



# Online Licensing

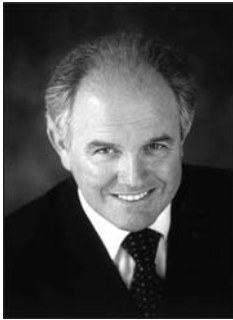
*plus Business Self Assessment & Informing Users*

*“by local authorities...  
... for local authorities”*

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## PARSOL “Words from the Chair”



Andy Waren  
PARSOL Chairman

The PARSOL (Planning and Regulatory Services Online) National Project has produced a range of standards, guidance toolkits, schemas, specifications, systems and software to help local authorities in building effective and transparent online planning and regulatory services.

### Who is PARSOL for?

The PARSOL products have been developed by a team of local authorities working for the benefit of the other local authorities in England. The project has covered the key areas of Planning, Environmental Health, Trading Standards, Building Control and Information Technology.

The aim has been to promote open, efficient and transparent planning and regulatory services in the light of the Government 2005 BVPI and Priority Service Outcome deadlines for bringing online access to information and processes in the planning and regulatory services arena.

### Why is PARSOL important?

PARSOL has developed the groundwork to help local authorities out in place the necessary framework and processes to provide faster, more accurate information and services; and to start the process of enabling realtime online transactions between the public and local authority planning a regulatory services.

### What can PARSOL help you to deliver?

**Efficiency.** Department managers will find tools that will help them run a more efficient and cost effective department enabling improvement in the deployment of professional resources.

**Service Provision.** Online systems can provide speedier access to information or end users about the planning and regulatory process. This encompasses online delivery and tracking of licence applications, complaints and communications that allow the council to concentrate on face to face interaction where it is most needed.

**Faster Interaction.** Planning and regulatory professionals in the private sector will gain improved access to information regarding applications. This

will help generate increased confidence and involvement in the relevant processes.

**Government Targets.** The public sector is committed to improving openness and transparency in local government. And, under government guidelines set out in various BVPI regulations, local authorities must have a wide range of services online by December 2005.

### **What is PARSOL delivering?**

PARSOL has developed a number of tools, schemas, benchmark standards, software and demonstrator systems that help local authorities get services online whilst minimising the need to create bespoke solutions or to buy expensive off-the-shelf packages.

The full range of PARSOL products is extensive and can be found on the website at [www.parsol.gov.uk](http://www.parsol.gov.uk). However, this leaflet focuses on the software products developed within the Regulatory Services stream. There are 3 main products in this area:

- **Online Licensing** – online submission, processing, consultation and publication of various regulatory approvals, licences and registrations
- **Business Self Assessment** – online system enabling businesses to assess their level of compliance against key regulations
- **Informing Users** – online system presenting tailored digest of regulatory information according to business sector and activity

### **Conclusion**

*“Whilst there are undoubtedly financial savings that can be achieved, the most important benefits are the improvements that flow from the introduction of online systems provided by PARSOL. I cannot emphasise how much putting Planning Services online at Wandsworth has done to enthuse and engage our users and to enhance the image of the Planning Service. People can begin to feel much more involved in the process without having to fight to penetrate the bureaucracy.”*

*Andy Waren  
Chairman of PARSOL  
and Head of Environmental Services  
Wandsworth Borough Council*

# PARSOL Online Licensing

## Product Overview

PARSOL Online Licensing is a software package that enables the online submission, processing, consultation and publication of various regulatory approvals, licences and registrations (including all those covered by the Licensing Act 2003). The system enables businesses to apply for a licence, renew a licence and track the progress of their application online. Citizens can see lists of new applications, be notified of applications of interest to them, make representations about them, track their progress and view public registers. Statutory consultees may be notified of new consultations, make representations online and download application data to their back-office systems.

Whilst the product may be used on a standalone basis, to provide a fully effective solution it should be connected to the existing back-office system within the local authority. This facilitates integration with existing workflows and processes. All the major back-office suppliers including Flare, CAPS, MVM, Swift LG, Lalpac, Civica and PlanTech are committed to delivering connector software to enable the utilisation of PARSOL Online Licensing.

PARSOL Online Licensing is designed to engage both citizens and businesses alike by providing a quick and convenient facility that can be utilised at a time to suit the needs of the particular individual. Adoption of the system allows local authorities to speed up the response time that can be offered and to improve service delivery across the licensing activity.

The system uses XML Schema, is e-Gif compliant and conforms to government meta data standards. Web services are provided within the .NET framework and smart forms are delivered using Active Server Pages. The system is W3C compliant.

## How much does it cost?

Whilst the product itself is provided on a free-of-charge basis, there will be a modest annual charge for support and maintenance services. The actual fee will vary in order to reflect the likely levels of usage between unitary, district and county councils

## Will the product benefit from ongoing enhancement?

Those authorities taking out a support and maintenance contract (with Cintra Corporation UK Ltd) will become members of the PARSOL Online Licensing User Group. This will secure the ongoing sustainability and future development of the product. A proportion of contract fees will be assigned to future enhancement. This will be done in accordance with priorities set by the User Group (once the group has reached the necessary critical mass to serve in this capacity). Enhanced versions of the product will only be available to members of the User Group. Membership benefits will include:

- Service Level Agreement (full helpdesk and software support service)
- New releases of enhanced versions
- Voting rights for prioritisation of enhancement requests
- Periodic user group meetings

## How do I get a copy?

The first full release of PARSOL Online Licensing is now complete and is available directly from Cintra Corporation UK Ltd. We recommend that you approach Cintra directly with a request for a copy of the latest software and to request a support contract for your authority (*see contact details below*). However, you may also download the software from the PARSOL website – but updates and enhancements will not be available via this site. We advise that this is only used for evaluation purposes and that you do not use this software without a support and maintenance contract.

## What additional support services are offered?

Cintra can offer a fixed price implementation service based on your requirements. The system can be installed locally or you may prefer to opt for a centrally hosted service backed by a separate Service Level Agreement. Regional partnerships can also be accommodated. Please contact Cintra for a wider range of related services.

Please visit the PARSOL website at [www.parsol.gov.uk](http://www.parsol.gov.uk) or contact the people below for more information.

## Contact Details

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Web: [www.cintra.com](http://www.cintra.com)

## Online Licensing – Back Office Connections

Whilst *PARSOL Online Licensing* can function as a standalone system, it will only deliver the full transactional benefits through connection to your local authority back-office system. Connector software will need to be provided by your supplier. Here, we take a look at some of the leading suppliers and give the latest information about the availability of their connector software.

Supplier	Comments and Contact Details
	<p>Flare has already developed a connector for PARSOL Online Licensing. This has been installed and is undergoing testing at Wandsworth Borough Council.</p> <p>Contact: Duncan Forrester            Flare Software Systems, King's Court, 6-11 Union Street, Bath BA1 1ER            Tel: 01225 485005            Email: <a href="mailto:duncan.forrester@flare.co.uk">duncan.forrester@flare.co.uk</a>            Web: <a href="http://www.flare.co.uk">www.flare.co.uk</a></p>
	<p>CAPS Solutions already have a solution to enable 'end to end' processing of licensing applications from submission through to the UNI-form back-office system. As part of this UNI-form e2e Licensing Solution councils can, if required, adopt the PARSOL Licensing e-forms, alternatively they can directly integrate the UNI-form PARSOL Online Licensing connector into existing council solutions. The UNI-form PARSOL Licensing connector is due for release shortly. If you are a CAPS customer and interested in being an early adopter of this solution then please contact us.</p> <p>Contact: Clare Bean            Caps Solutions, Benham Valence, Newbury, Berkshire, RG20 8LU            Tel: 01635 656 900            Email: <a href="mailto:info@caps-solutions.co.uk">info@caps-solutions.co.uk</a>            Web: <a href="http://www.caps-solutions.co.uk">www.caps-solutions.co.uk</a></p>
	<p>As part of our continuing commitment to PARSOL, Plantech is progressing towards integrating the PARSOL Online Licensing front-end solution with our ACOLAID Licensing system. This will enable the submission of licensing applications over the Internet, mobile working and the online recording of noise complaints amongst much more. With our experience in developing both the Planning Portal interface and our own Building Control online submission solution, we are confident of completing development work by our target date of October 2005.</p> <p>Contact: Neil Chinnery            Plantech Ltd, 61 Southwark Street, London, SE1 0HL            Tel: 0207 202 8100            Email: <a href="mailto:neil@plantechltd.co.uk">neil@plantechltd.co.uk</a>            Web: <a href="http://www.plantechltd.co.uk">www.plantechltd.co.uk</a></p>

Supplier	Comments and Contact Details
	<p>The next stage in Swift LG's continuing commitment to PARSOL is the provision of extensions from our back office systems to PARSOL Online Licensing. Swift LG extensions will comply with the full extent of the specification and will enter final testing this Summer with release timed to coincide with CIEH Conference in Cardiff September 2005.</p> <p>Contact: Nigel Dore  Swift LG Ltd, County Gates, Ashton Road, Bristol, BS3 2JH  Tel: 0117 953 4949  Email: <a href="mailto:nigel.dore@swiftlg.com">nigel.dore@swiftlg.com</a>  Web: <a href="http://www.swiftlg.co.uk">www.swiftlg.co.uk</a></p>
	<p>Lalpac has stated that they plan to release a PARSOL Connector in October 2005.</p> <p>Contact: Rod Evans  Lalpac, Temple Court, 8 The Causeway, Chippenham, Wilts., SN15 3BT  Tel: 01249 660088  Email: <a href="mailto:rod.evans@lalpac.com">rod.evans@lalpac.com</a>  Web: <a href="http://www.lalpac.com">http://www.lalpac.com</a></p>
	<p>As a leading provider of software and managed services to local authorities, Northgate Information Solutions is committed to supporting e-Government initiatives, including the PARSOL National Project. Northgate is developing a connector to PARSOL for users of its Licensing software, which is due to be completed shortly. For more information, please contact us.</p> <p>Contact: Bob Higgins  MVM Consulting Ltd, MVM House, 2 Oakfield Road, Clifton, Bristol, BS8 2AL  Tel: 01179 744 477  Email: <a href="mailto:david.gleave@mvm.co.uk">david.gleave@mvm.co.uk</a>  Web: <a href="http://www.mvm.co.uk">www.mvm.co.uk</a></p>
	<p>Civica has developed an "eLicensing adaptor" that allows local authorities to process license applications using the PARSOL version 1.4 schemas. Since local authorities may wish to use different user interfaces (e.g. PARSOL, CRM, webforms), Civica has focused on providing compliance with relevant interfaces. A number of Civica customers are currently implementing the adaptor to meet their specific requirements and Civica would welcome the opportunity to discuss any specific requirements its customers may have.</p> <p>Contact: Andy Burman  Civica Systems Limited, Civica House, Poplar Way, Sheffield, S60 5TR  Tel 01709 786799  Email: <a href="mailto:aburman@civica.co.uk">aburman@civica.co.uk</a>  Web: <a href="http://www.civica.co.uk">www.civica.co.uk</a></p>

## Online Licensing – Supported Application Types

The following is a complete list of the licences currently support by the PARSOL Online Licensing system:

### Licensing Act 2003

1. Premises Licence – New
2. Premises Licence – Variation
3. Premises Licence – Variation of DPS
4. Premises Licence – Premises of Supervisor Consent
5. Premises Licence – Transitional
6. Premises Licence – Transitional – Consent of DPS
7. Premises Licence – Transitional – Licence Holder Consent
9. Premises Licence – Transitional with Variation
10. Premises Licence – Transfer of
11. Premises Licence – Consent to Transfer of
13. Premises Licence – Application for review of
14. Premises Licence – Notification of an interest in
15. Premises Licence – Provisional statement
17. Premises Licence – Interim Authority Notice
18. Club Premises Certificate – Declaration
19. Club Premises Certificate – New
20. Club Premises Certificate – Variation
21. Club Premises Certificate – Transitional
22. Club Premises Certificate – Transitional with Variation
23. Club Premises Certificate – Application for review of
24. Personal Licence – New
25. Personal Licence – Renewal
26. Personal Licence – Disclosure of Convictions
27. Personal Licence – Transitional

### Environmental Health

28. Cosmetic Piercing/Special Treatments
29. Food Premises Registration
30. Scrap Metal Dealers
31. Motor Salvage Operators
32. Pet Shops
33. Animal Boarding Establishments
34. Riding Establishments

### Trading Standards

35. Explosives Registration
36. Animal Feedingstuffs Registration
37. Petroleum Licensing
38. Non-medicinal Poisons Registration

### Building Control

39. Building Notices
40. Full Plans Applications
41. Regularisation of Unauthorised Works

### General Licensing

42. Taxi & Private Hire – Operators, Drivers, Vehicles
43. Skips & Building Materials
44. Scaffolding & Hoarding
45. Lotteries & Amusements
46. Gaming Machines
47. Street Trading

## **Business Self Assessment and Informing Users**

### ***Business Self Assessment***

This is a standalone web-enabled software package enabling businesses to conduct an assessment of their own compliance with key regulations. The user answers a series of questions that enables the system to assign a score and to present a range of advice for improving the level of compliance. It follows the same pattern as would be adopted by an inspector. The system covers Food Safety, Health and Safety, Houses in Multiple Occupation and Consumer Safety.

### ***Informing Users***

This is a standalone web-enabled software package presenting a tailored digest of regulatory information in accordance with the user's requested business sector and activity. Having entered the selected business sector and activity, the user is presented with a range of information on the regulations that will apply to such a business. Many regulations will, of course, apply to all businesses but some are targeted more specifically to certain areas. The information given includes links to further online resources where more details can be found.

## **PARSOL Regulatory Products and the ODPM Priority Service Outcomes (PSOs).**

**The three regulatory software products of Online Licensing, Business Self Assessment and Informing Users can help your local authority to meet the demands of a number of PSOs (mandated by December 2005 or March 2006).**

**R7 – Public access to online applications for street-scene licences.**

**R8 – Receipt and processing of building control applications.**

**G7 - Use of technology to integrate planning, regulation and licensing functions (including Entertainment Licensing and Liquor Licensing) in order to improve policy and decision-making processes around the prevention of anti-social behaviour.**

**G3 – Public participation in consultations on matters of local interest e.g. online access to licensing applications, and registration of preferences to be alerted by e-mail of new applications of interest.**

**E4 – Agreed baseline and targets for take-up of regulatory and planning services online, including targets for customer satisfaction and efficiency savings.**

**R23 - Self-service or mediated access to all council services outside standard working hours via the Internet or telephone contact centres (i.e. available for extended hours outside of 9am-5pm Mon-Fri).**

## PARSOL Quotations

“We are delighted to have been involved in PARSOL as one of the most successful Local e-Government National Projects. All of us in the environmental and public health community need to be involved in embracing the opportunities the PARSOL project has provided us with.”

**Graham Jukes, Chief Executive, CIEH**

“PARSOL is a very good example of a project which is advancing service delivery. The PARSOL software enables businesses and residents to apply online to the local authority for regulation and licensing applications in a speedy and effective way.”

**Derek Allen, Executive Director, LACORS**

“PARSOL represents both a success in itself, having produced a number of generic outputs for all authorities, thus saving many the costs of individual development; and a success for local government as a whole, showing the potential for future successful cooperation and development.”

**Phil Hope MP**  
**Local Government Minister in ODPM (to April 2005)**  
**Skills Minister in DfES (from May 2005)**

