

Civica Licensing

Drive operational efficiencies and deliver improved services

Civica Licensing is a case management system supporting all aspects of local authority licensing, including LA 2003, taxi, houses of multiple occupation (HMO) animal welfare regulations and gambling. From receiving and validating the application to issuing and managing the licence, it has been designed in collaboration with local authorities to manage all requirements of regulatory services.

Designed with channel shift front of mind, it includes online application capability and a public facing register to reduce FOI requests. Civica Licensing is a scalable cloud solution that offers efficiencies via intelligent workflow and automation of documentation, freeing up valuable time for officers to focus on the critical tasks at hand.

Why choose Civica Licensing?

An intuitive platform built on 30 years of sector knowledge and experience. It streamlines licensing application management to deliver time and cost savings. It improves working processes to increase productivity, easing the administrative burden of high volumes of applications for your staff during peak periods or when there is legislative change.

The application is provided with data from a Microsoft Azure SQL Server Database, ensuring customers the very best in terms of capability, performance, scalability, interoperability and robustness of the solution.

Features

- Workflows for consistency of outcomes and automation of processes
- Built in form designer for internal and external data capture
- Communications engine supporting letter, email, SMS and social media
- On demand management reporting
- Reporting Database that links to 3rd party reporting tools (optional)
- Pre-packaged workflow and forms components
- Appointment booking and calendar functionality
- Production of statutory returns and performance indicators
- Supports all licence types including Housing, Taxi, LA2003 and Gambling
- Appointment booking and calendar functionality
- Online submission ensures only valid applications are received
- Controlled data access through role-based security.

Benefits

- Reduce duplication and increase awareness with intelligent case association
- Save time with model configuration out of the box
- Automate administrative tasks and decisions lowering service costs
- Supports your digital and channel shift strategies
- Rapid deployment time and fast initial user adoption.

Welcome to Civica

Civica is proud to be the UK's largest software company focused on the public sector, which we have served as a trusted partner for over 30 years.

Our products and services are used by 2.5 million professionals across national, regional and local government, health and care, housing, education and democracy. They deliver improved outcomes for 90 million citizens.

Our deep sector and technology expertise helps our customers to meet unprecedented challenges as they sustain and enhance public services. Through greater digitisation and automation, a growing use of cloud solutions and smart use of data, we help address rising citizen expectations for innovative and efficient public services around the world.

We have a strong commitment to delivering social value and sustainability, which includes supporting our customers' Net Zero ambitions, creating software with sustainability built in and reducing our own impact on the planet.



Certification Number 663
 ISO 9001
 ISO 14001
 ISO 27001
 ISO 22301
 ISO 45001