

A LICENCE TO THRIVE

January to March 2017

Back office
process review



March to April 2017

Launch new back
office processes



Nov 2017 to Jan 2018

Procurement
process



March 2017

LGA funding
approved



Nov 2017 to Jan 2018

Stakeholder
engagement



Nov 2018 to Mar 2018

Project
implementation



September 2018

Alcohol Licencing
online forms launch



March 2018

Taxi/Private hire online
forms launch



November 2018

Street Trading online
forms launch



November 2018

LGA #Digital
Showcase



February 2019

Enter MJ
Awards



November 2018

Institute of Licencing
National Conference



February 2019

LGA National
Licencing Conference



June 2019

Fingers crossed for
MJ Awards!



The Difference Made



1 Robust Business Case



23 industry representatives support the UAT process



LGA Funding

£15k



Overall savings

£93k



Legacy processes

£40k



Payment processing

£6k



Paperwork

£15k



64 Funding Bids received by LGA, only **23** successful



Success and learning shared with **23** LAs and counting



Public Facing

£156hrs



Channel Shift

100%



Commercial Activity

+£4-5k



End to End Times

+71%

View from the LGA

“An excellent effort by Cheltenham Borough Council whose investment has resulted not only in a substantial financial saving but also delivered a digital platform that has improved customer access to licensing services and significantly reduced processing times”

Siobhan Coughlan
Programme Manager at the LGA

