



City of Westminster

# Licensing forms project

Westminster Council



# Westminster overview

## RESIDENTS

Population of 242,299 and projected to rise. 96% of WCC residents use internet

## BUSINESSES

Thriving business community of 54,640 businesses (including Local Units), 7 Global 500 company HQ's.

## TOURISTS

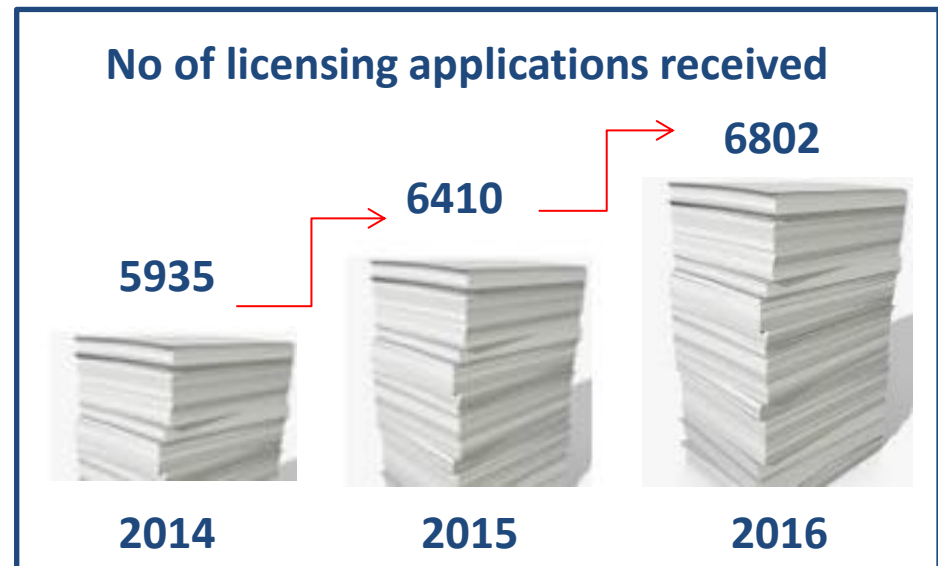
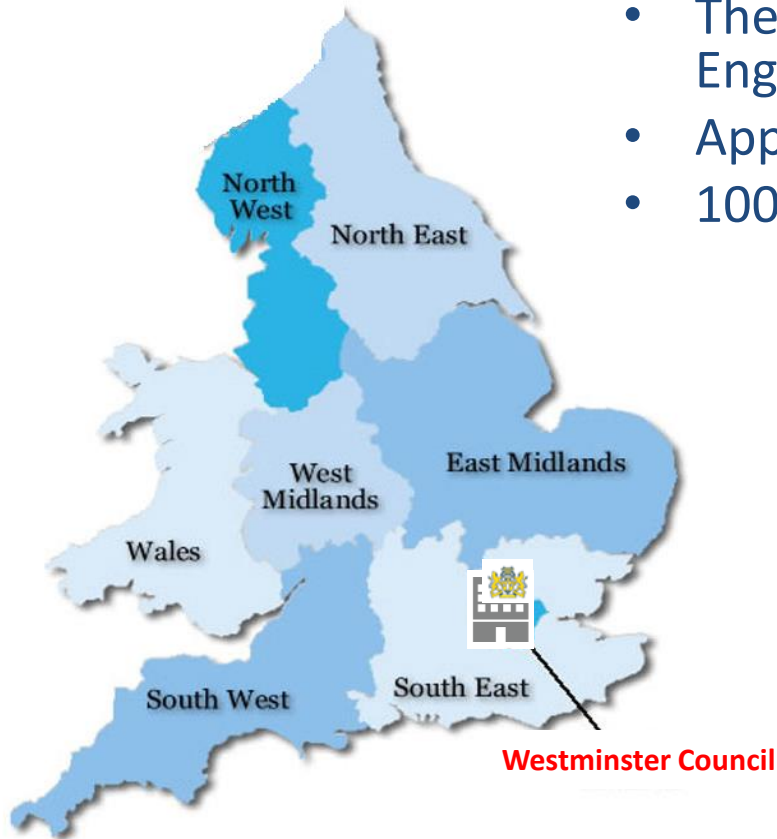
Westminster is unique in the number of tourists who visit the borough every year which stands at 15.7 million.





# Westminster Licensing

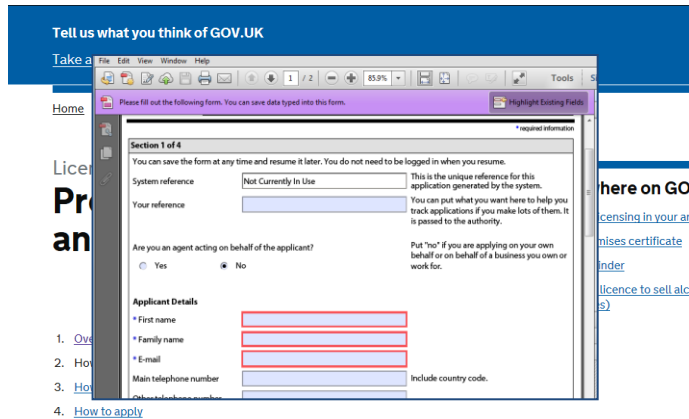
- The biggest and busiest licensing authority in England and Wales
- Approx. 3,500 Temporary Events in a year
- 100's of street markets





# Licensing landscape – Pre 2017

## GOV. UK service

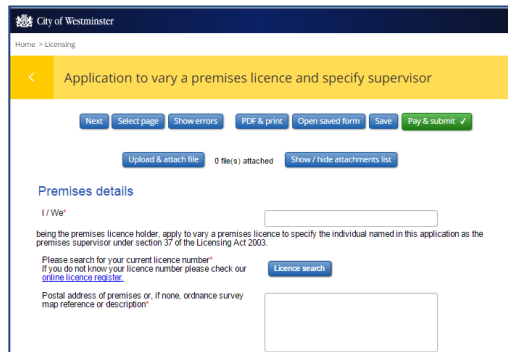


here on GOV.UK  
[licensing in your area](#)  
[alcohol licences certificate](#)  
[alcohol licence](#)  
[alcohol licence to sell alcohol](#)



- Manual re-keying of information to back office system
- Manual verification of payments
- Manual upload of an application and supporting documents to back office system

# 2017 onwards



City of Westminster  
Home > Licensing

Application to vary a premises licence and specify supervisor

Next Select page Show errors PDF & print Open saved form Save Pay & submit ✓

Upload & attach file 0 file(s) attached Show / hide attachments list

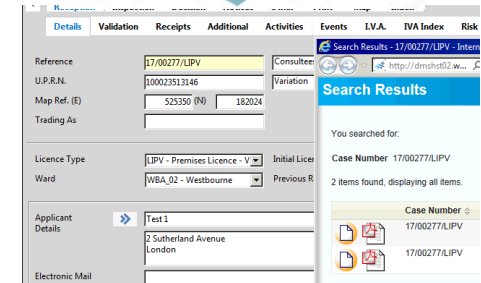
Premises details

I / We

being the premises licence holder, apply to vary a premises licence to specify the individual named in this application as the premises supervisor under section 37 of the Licensing Act 2003.

Please search for your current licence number  
If you do not know your licence number please check our [online licence register](#).

Postal address of premises or, if none, ordnance survey map reference or description



Details	Validation	Receipts	Additional	Activities	Events	L.V.A.	IVA Index	Risk
Reference	17/00277/LIPV	Consultation						
U.P.R.N.	100023513146	Variation						
Map Ref. (E)	525350 (N)	182024						
Trading As								
Licence Type	LIPV - Premises Licence - V	Initial Lic						
Ward	WBA_02 - Westbourne	Previous R						
Applicant Details	Test 1							
Electronic Mail	2 Sutherland Avenue London							

Search Results

You searched for:

Case Number 17/00277/LIPV

2 items found, displaying all items.

Case Number

17/00277/LIPV

17/00277/LIPV

- **NO** Manual re-keying of information to back office system
- **NO** Manual verification of payments
- **NO** Manual upload of an application and supporting documents to back office system

# Service improvements and benefits



City of Westminster

## LICENSING TEAM

- Improved KPIs
- Capacity to deal with increasing demand
- Capacity to support strategic objectives and service improvements
- Capacity to management better Licensing hearings and Committee meetings

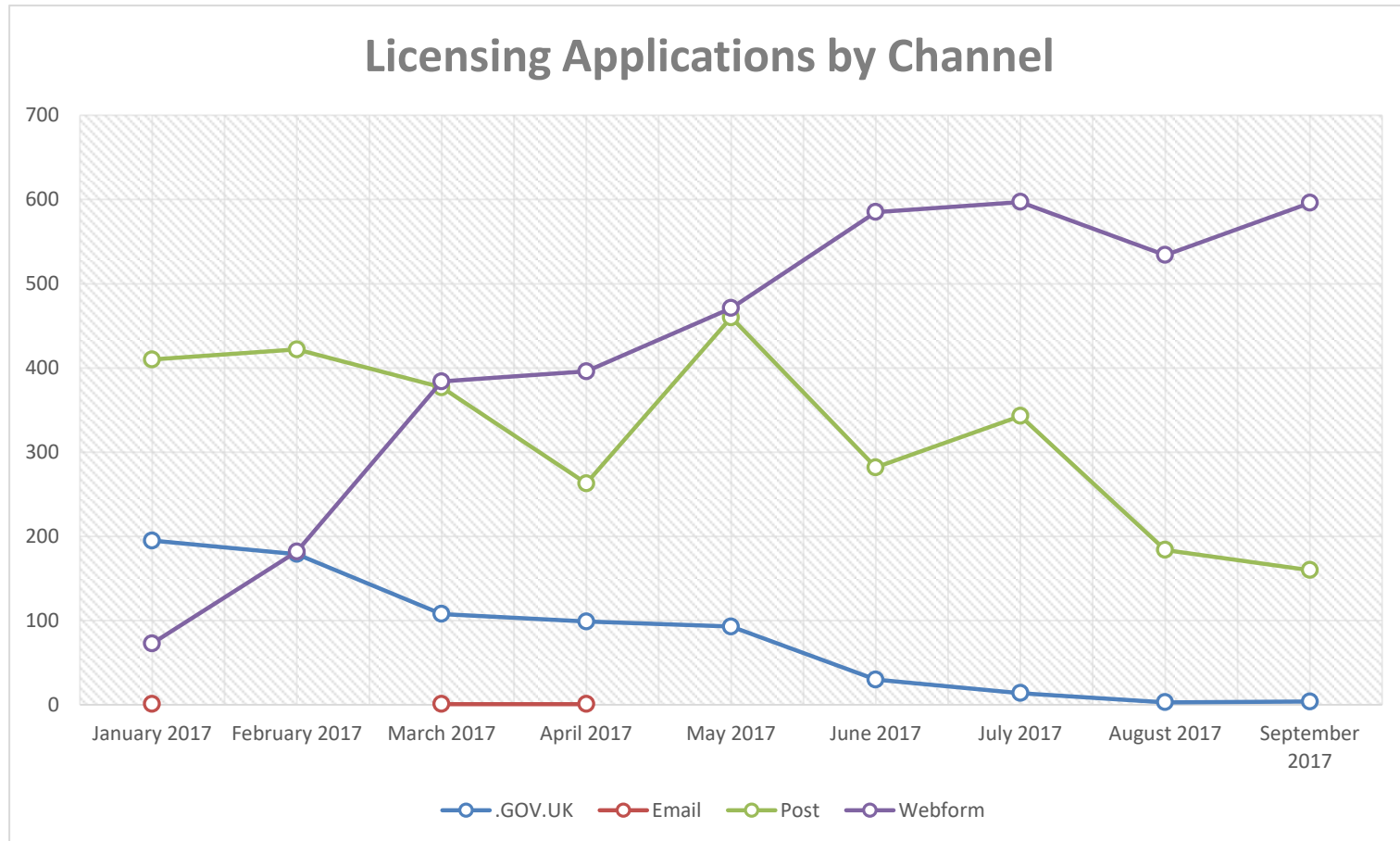
## CUSTOMERS



The system worked without fault (certainly from my end), the confirmation of application and payment receipt arrived immediately. So I wanted to say 'thank-you' for building this service which works so much better than the gov.uk site.  
[from DSW Group]



# Online form usage



# Demo



City of Westminster

**Any questions**

