



HER Information Services Policy

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Plan Creator: Marion Page

Originator: Dyfed Archaeological Trust

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1. What is the Historic Environment Record?

The regional Historic Environment Record (HER) is the primary source of information on all aspects of the historic environment of southwest Wales. It consists of a collection of linked databases and a Geographical Information System (GIS). The data is maintained and updated by HER staff on a daily basis and by other Trust staff more occasionally. The record currently holds information on over 75,000 sites in the counties of Carmarthenshire, Ceredigion and Pembrokeshire, and acts as a tool for recording the ongoing process of interpretation, conservation and management of the historic environment. As well as records originating from Dyfed Archaeological Trust the HER contains information provided by Cadw on Listed Buildings and Scheduled Ancient Monuments and by the three other Welsh Archaeological Trusts, RCAHMW and the National Museum and Galleries of Wales. The digital HER records are supported by a large paper-based information system, including 1st and 2nd edition Ordnance Survey maps, tithe maps, aerial photographs, ground photographs, journals, articles and reports.

2. Who has access to the Record?

2.1. Company staff

The principal users of the HER are the staff of Dyfed Archaeological Trust's Heritage Management and Field Sections. There are no members of staff (outside the administrative section) who do not use the HER on a regular (often daily) basis. For this daily reference Trust staff have read-only access to the online HER data. Staff needing to enhance records as part of project work are given editing access to the records by the HER Manager.

The information contained within the HER is used to support the services of Development Control and Heritage Management.

2.2. Public enquirers

The HER is used regularly by a wide range of external bodies, communities and individuals to inform their research, work-related activities or community interests, the results of which all feed back into the HER. The public contribute to the enhancement of the HER by sending in information on fieldwork, research, and finds on the local historic environment. Public access to the HER is supported through grant aid to Dyfed Archaeological Trust from Cadw and is therefore available free of charge to all non-commercial enquirers.

2.2.1. Other enquirers (exempt from HER Fees)

Cadw also supports the provision of HER information and advice to other governmental bodies and similar organisations as part of their grant aid. These include the Welsh Assembly Government, Cadw, Countryside Council for Wales, Environment Agency, Forestry Commission, Local Authorities and Utility companies.

A Service Level Agreement (SLA) for the provision of HER services and data exchange exists between Dyfed Archaeological Trust and the Pembrokeshire Coast National Park.

2.3. Commercial enquirers

2.3.1. Contractors and developers

Many HER enquiries are generated from commercial enquirers; these include contractors, developers, solicitors etc. If the enquirer visits the HER in person then no charge is made other than to recover the cost of any photocopying. If a member of Dyfed Archaeological Trust's staff carries out the research and sends the information to the enquirer then a charge of £25.00 per hour is made to recover staff costs.

3. *What sort of information is available?*

- The Regional Historic Environment Record: containing information on a wide range of known archaeological sites, monuments, artefacts and investigations from periods spanning the Palaeolithic to the twenty-first century. The HER database currently contains over 73,000 records covering the whole of southwest Wales.
- Map-based information derived from paper Ordnance Survey maps, Tithe Maps and the HER Geographical Information System.
- Aerial Photographic Collections (yet to be fully catalogued) including oblique aerial photographs, spanning the late 1970s to early 2003, of locations throughout southwest Wales and vertical aerial photographs dating from the mid 1950s. In addition, a photographic archive is currently being digitised and catalogued.
- An HER reference library containing books and journals.
- A report library of c1400 archaeological and heritage reports produced by the Trust.
- Detailed Record Files and Site Record Forms containing a vast range of unique material including correspondence, sketch plans, maps, photographs and site histories.
- Extended National Database of Wales (ENDeX): Access to data from the END partners. Includes Portable Antiquities Scheme data. A memorandum of understanding exists between the RCAHMMW and partner organisations – the four Welsh Archaeological Trusts, Cadw and NMGW, to regularly exchange data and to increase public access to archaeological information across Wales.

3.1. How to access the Record

Access to HER information will initially be by correspondence on HER enquiry forms (see Appendix 2). These are available on the Trust's website, where they can be submitted by email. Subsequent access to more detailed information can be arranged by appointment.

Access is FREE for the general public and for those undertaking personal research or academic study. We welcome enquiries either by phone, letter, fax or email. All enquirers are asked to complete an HER Enquiry form and to read the User Agreement for our records; these are available on request or can be downloaded from our website at <http://www.dyfedarchaeology.org.uk/>. Members of staff are available to assist with enquiries. Responses depend to an extent on the complexity of the enquiry; more straightforward requests can be dealt with by telephone, letter, fax or email.

4. Facilities and Service standards

4.1. Opening hours & Contact details

The HER is open to visitors daily (by appointment only) from Monday to Friday 10.00am – 4.00pm. Contact Marion Page:

Dyfed Archaeological Trust
The Shire Hall
8 Carmarthen Street
Llandeilo
Carmarthenshire
SA19 6AF

Tel. (01558) 823131
Fax. (01558) 823133
Email. her@dyfedarchaeology.org.uk



4.2. Signing in

Visitors to the HER are required to sign in at reception. For security reasons, all umbrellas, bags and briefcases must be left in the secure reception area and not taken into the HER Search/ Study room without prior permission. Digital cameras or mobile phones with fitted imaging devices can be used as a means of copying information. However, permission needs to be sought in advance.

4.3. User facilities

- A supervised computer search room is available for advanced users of the HER. For enquirers who are unfamiliar with the HER, dedicated staff are available for instruction and guidance.
- The HER search/study room is located on the ground floor of the building. There is ramped access to the building and to the ground floor toilets including purpose-built disabled facilities.
- Conference facilities are available on the ground floor
- Access to the HER Reference Library containing a range of archaeological books and journals.
- Printing and photocopying facilities available (Cost recovery charges apply).

4.4. Copyright

Please respect the fact that copyright is reserved on all data from the HER. The data may be used for personal research without charge, but all output resulting from the use of the data must acknowledge the source copyright.

Users of the HERs will be expected to abide by all copyright and other legal restrictions that may apply to information held in the record. Supplementary records may include material of which the copyright is held by other organisations. The Data Protection Act 1998 also governs the release of certain types of information.

4.5. HEIRNET

The HER has an index entry in HEIRNET Register <http://www.britarch.ac.uk/HEIRNET/>
The register contains details of organisations holding information about archaeological sites, monuments, historic buildings and finds throughout the UK.

5. Schedule of charges 2009-2010

All Public enquiries are dealt with free of charge. Dyfed Archaeological Trust will normally impose a charge for commercial enquiries to cover the cost of staff time and other resources, if incurred. With a few exceptions, commercial enquiries rarely cost more than £25.

i) Public enquiries: are dealt with free of charge, no charge will be made to students or academics, members of the general public and recognised archaeological or historical groups. Cost recovery charges apply.

ii) Commercial enquires: there is no charge for commercial enquiry if it involves a visit to the HER to carry out research in person. Otherwise a standard fee of £25.00 is charged per hour (or part hour) to recover staff costs. Normal turn-around time for this is 1-2 weeks. Cost recovery charges apply.

iii) Cost recovery charges: are set at the discretion of the company, and cover the following costs:

- Photocopying and printing:
 - A4 sheets (per sheet) 10p per sheet
 - A3 sheets (per sheet) 20p per sheet
- CD copies (per CD) £10.00
- Re-sale of DAT reports £7.50
- Digital images
 - Copies for academic purposes Free
 - Copies for commercial purposes £10.00 set up, subsequently £2.00
- DAT reports in pdf format Free

Requests for copyright will be individually assessed, however a charge of £35.00 will be made for copyright of a Trust image to be used for commercial purposes.

iv) Exceptions: charges may be waived at the discretion of the Heritage Management Section, this may occur for instance where a Service Level Agreement (SLA) is in place, or where HER enquiries can be answered quickly. Cost recovery charges apply.

6. Access and Charging Policy

Dyfed Archaeological Trust

Historic Environment Record – Access and Charging Policy

1. Access will normally be made available to information held within the regional HERs at all reasonable times.

In the first instance, users are asked to fill in a request form outlining the information they require and the reason for their enquiry. Forms can be obtained by telephoning, writing to or visiting the website of the relevant Archaeological Trust. If the enquiry cannot be answered immediately, Users should expect to be told when and in what form the information can be made available. Separate enquiries may need to be made to each individual HER if the enquiry relates to more than one region.

2. Access to information held within the regional HERs will be denied if it is considered that its release may endanger the archaeological resource.

Users will be asked to declare the purposes for which information is requested, to make an undertaking that the information will only be used for the declared purpose, and that it will not be passed to a third party without the written consent of the regional HER. Misuse of the information made available may result in prosecution or in a ban to further access to all the regional HERs.

Users should ensure that expert archaeological advice is sought on the possible effects of any proposed development upon the archaeological resource. Advice of this kind by a regional HER will normally only be given in response to an explicit request to that effect.

3. Reasonable efforts are made to validate the information contained within the HERs, but Users will be responsible for checking that the information is correct.

Entries in the regional HERs have been compiled from a number of diverse sources, some of which may not have been validated.

4. Confidential or privileged information imparted by the User and placed in the regional HERs will be respected.

5. Confidential or privileged information contained in the regional HERs will be withheld unless Users have obtained appropriate permissions in advance.

6. Direct access to the regional HERs by Users will be at the discretion of individual Archaeological Trusts.

Circumstances may allow Users to retrieve information for themselves from within the HERs, though it will normally be more appropriate for them to be assisted by Trust staff.

7. Users of the HERs will be expected to abide by all copyright and other legal restrictions which may apply to information held in the record.

Supplementary records may include material of which the copyright is held by other organisations. The Data Protection Act 1998 also governs the release of certain types of information.

8. Restrictions may be made on the quantity of information released to any single User.

Restrictions may be applied if it is considered that there is a danger that this might result in the uncontrolled use of significant portions of the record or the establishment of a competing and unregulated database.

9. Users will normally be required to acknowledge the use made of the HERs in any document or published report.

10. Users will be expected to make any new or amended information available for incorporation within the HERs, within a reasonable timescale. Privacy of publication of new information will be respected when required by the contributor.

11. A charge will normally be made to recover the costs of servicing each enquiry.

The regional HERs are non-profit making, but Users should normally expect to pay a reasonable charge to meet the costs of providing information. Since enquiries can be extremely variable, a set scale of charges is inappropriate. If it is likely that a significant amount of work will be involved, the User should ask for an estimate of costs in advance.

Charges will normally be on a minimal cost-recovery basis, although for informal enquiries or those involving pure research these may be reduced or waived altogether (where some account will be taken of whether the User will make new or amended information freely available for incorporation in the HER). Charges to bodies or individuals undertaking work on a commercial basis will normally be on a full cost-recovery basis, including the salary costs of staff reassigned from other duties.

We welcome enquiries either by phone, letter, email or fax. All enquirers are asked to complete a form for our records, this can be printed out from our website, www.dyfedarchaeology.org.uk (forms must be submitted by post or fax). For administrative purposes, we ask Users to tell us why they are enquiring and to agree to our access conditions (see below). This is necessary in order to detect those few people who intend to misuse information.

On receipt of a completed form, core information on sites in any specific area, period, type or any other criteria can be retrieved and sent by email, post or fax. Alternatively, users can visit our offices by appointment and consult the record for themselves. This is often advantageous because much important information is held in our paper records, which can only (at present) be consulted at our offices.

Charging Policy

Enquiries for personal research or for academic studies are dealt with free of charge. In the case of enquiries related to development and planning matters, a charge will normally be made at a rate of £25 per hour or part hour. This charge is levied to cover the cost of staff time and other resources. With few exceptions, enquiries rarely cost more than £25. In most cases small amounts of photocopying will be carried out free, but we do charge for copies of longer documents. Copying is subject to copyright ownership and in some cases a copyright holder will need to be consulted before material can be released.

Conditions Of Access To The Record

- Information obtained from the HER shall only be used for the reasons stated on the request form.
- Information obtained from the HER shall not be passed to a third party without written consent¹.
- Users shall ensure that expert archaeological advice is sought upon the possible effects on the archaeological resource of any proposed developments with which they are involved.
- Users shall be responsible for checking that the information obtained from the HER is correct.
- The copyright on information held in the HER will be respected.
- Information obtained from the HER shall be acknowledged in any document and published report.
- Users are required to make any new or amended archaeological information available for incorporation within the HER, within a reasonable time scale. By preference, this information should be in a common electronic format.
- Access to information will be denied if it is considered that its release may endanger the archaeological resource.²
- Dyfed Archaeological Trust reserves the right to refuse requests for large amounts of information.³

¹ Third party restrictions do not apply to production of client reports or publications by enquirers.

² We will refuse requests by those who we deem unfit or likely to misuse information, this policy is in line with 1993 Environmental Information Regulations and the 1998 Freedom of Information Bill which recommend protection of sensitive environmental information. Those who wish to challenge our decision can do so through an appeal to The Welsh Archaeological Trusts Committee, c/o Clwyd Powys Archaeological Trust, 7a Church St., Welshpool, Powys, SY21 7DL.

³ We do not wish to see a proliferation of databases covering the region. Thus, on occasions, we will refuse requests for excessive amounts of information.

7. Research into User profiles and Service satisfaction

The Historic Environment Record Manager is responsible for maintaining a database of all HER users, recording both public and commercial enquiries. The database is capable of interrogation to identify the most frequent users of the HER.

Year	Total consultations	Visits to Trust
2004-2005	158	92
2005-2006	454	108
2006-2007	278	51
2007-2008	204	103
2008-2009	257	89

7.1. Who are the main HER user groups?

Students
Researchers
General public
Local historians/archaeologists
Local authorities
Utility companies
Forestry Commission
Environment Agency
Welsh Assembly Government departments
Cadw
Countryside Council for Wales
Developers
Contractors
Solicitors

7.2. What type of information is recorded in the HER Enquiries database?

Details such as name, company, date enquiry form received, date enquiry dealt with, whether the enquiry is public or commercial, and whether a visit to the HER is needed are recorded into the database.

7.3. How is feedback gained from the various HER users?

The Historic Environment Record User Survey (see Appendix 1) is used to gauge feedback from the various HER users who visit the Trust. The survey enables staff to improve on existing HER services and to identify strengths and weaknesses. Other forms of feedback obtained through personal contact are acquired through heritage outreach, such as attendance at various exhibitions and meetings.

7.4. How are HER service complaints registered?

Grievance procedures are outlined in the *Guidelines for Access and Charging* (WATs, 2004). All grievances relating to the HER service should be addressed to:

The Chairman
The Welsh Archaeological Trusts Committee
C/o Clwyd-Powys Archaeological Trust
7a Church Street
Welshpool
Powys
SY21 7DL

Any grievances relating to the individual Trust should be addressed to:

The Director
Dyfed Archaeological Trust
The Shire Hall
8 Carmarthen Street
Llandeilo
Carmarthenshire
SA19 6AF