalPac to prepare the final release.

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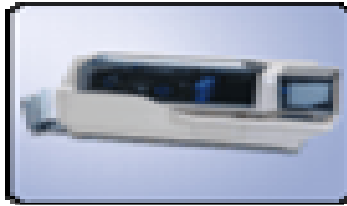
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**Do you print ID cards? Did you know that LalPac can provide Card Printers, plus a wide range of consumables and accessories**

Zebra P420i



(W x D x H) 660mm x 239mm x 256mm

Zebra P120i—The little printer with big ideas



(W x D x H) 201mm x 328mm x 216mm

Both these printers print dual sided, colour front/black reverse, with USB or Ethernet interface. Depending on throughput, the P120i is an entry level printer, but still performs well with cards printing in 12 seconds for black only and 27 seconds in full colour.

Both have hoppers to drop the blank cards into, with the P420i having a hopper for output. The small one has an easy load cassette ribbon, And both come with a two year standard warranty.

For more details on either of the Badge printers telephone Lesley or Karin on 01249 660088.

**Not currently looking for a badge printer but use consumables and accessories with your existing printer?**

Lesley or Karin will be pleased to provide you with a quote for ribbons, cards and cleaning kits for the above machines, also a range of accessories; lanyards, card holders etc. Telephone 01249 660088

**STOP PRESS:** For a limited period we can offer a £50 discount on the current price of the Zebra P120i Printer. And to help your budget go further we have sourced a supply of Lanyards and Card holders priced at 45p and 15p each respectively (minimum order applies). To take advantage of these savings or for further details phone Lesley or Karin on 01249 660088.

**Tech Tip.....Tech Tip.....Tech Tip.....Tech Tip.....**

- Tip 1:** Have a separate Directory inside your Report Templates folder for all your Report Builder templates, that way, there is somewhere to save them and go back to them if you ever need to, this is to enable LalPac users to access these templates and keep a back up of them.
- Tip 2:** Save your Report Builder templates inside a folder inside the CUSTOMER or STANDARD REPORTS folder, so that you can run the reports straight from LalPac screen and not have to go into the report builder design module.
- Tip 3:** If you are an Enterprise customer, there is a list of all the Enterprise machines from this URL link, you may want to view other Authorities Enterprises to check/gather information on their public registers:

<http://www.lalpac.com/registers/>



## Case Study—South Staffordshire District Council

When David Pattison, Head of Legal and Licensing at South Staffs, took over responsibility for the Licensing function, he was met by an immediate request by his team members – “please can we have a new software solution?”

David quickly realised that his staff were not entirely satisfied with the tools they had to work with, so he immediately set about seeing how he could improve their lot, while at the same time, deliver major benefits to the Council, the trade and the public. An internal audit also concluded that there was “room for improvement” at the same time.

### Background

#### Requirements:

David started by identifying the requirements that any new system needed to be able to satisfy the following objectives:

#### Improve Efficiency

Any system needed to collect and retain all the necessary information whilst at the same time making time savings on routine tasks thus allowing staff to spend less time paper pushing and free up time to spend on pro-active Public Protection, Enforcement, Communication and Education.

#### Quick to Implement

It was important that any system did not demand extensive in-house resources and was fundamentally an “off the shelf” product.

#### User Friendly

It was important that any system would be able to work the way the department wanted to work, and that the department not be forced to adapt to how the software worked.

#### Automated

The existing system was labour intensive, so

### Selection Process

Council procedures required that David needed to evaluate three alternative solutions. It quickly became apparent that the LalPac proposal clearly delivered the best functionality in terms of meeting the objectives and therefore offered the best value for money.

References were taken from all three potential suppliers, and again, the LalPac proposition stood out because LalPac users without exception were extremely positive about both the product and the level of support.

The one concern over opting for a “best of breed” solution was that it would introduce an additional software product into the Authority at a time when “consolidation” of solutions was a high priority. However, the Council were persuaded that the significant benefits that a LalPac licensing solution would deliver were sufficient to justify a departure from the corporate goal. In addition, the Council’s confidence in LalPac’s ability to inter-operate with current systems was also a significant factor towards minimising risk.

A formal report recommending the Council take LalPac was placed before the Licensing Committee and was subsequently approved. However, the decision had to be ratified by the full Council because the cost exceeded the budget allocated for the financial year.

automation of routine tasks such as Licence Renewal letters, daily processes, production of Public Registers, responses to regulatory and ad-hoc requests and reporting was considered essential.

#### Public Access and Responsible Body Connectivity

With the ever increasing trend towards improving service levels, the public facing side had to deliver a high degree of “self service” for the trade and citizens. A web front end would not only allow customers to apply for and monitor Licence Applications, it would also allow partners to have secure remote access to the information they need, without involving the Licensing team.

#### System Integration

It would not be helpful to choose a “best of breed” solution that stood alone and introduced other issues into the Authority. The Licensing team are integrated into a larger department and any new licensing system would need to inter-operate with existing systems in use in the Authority, such as the LLPG, Oracle CRM and Civica eDRM.

## Results

### Phase 1

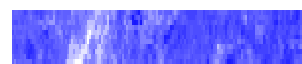
The back office solution has been implemented and is busy helping the Licensing team.

David Pattison said:

“LalPac was extremely attractive to us because it just works the way Licensing teams need to operate”.

“LalPac is already delivering benefits, dealing with enquiries from the trade and the public, processing new applications and effortlessly responding to regulatory and FOI requests”.

David and LalPac are busy preparing for Phase 2 which will deliver the public facing solution and the integration that the Council need.



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WE'RE ON THE WEB!

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## Recent Events

### NALEO North West AGM - Runcorn 31 March 2010

LalPac jointly sponsored this event and were given the opportunity to present an interesting discussion on Shared Services and closer working partnerships. LalPac highlighted it's recent software development to better cater for the drive towards shared working and greater efficiencies.

### IoL Annual Training Conference—Cardiff 1-4 November 2009

Once again LalPac were the main sponsors for this event which was held at The Hilton Hotel in Cardiff. Graham, Karin and Lesley were kept busy meeting up with long standing customers and talking to potential ones.

The Training Conference is intensive from the delegates point of view and the IoL ensure there is time to relax in the evening with an excellent itinerary, starting with Sunday night when a team from The London Borough of Hammersmith & Fulham took the shield as winners of the quiz. John Garforth of Oldham picked up the wooden spoon for this team of valiant quizzers.

### NALEO National Conference at Daventry on 15 October

Once again, LalPac were the main sponsor for the NALEO National Conference. Despite the recession, it is good to see that these events are well supported by members. Trefor would like to thank those of you who spent some time with us discussing licensing and licensing software in general.

### ACPO—York 30 September/1 October

LalPac were pleased to be able to support the recent ACPO Licensing Conference in York. The Metropolitan Police organised the event and it was held in one of York's finest hotel conference centres at the Royal York Hotel over a 2 day residential duration. The majority of delegates were police officers from around the UK but there were substantial numbers of Local Authority Licensing Officers in attendance. It was great to touch base with regular customers and also Trefor and Lesley had the opportunity to show the latest versions of LalPac software to potential customers. The general feedback we received from delegates was that the conference was well worth attending. Congratulations go to Diane Kraus for being the person drawn out of the LalPac business card prize draw and Diane was presented with her bottle of champagne at the IoL Conference in Cardiff.

## 2010 – Our Customer Base

LalPac goes from strength to strength, with Breckland District Council and Fenland District Council becoming the latest authorities to join us. We are the licensing software provider of choice for over 130 councils across the country.



### Recent winners of the bottle of Bubbly:

ACPO winner: Diane Kraus of The London Borough of Bexley.

IoL Annual Conference Winner: Andrew Johnson of Bury Metropolitan Borough Council

