

The Highland Licensing Board and the Highland Licensing Forum

Joint meeting – 8 September 2015

Agenda Item	4
Report No	HLBF/001/15

On-Line Application Forms

Report by the Clerk to the Licensing Board

Summary

This Report provides an update on on-line applications.

1.0 Types of Application

1.1 At present application can be made on-line for Personal Licences, Occasional Licences and Extended Hours. The Highland Council's vision is to have full online capability. However with the current financial challenge the Council are targeting process improvements that can give the best return on investment. The Corporate Improvement Programme (CIP), who are taking the lead on this, are happy to discuss any opportunities that will contribute additional savings in this area.

2.0 New Forms

2.1 All the liquor application forms are built using industry leading software which provides the ability for the customer to save the form and return to complete it at any time. For background the supplier is Firmstep <https://www.firmstep.com/>

3.0 Problems

3.1 CIP are currently improving the way that data is presented and laid out on the PDF that the licensing team receive. This does not impact the customer but improves the layout making it easier for the licensing team to read the data which can be difficult to interpret at the moment.

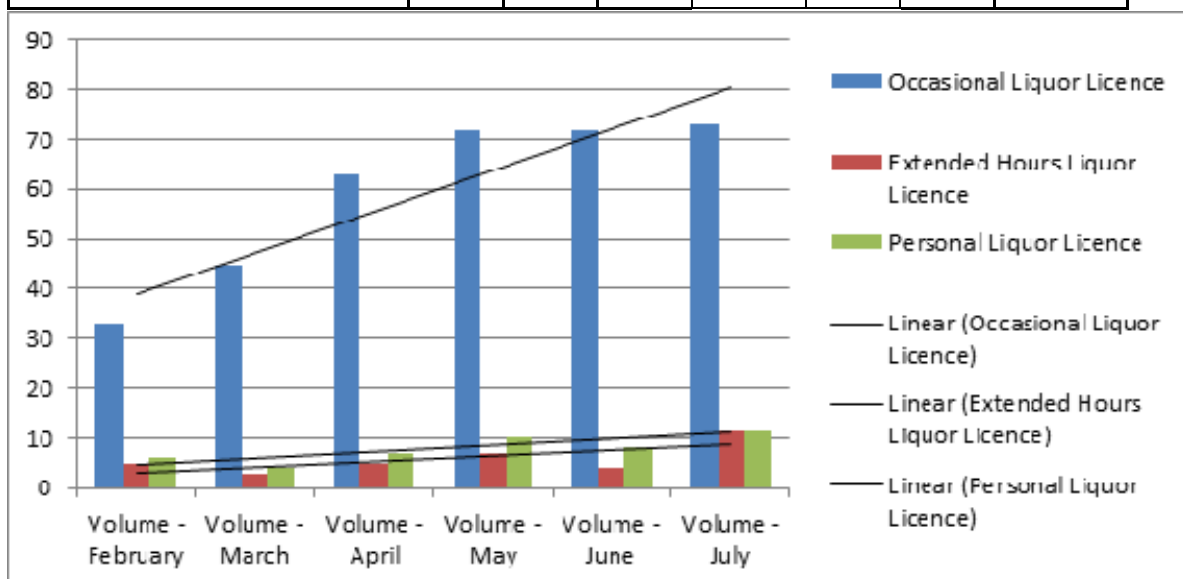
3.2 There have been issues with payments being taken from the customer but no form received in the system. This has been caused by customers closing down their browser before the process has completed. More warning messages have been put in place but as this problem is down to human behaviour it may prove difficult to eradicate completely.

4.0 Figures and trends

4.1

Form	Feb	Mar	Apr	May	Jun	Jul	Total
Occasional Liquor Licence	33	45	63	72	72	73	358
Extended Hours Liquor Licence	5	3	5	7	4	12	36
Personal Liquor Licence	6	4	7	10	8	12	47
Total	44	52	75	89	84	97	441

4.2



5.0 Customer feedback

5.1 No formal feedback but CIP advise that when they are talking to customers who have had problems, they were still very positive about the development despite their issues.

6.0	Recommendation
6.1	It is recommended that the joint meeting note the Report.

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 Date: 31 August 2015
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