

# Greater London Historic Environment Record

## Access and Charging Policy



Historic England

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## Introduction

Historic England, formerly English Heritage, maintains the Historic Environment Record for Greater London. The Historic Environment Record (HER) is the primary source of information about the historic environment in the Greater London Authority. It includes a database that contains more than 56,000 records with information about remains from the prehistoric period to the present day. These provide information on internationally, and nationally designated (World Heritage Sites, conservation areas, listed buildings, registered parks and gardens and scheduled monuments), locally designated and un-designated heritage assets. Full details of the remit and content of the record can be found elsewhere in the GLHER's Information Policy.

## Access Policy

### 1.1 Visiting the Greater London Historic Environment Record

For those wishing to visit the record personally there are two public access desks available with a computer holding the Greater London Historic Environment Record (GLHER) database: HBSMR. This is a database linked to a computer mapping system (Geographical Information System) for the management of historic environment information, and is used by the majority of English HERs.

There is a range of additional resources available to visitors, including hard copy maps, archaeological reports, local journals, and a small library of London related books.

An appointment must be made in advance in order to ensure that a member of staff is available to show visitors how to locate information and use the GLHER database.

The GLHER is open during the following times: 10am until 4pm, Monday to Friday. The GLHER is located on the first floor of 1 Waterhouse Square, but is accessible for wheelchair-users via a lift.

The GLHER contact details are:  
Email: [glher@HistoricEngland.org.uk](mailto:glher@HistoricEngland.org.uk)  
Telephone: 020 7973 3779 or 020 7973 3731  
Address: 1 Waterhouse Square  
138 – 142 Holborn  
London EC1N 2ST

### 1.2 Requests for Information

For those unable to visit the GLHER personally to carry out their research, information can be emailed or posted. Generally, this information includes:

- An html file or PDF document of GLHER records
- Details of any designated assets
- A map of the search area (with Legend, but assets are un-labelled)
- Shapefiles of the above for use with Geographical Information Systems (GIS) for spatial mapping.

Other formats will be provided, where possible, on request.

Users must abide by all copyright restrictions pertaining to data held in the HER. Information supplied shall be used only by the user and for the purposes specified on the original enquiry. Written consent must be obtained for any other use of the data and for its dissemination to a third party. We reserve all rights of copyright which are owned in the material provided and such copyright must be acknowledged by the user.

Requests for information may be refused if it is considered that it may be used for any illegal activity. The information supplied may only be used for the purposes of the original request. If information is refused for any reason then a written explanation will be provided.

Performance in dealing with enquiries will be recorded and monitored on a monthly basis. Each quarter questionnaires will be sent to a sample of users to assess user satisfaction with the GLHER.

### 1.3 Search Radius for Commercial Users

It is the responsibility of the organisation undertaking a desk-based assessment to ensure that the search area is appropriate to the location and nature of the development.

*Generally we would expect search areas in Inner London to extend 250m – 500m from the site and in Outer London 500m – 1000m.* Discussion with the GLAAS case officer or GLHER can help ensure an appropriate search is run. Overly narrow search areas or arbitrary limits on the number of records returned should be avoided. A search on other data bases, such as the Heritage Gateway, is not an acceptable substitute for a GLHER search and may constitute breach of copyright.

## 2. Condition of Use

Historic England is committed to the protection, conservation and enhancement of the historic environment. In order to ensure that information from the Greater London

Historic 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.

## 2.1 Guidance for Users

1. Greater London HER users are requested to inform Historic England of the following, in writing or online by submitting the following 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 service charge is made for enquiries to the Greater London HER but this is normally waived for enquiries for not for profit, educational or personal research, except where searches require extensive work. .

3. The Greater London HER is the copyright of Historic England.

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 Greater London 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 Greater London 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 Greater London HER, Historic England cannot accept responsibility for the accuracy of any particular data and its source.

7. Historic England 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. Historic England 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 Historic England;
- (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.

## 2.2 Complaints procedure

If you have any complaint about the service you have received please contact:

Customer Services  
Historic England  
The Engine House  
Fire Fly Avenue  
Swindon  
SN2 2EH  
Telephone: 01793 414700

Email: [customers@HistoricEngland.org.uk](mailto:customers@HistoricEngland.org.uk)

## 3. Charging Policy

Charges are levied for a licence to re-use GLHER information for a specified commercial purpose. The level of charge depends on the number of monuments records within the search area.

### 3.1 Scale of Charges

The Greater London Historic Environment Record aims to respond to straightforward HER search requests within 7 working days. Where a shorter turnaround is required, for commercial users, a priority search is normally available with a response within 2 working days.

Standard search (up to 100 HER monument records)

Extended search (101 – 200 monument records)

Typically these will be pipeline routes, areas over 1km in radius in rural areas or over 250m radius in large urban areas.

### Large, Complex or Bespoke Searches (201+ monument records)

Unusually large or complex searches involving over 200 monument records will be individually costed. (NB: the priority search option may not be available for these searches).

#### Summary of charges for Commercial Users:

Standard Search (up to 100 monument records)	£55 + VAT
Extended Search (101 – 200 monument records)	£80 + VAT
Large/Complex Search (200+ monument records)	Contact the HER for a quote
Priority search (2 working day turnaround)	+£65 + VAT
Supplement to above	
HER Visit	As above

All fees are subject to review. Correct at 1<sup>st</sup> April 2015

### 3.2 Method of Payment

Following the data request an invoice will be sent out to the HER user by Historic England at the end of the month. Payments should be made within 30 days, and access to Historic England (chargeable) services may be suspended if payment is not made within this time.

If you require an alternative accessible version of this document (for instance in audio, Braille or large print) please contact our Customer Services Department:

Telephone: 0370 333 0607

Fax: 01793 414926

Textphone: 0800 015 0516

E-mail: [customers@HistoricEngland.org.uk](mailto:customers@HistoricEngland.org.uk)