

No.	Question	Type	Advice
1	How quickly will new applications be added to the system?	General	<p>Applications will be available to view online as soon as they are deemed to be valid.</p> <p>Please note that the website is real-time but there could potentially be a delay between a valid application being received and it appearing in the system. The system has advanced features that allow you to be automatically emailed of any changes to search results – please see the user guide for full details.</p>
2	How often is the information updated?	General	<p>The information contained within the online system is “as live” as our back office system, and therefore the information contained within is continuously updated throughout every working day.</p>
3	How does the council protect my personal information when publishing documents online?	General	<p>All comments received on licensing applications are open to public inspection and may be repeated in public documents. They will be published on the online licensing register as part of the application. If objections or representations are received, the application will be referred to a Committee or a Board for decision and will be published within the committee papers and pages of our website.</p> <p>In following the Council’s data protection policy the following procedures are followed for publishing documents online:-</p> <p>General correspondence (including letters of representation and objection) - We publish the sender’s name but not any personal details.</p> <p>Applicants – Applicants names are published and the address of the location to be licensed but no other information should appear online.</p> <p>We publish a lot of information as part of the licensing process, and human error can occur meaning that we miss something. If you notice something that causes you concern, please email licapps@aberdeenshire.gov.uk noting the application reference and the information that concerns you and we will do our best to resolve the matter.</p>

4	I can't find an application when searching by partial reference number	Searching	<p>You can use a 'wildcard' (either a '*' or '%') within the search to improve your search. But you don't need to add a wildcard at the start or end of your search term as the system assumes this.</p> <p>For example doing a "Simple Search" for "Duff House" will return all applications with both words convectively in the location or description as will "*Duff House*" or "%Duff House%" (no quotes in actual search).</p>
5	I can't find my application using the simple search e.g. I entered 51 Low St.	Searching	The search tool does not understand abbreviations - e.g. St., Rd., Dr., Cl., Ave. – please type in full, e.g., Street and do not include any punctuation (full stops, apostrophes or commas) in the address.
6	I can't find applications when searching by date	Searching	The date search boxes shouldn't be format sensitive. However, by clicking on the calendar icons you can select the date of interest to automatically fill the box for you.
7	I can't find decision details	Searching	The decision is located under "Details" then "Further Information" tabs. The date of the decision is also located under "Details" then "Important Dates". A copy of the decision notice, setting out conditions of consent or reasons for refusal, is located under the "Documents" tab.
8	How do I suggest improvements to the online licensing register?	General	<p>The Online Licensing Register (Public Access) is software provided by IDOX Group who provides the council's licensing database.</p> <p>Feedback on the system can be submitted mailto:licapps@aberdeenshire.gov.uk and we will liaise with IDOX over improvements and can log a change request, which IDOX will consider and may include in a future software release.</p>
9	What internet browsers does the online planning register (Public Access) support?	Technical	<p>Public Access 3.1 is supported by (at the time of writing):</p> <ul style="list-style-type: none"> • Internet Explorer 9, 10 and 11 • Google Chrome • Firefox • Safari
10	Why is my public comment not being displayed on the website	Comments	Comments are compiled and brought to the attention of officers and may form the basis for a report to the appropriate Board or Committee

			however, due to the nature of licensing, the comments are not made public.																												
11	What is the difference between “Public” and “Consultee” comments?	Comments	Consultee comments are made by organisations formally consulted by the council. If the screen displays an organisation name such as “Police Scotland”, it means that they have been invited to comment.																												
12	I was expecting an automatic email re a Saved Search or Tracked Application but have not received it.	Searching	If there are no changes to either your Saved Searches or Tracked applications, no emails will be issued. If you suspect there is a problem with the automatic emails then, please contact us to let us know what the problem is, mailto:licapps@aberdeenshire.gov.uk .																												
13	I got a 'session timed out' message when making a comment and lost all my typing	Comments	To avoid the possibility of losing a long comment, you are advised to type up in a Word Processor or Notepad type application. You can then Save as you go along and copy into the Public Access Website when you are finished.																												
14	If I track an application, when do I receive an email of updates?	Technical	Please note that it is only when the “status” of the application changes that an email alert is sent to users.																												
15	What categories do I search in for each licence type?	Searching	<table border="1"> <tr> <td>Licence</td> <td></td> </tr> <tr> <td>Private Hire Driver</td> <td>Driver</td> </tr> <tr> <td>Private Hire Operator</td> <td>Vehicle (Private Hire)</td> </tr> <tr> <td>Cinema</td> <td>Other</td> </tr> <tr> <td>Personal</td> <td>Personal</td> </tr> <tr> <td>Taxi Operator</td> <td>Vehicle (Hackney Carriage)</td> </tr> <tr> <td>Taxi Driver</td> <td>Driver</td> </tr> <tr> <td>Market Operator</td> <td>Other</td> </tr> <tr> <td>Public Entertainment - Temp</td> <td>Other</td> </tr> <tr> <td>Public Entertainment – Fairground</td> <td>Other</td> </tr> <tr> <td>Public Entertainment – Hall</td> <td>Other</td> </tr> <tr> <td>Public Entertainment – Misc Large Event</td> <td>Other</td> </tr> <tr> <td>Knife Dealer</td> <td>Other</td> </tr> <tr> <td>Metal Dealer - Itinerant</td> <td>Other</td> </tr> </table>	Licence		Private Hire Driver	Driver	Private Hire Operator	Vehicle (Private Hire)	Cinema	Other	Personal	Personal	Taxi Operator	Vehicle (Hackney Carriage)	Taxi Driver	Driver	Market Operator	Other	Public Entertainment - Temp	Other	Public Entertainment – Fairground	Other	Public Entertainment – Hall	Other	Public Entertainment – Misc Large Event	Other	Knife Dealer	Other	Metal Dealer - Itinerant	Other
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			Window Cleaner	Other
			Taxi Booking Office	Other
			Occasional Extension	Premises
			Occasional Licence	Occasional Use Notice
			Hypnotist	Other
			Public Processions	Other
			Gambling Premises	Caming Permits
			Lotteries	Lotteries
			Bingo	Gaming Permits
			Metal Dealer	Other
			Gaming Machines (up to 2)	Gaming Permit
			Public Charitable Collections	Charitable Collections
			Gaming Machines (3+)	Gaming Permit
			Gaming Machine Permit	Gaming Permit
			Street Trader Employee	Other
			Late Hours Catering	Other
			Zoos	Other
			Second Hand Motor Dealer	Other
			Premises Licence	Premises
			Provisional Statement	Premises
			Provisional Confirmation	Premises
			Venison Dealer	Other