SOUTH GLOUCESTERSHIRE COUNCIL
VIEWING LICENSING APPLICATIONS & LICENCES

This online search system allows you to search for licences and licensing applications by keyword, application reference, post code or by single line of an address. Please Note, the word 'licence' references a variety of authorisations including notices, permits, registrations, certificates and consents issued by the Authority.

You do not need to register to use this service, however you will be asked for certain essential details if commenting on applications.

This search facility also serves Planning and Building Control functions. If necessary, you can switch to or from these other search types, by selecting Search, then selecting the appropriate option.

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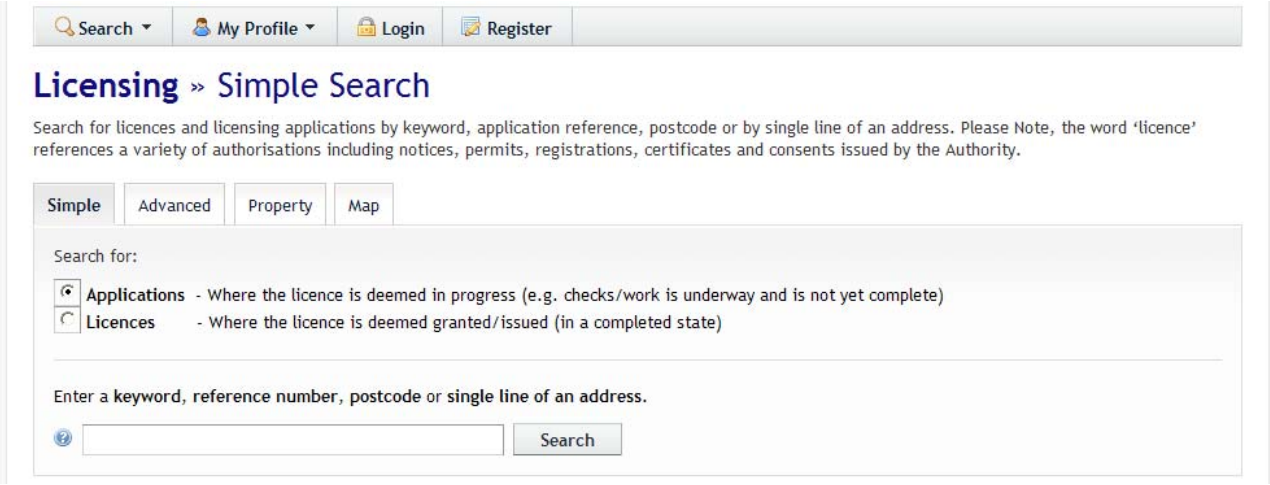
1. Simple Search

When you first access the search page, you will be presented with the Simple Search option. This is suitable for the majority of searching needs.



The first step is to decide what you are searching for using the radio buttons:

- **Applications:** Where the licence application is in progress (e.g. checks/work is underway but it is not yet complete)
- **Licences:** Where the licence is granted or issued

Next, using what you know, such as a post code or reference number, fill in the search box and click the Search button to find an application or licence, or a number of them.

The things you can search for are:

- **Part or whole of an Address:** For example “15 Stanbridge Road” or
- **A post code or part of a post code:** For example “BS15 9TR” or “BS15”
- **A Reference number or part reference number:** For example LI14/0027/STS
- **A Keyword or phrase:** For example “snack”

Tips and tricks:

- *The address search on this system doesn’t use comma’s (,), so type addresses with just a space between address lines*
- *You can use the % symbol as a wildcard character (stands for any other text). For example, High Street% would pick up all High Streets in South Glos. You can use as many %’s as you like*
- *‘Keyword’ searches sometimes come back with too many results to display as many words are used very frequently, so you may be better off with the Advanced or Map search instead of a keyword.*

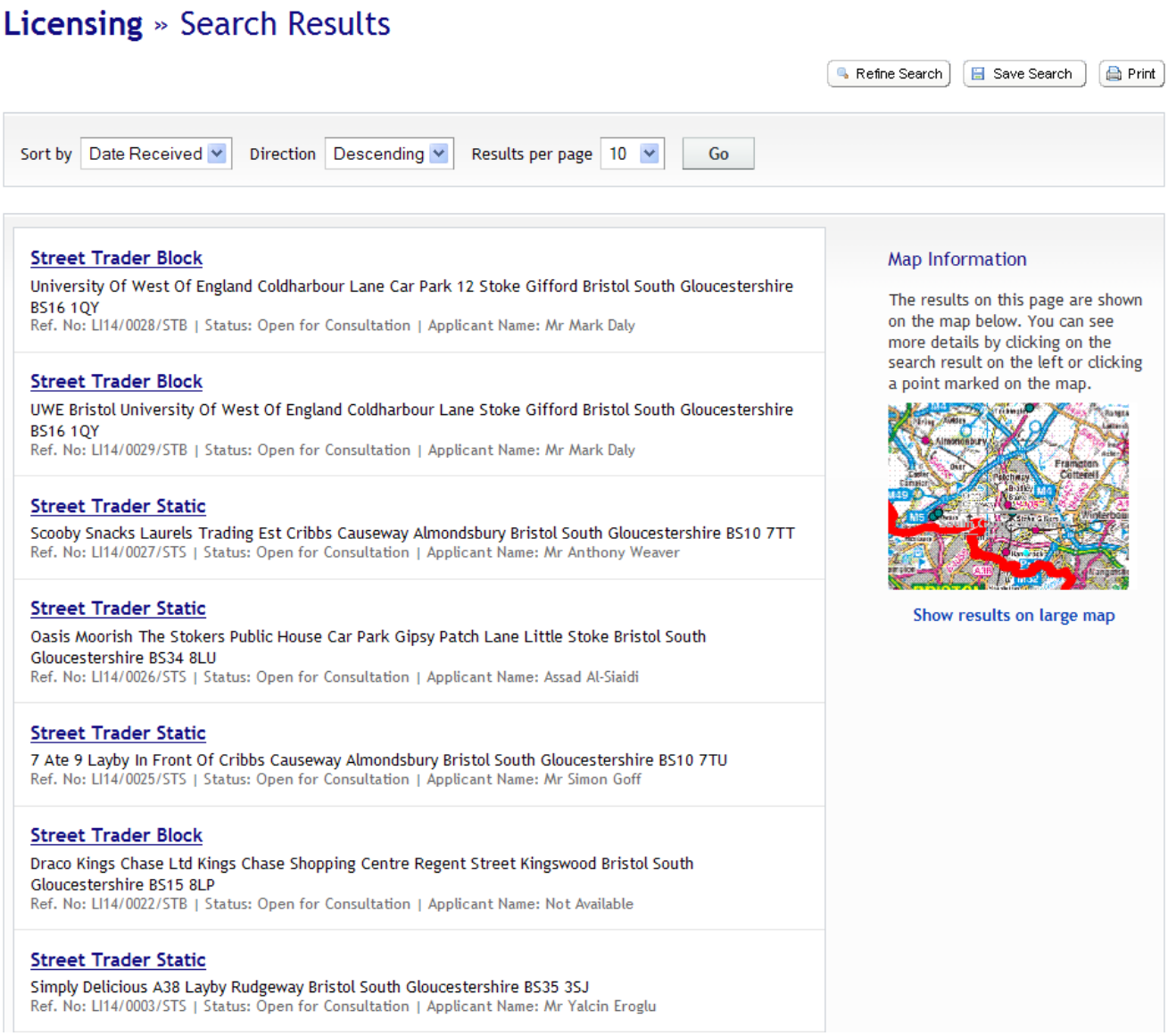
When you’ve done a search you’ll be told one of the following…

- You’re taken to the details summary page of a single application
  Your search has exactly matched one application only and taken you straight to it

- A list of applications has appeared with a small map to the right
  Your search has found lots of matches for your search; you may wish to go back and narrow the search if there are too many results or pick the application(s) you’re looking for from the list

- Too many results found. (This is where over 1000 records match your search).
  Try adding more information to your search to narrow the results

- No Results Found
  Check the information you've entered is correct, and try reducing the amount you're putting in for a more general search to pick up more results.



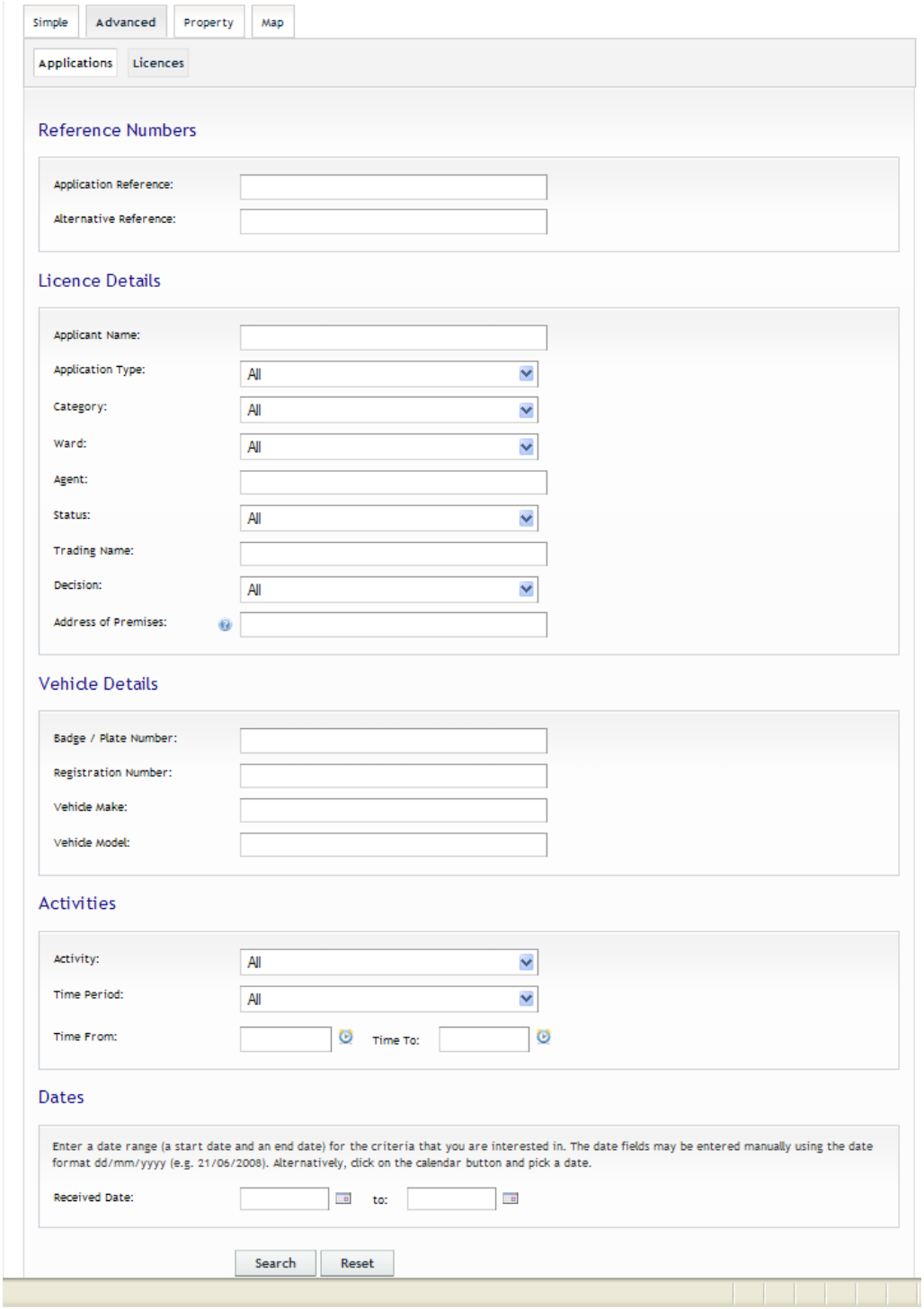
Once the desired results have been returned, you may wish to see the 5. Viewing Applications part of this guide.

If you want to make changes to your search, click on the Refine Search button.

2. Advanced Search

The Advanced Search can be useful if you're unable to find what you're looking for with the Simple Search or you're not looking for one application in particular but any that meet certain criteria such as all applications within a particular area.

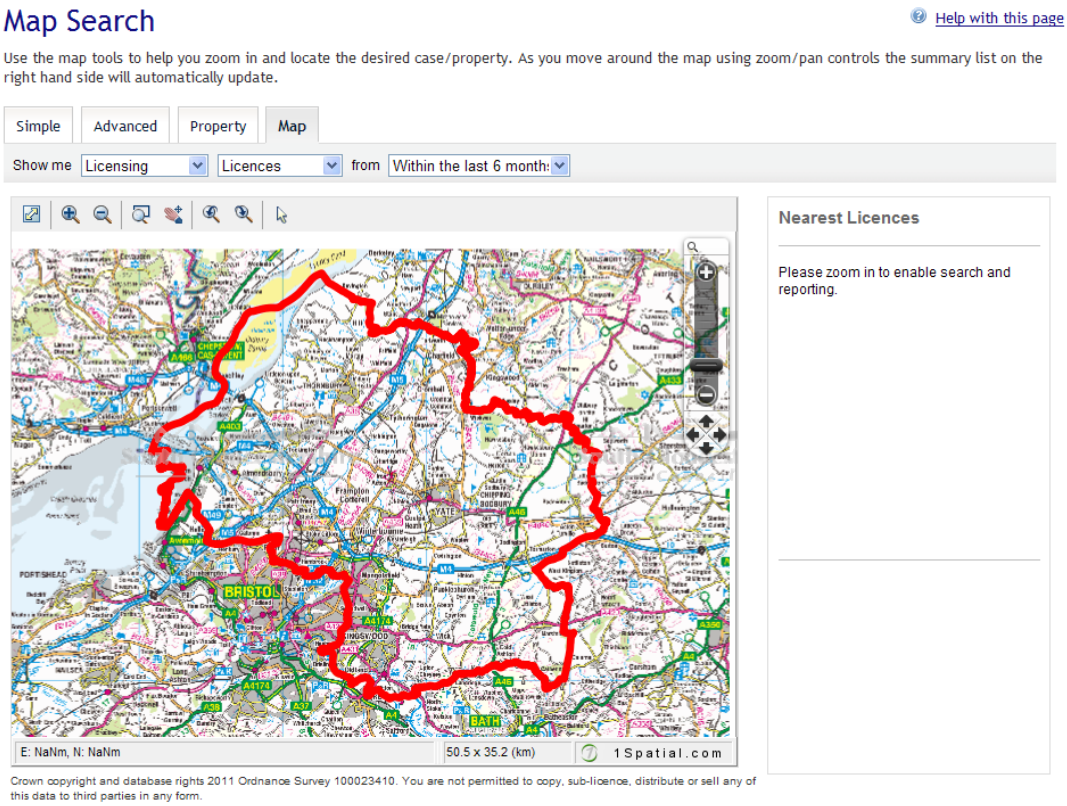
On this tab (unlike with simple search) you will have a wider range of search options, such as the Licence Details, Vehicle Details, Activities and Dates.



You can use any combination of these search fields to define your search to find what you are looking for. For example you may wish to search for all applications with a Category of Street Trading which were decided between the 1st and 30th June to see what has been approved or refused in a local area that month.

3. Map Search

When you access the system there is a tab called Map which will allow you to find all applications in the area you are viewing based on some choices you make.

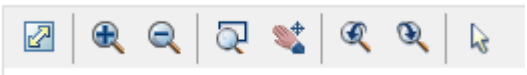


Just below the tabs (Above the map) are three drop down menu's of options to help you find what you're looking for.

The first two drop down's allow you to choose what you're looking for with the following options. For example, Licensing, and LI Applications or Licences.

The final drop down is what time period you wish to look over, the default is the past 6 months. You can reduce this (minimum of 'today') or increase it to a maximum of all.

The following map tools can be used to zoom into, and move the map around to the area you are interested in.



NOTE:

- **Map results will generally take longer than other searches**
- **Longer date periods will take significantly longer to return results compared to shorter time periods**
- **The area you are viewing also has a very large impact on search speed, the more you zoom in the faster the results**

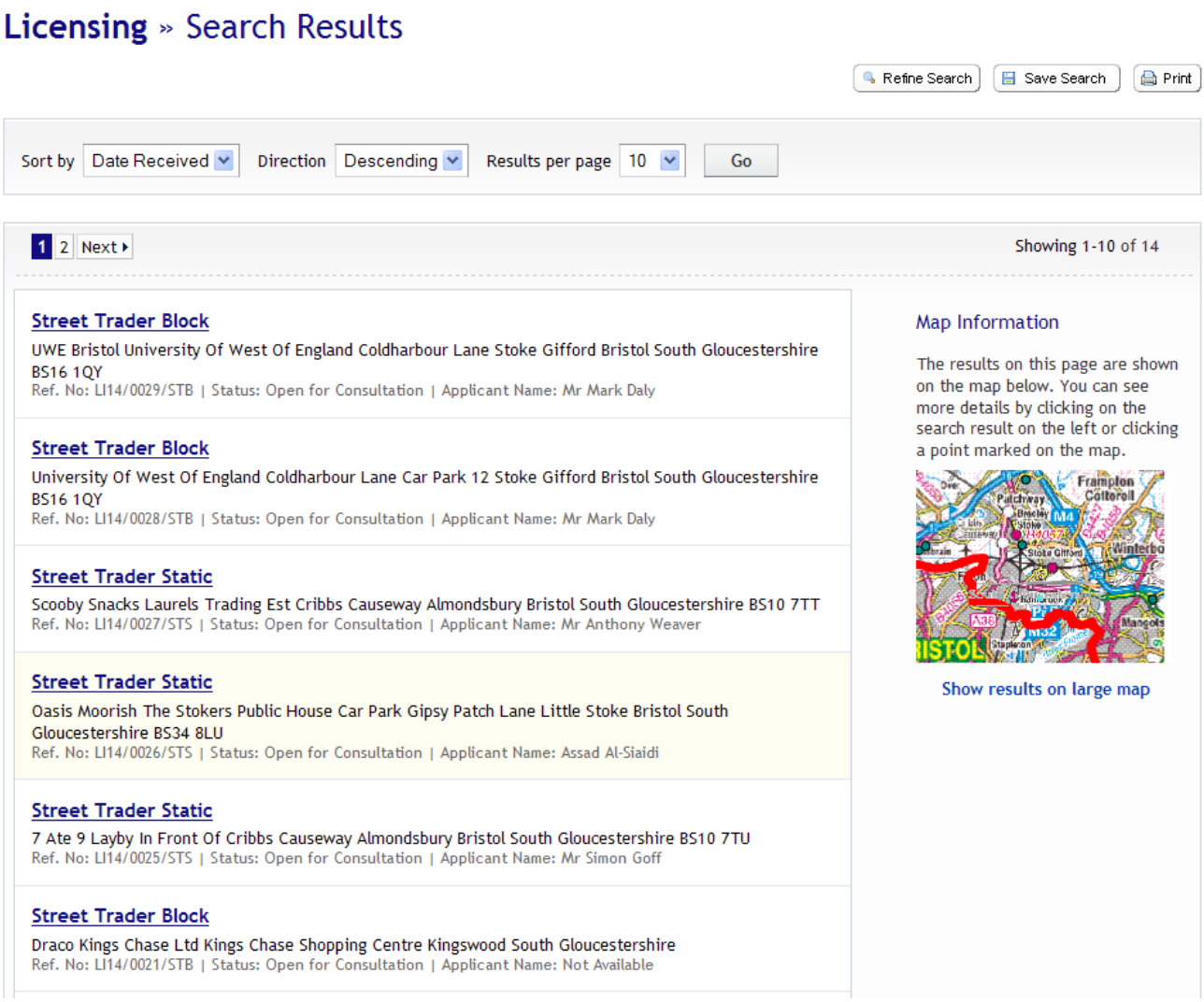
The results will appear in the right hand side automatically (there is no search button to press) and will update automatically as you move around the map or change the drop down options.

4. Viewing Applications – Part 1 (Many Results)

Once you've done your search using one of the search methods above, you'll want to see the details of the application(s) that have come up.

This part of the guide assumes several results have been returned. If you have only had one result come back then you can skip to part 2, single record.

When several results have come back you will see a screen much like the one below



You can sort the results with the drop down boxes at the top, and navigate between the pages.

A map of all the results is also shown on the right, although if there are too many results, the map may be zoomed out too far to view them, so clicking 'Show results on large map' may be preferable.

Otherwise clicking on the Description of each result will take you into the full details of that record.

5. Viewing Applications – Part 2 (Single Record)

Once within a single record you have a large amount of information available to you

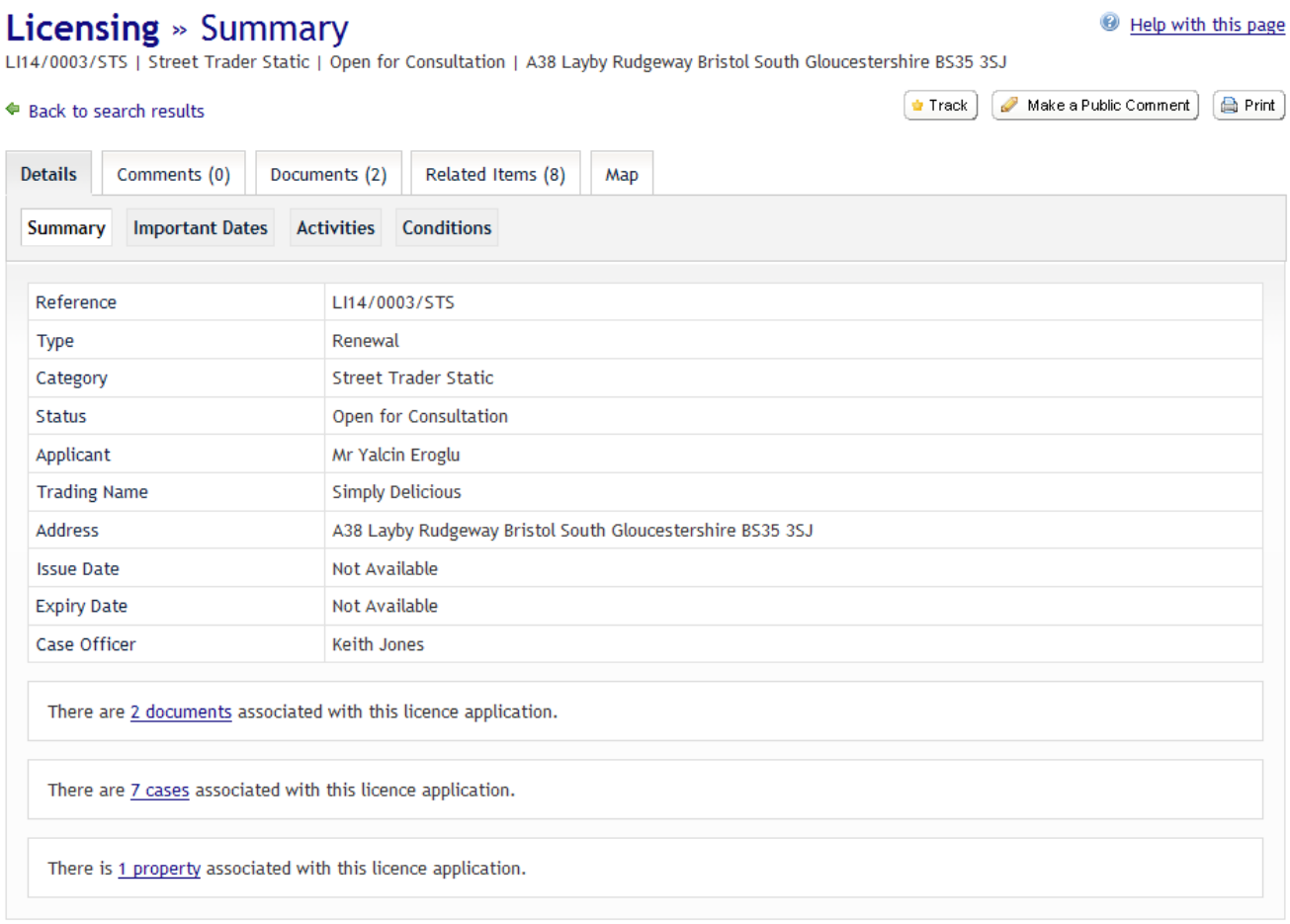
Details Tab: This contains all the details of the application, key contacts and dates

Comments: This tab contains a form on which you can submit comments

Documents: Here you can view images such as plan's, reports and comments submitted for this application. If you make a comment, once checked by an officer, it will appear here.

Related Items: A record of any applications or property records we have in relation to the site

Map: View the site on an interactive map



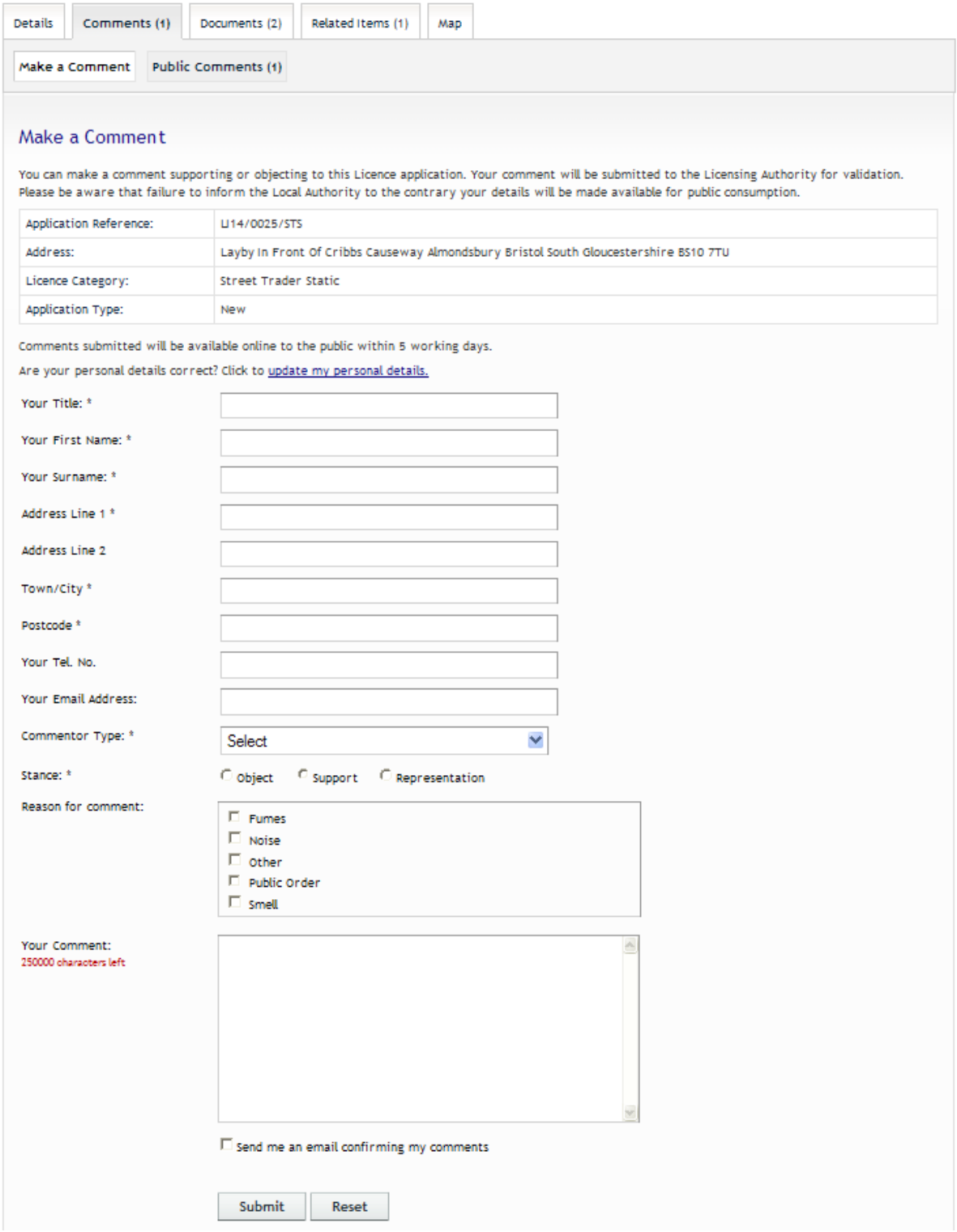
When you've had a look at all the details available for this application you may wish to make a comment or **track the application** so you are notified of any changes.

6. Making a Comment

Now that you have found the application you are looking for, you may want to provide a comment in support of, against or make a general observation about the application.

To do this click on the Comments tab of the application. This will sometimes have a number in brackets next to it, which shows the number of other comments.

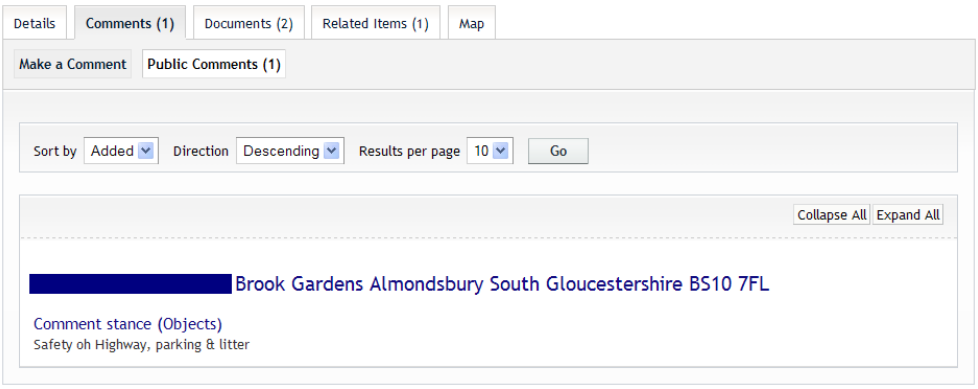
You should now see two sub-tabs, Make a Comment and Public Comments.



Make a Comment tab

You can now complete the form, to submit your comments.

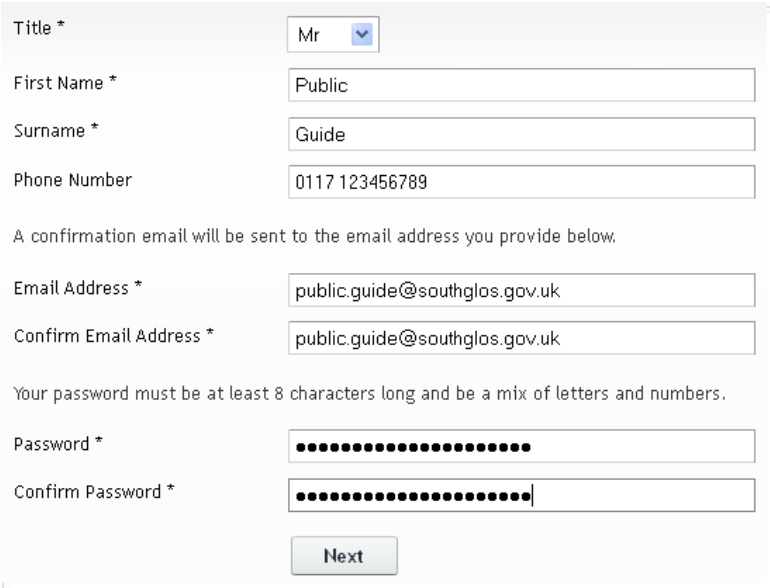
- Fields marked with an asterisk (*) are required
- Your comments may be up to 1000 characters long, a counter will show you how many characters you have left
- You can choose to receive an email as a record of what you said.
- If you are expecting to make many comments on different applications or licences, it may be easier to register an account to save time filling in all the fields.



Public Comments tab

7. Registering an account

- If you are likely to make several comments, track particular applications, or save regular searches, you will need to register an account, using the following form, and agree to the Terms and Conditions and Privacy Policy.



Once you have completed the registration form, you will be sent a confirmation email asking you to click on a confirmation link. Once this is done, you can login and use the site.

8. Tracking an application

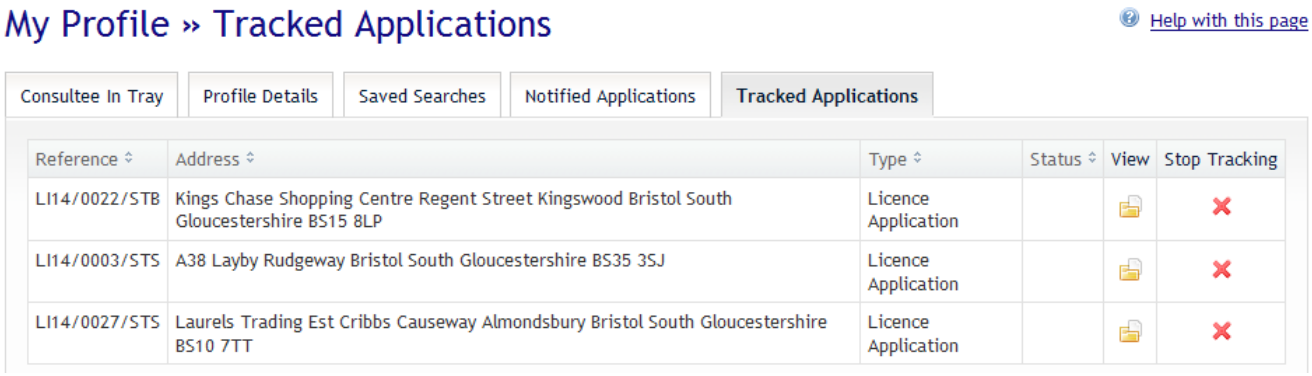
If you wish to track an application you must first login to a registered account. You may need to register a new account first.

Once logged in, search for the application you wish to track. On any tab you should see a button near the top right that says Track with a small yellow star next to it.

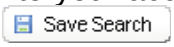
Clicking the **Track** button will add the application to your list of tracked applications, and you will receive an email notification for changes to the status of the application.

- *Please note you will **not** be notified of every comment made on the application*

If you look at your Tracked applications tab (**My Profile > Tracked** applications) you can stop tracking the application, or view the full details.



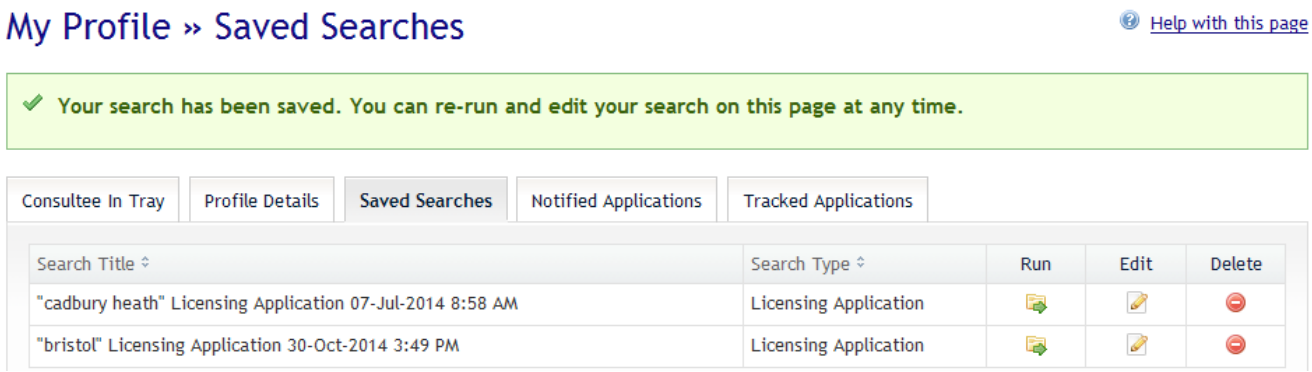
9. Saving a search

If you wish to run a particular search on a regular basis, log in to your account and run your search as normal, then you will have a **'Save Search'** button. 

Please be aware this button does not appear if the search only brings back ONE application.

When you click on the **Save Search** button, it asks you to choose a title or use the default title. Select if you want to be notified by email of any new results that appear for that search.

When you click **Save**, the search will be added to your list of saved searches where you can delete it, run it, or make changes to it.



You can always reach your saved searches page by logging in and going to **My Profile** > **Saved Searches**.