

# Access and Charging Policy

## **1. Introduction**

### **Content of the Historic Environment Record:**

The Lake District National Park Authority maintains the Historic Environment Record for the Lake District National Park. The Historic Environment Record (HER) is the primary source of information about the historic environment in the National Park. It includes a database that contains more than 20,000 records with information about remains from the prehistoric period to the present day. These provide information on nationally designated (conservation areas, listed buildings, registered parks and gardens and scheduled monuments), locally designated and undesignated heritage assets. Full details of the remit and content of the record can be found elsewhere in the HER's Information Policy.

### **Mapped data**

The database is linked to a series of digital maps held as Geographic Information System (GIS) files. The maps contain geographical depictions of all sites on the database, ranging from simple point locations to complex plots of extensive sites such as ancient field systems. Maps provided from the HER GIS are for information purposes only. Due to Ordnance Survey copyright restrictions this mapping must not be reproduced in researcher's own reports.

### **How do I access the HER?**

The HER is based at LDNPA Headquarters, Murley Moss Business Park in Kendal. You can get information from the HER in a number of different ways, such as by email, letter or telephone, or make an appointment to visit in person.

### **Opening times**

The HER is open Monday to Friday, 9am to 5pm. If you wish to visit in person you will need to telephone first to make an appointment and make sure that someone is available; please call 01539 724555 or email [archaeology@lakedistrict.gov.uk](mailto:archaeology@lakedistrict.gov.uk) to arrange an appointment. An appointment can normally be arranged within 5 working days. The HER Officer will endeavour to assist in establishing whether a visit is advisable but cannot be expected to undertake detailed assessment of the relevance of specific material.

### **Facilities**

If you choose to visit the HER in person we have a computer and printer available for you to use. The HER Officer will assist you and make you familiar with the equipment, if you choose to use it, and can make photocopies for you. Details of charges for photocopying and printing can be found in section 3.3. There is a range of additional resources available to visitors, including hard copy maps, archaeological reports, aerial photographs and local journals.

### **Searching the HER**

Historic Environment Record (HER) searches provide information selected from the record, normally for a defined area, although bespoke searches can also be done for particular periods or types of records. The HER includes both digital and hard copy information and references to other sources held outside the HER. It is constantly being enhanced and the absence of a record should not be relied upon as indicating a lack of heritage interest, other national or specialist sources may contain information not held or indexed.

## **2. Conditions of Use**

### **Introduction**

The Lake District National Park Authority is committed to the protection, conservation and enhancement of the historic environment. In order to ensure that information from the Lake District National Park Authority HER is used responsibly, those applying to consult it are requested to provide details about the nature of their enquiry and to follow the Guidance for Users outlined below. Please note that permission to use the HER may be refused or limited in certain circumstances.

### **Guidance for Users**

1. **Lake District National Park Authority** HER users are requested to inform **the Lake District National Park Authority** of the following, in writing or online by submitting the form below:

- (a) the subject and purpose of their enquiry;
- (b) the use to which the information will be put; and
- (c) the names of any other bodies or individuals outside their organisation to whom it is intended to pass HER information.

2. A £75 + VAT per hour service charge is made for enquiries to the **Lake District National Park Authority** HER but this is normally waived for enquiries for non-commercial, educational or personal research, except where searches require extensive work. The costs of paper, printing and other incidental expenses may be charged to all users.

3. The **Lake District National Park Authority** HER is the copyright of **Lake District National Park Authority**.

Some information held in the HER may also be the copyright of others. It is the user's responsibility to ensure that copyright law is not breached.

4. Users are requested to inform, and to make their research available to the **Lake District National Park Authority** HER where new archaeological sites or data are discovered as a result of their work.

5. Users are requested to make appropriate acknowledgement of the **Lake District National Park Authority** HER in any publication or report which has made use of its data.

6. While efforts have been made to verify the data held in the **Lake District National Park Authority** HER, the Lake District National Park Authority cannot accept responsibility for the accuracy of any particular data and its source.

7. **Lake District National Park Authority** accepts that there may be a requirement to treat certain enquiries in confidence. Equally, the HER expects that users will not pass on information in an irresponsible or unethical manner.

8. **Lake District National Park Authority** reserves all rights of Copyright which are owned in the material provided. Dissemination to a third party without the written consent of the Historic Environment Record Officer is a breach of copyright. Information supplied shall be used for the specified purposes only.

9. Access to all or part of the information requested may be refused in certain circumstances.

9.1 Information may not be disclosed if:

- (a) it relates to the subject matter of any legal or other proceedings, actual or prospective (including Local Planning Inquiries);
- (b) it relates to confidential, internal communications of **Lake District National Park Authority**;
- (c) it is contained in a document or other record which is still in the course of completion

9.2 Information will not be disclosed if:

- (a) it was supplied to the Council by another party who was under no legal obligation to do so and could not have been put under any legal obligation to supply it and has not consented to its disclosure;
- (b) its disclosure would increase the likelihood of damage to the environment affecting anything to which the information relates

10. A request for information may be refused if it is manifestly unreasonable or is formulated in too general a manner.

11. Every endeavour is made to respond to enquiries within 5 working days.

## **Complaints procedure**

We want to provide high quality services at all times. If you want to tell us that you are happy with the service you have received, suggest ways in which we can improve or express dissatisfaction with the service you have received we want to know about it.

### **How to give feedback**

You can send us an email or write us a letter or leave a message on our contact us form on the Lake District National Park website.

Please send your email to: [hq@lakedistrict.gov.uk](mailto:hq@lakedistrict.gov.uk) or write to us at:

Lake District National Park Authority  
Murley Moss  
Oxenholme Road  
Kendal LA9 7RL

We will use your comments to improve the services we provide as part of our commitment to delivering excellent customer service.

If you are dissatisfied with our service, we will investigate your complaint in accordance with our Complaints Policy which can be found on our website.