

Historic Environment Record Information Services Policy

Purpose of the HER

The aim of the HER is to bring together information about the archaeology, historic buildings and historic landscapes of North Somerset for everyone's benefit. It is therefore an important starting point for conservation, fieldwork and research into the historic environment and also informs local communities about their area. Using the information contained in the HER can help public understanding and enjoyment of the local historic environment. The Record originally developed as a planning control tool, to identify where historic remains are likely to be affected by development. Although this is still probably the most frequent use of the HER, its remit has expanded to include land-use planning and conservation initiatives, as well as research, tourism, education and local history projects.

Users of the HER

The professional and public user groups that the HER aims to serve include:

- North Somerset Council staff
- Planners & Conservation Officers
- Commercial archaeologists and heritage professionals
- Countryside managers and their agents
- Developers and their agents
- Academics and Students
- Local societies and groups
- Local List Selection Panels and consultation groups
- Museums
- Portable Antiquities Scheme/ Finds Liaison Officer
- Members of the public

Consultation Policy

The HER tries to be responsive to the needs of existing users, to be proactive in identifying potential new users and to seek out and overcome any barriers that may exist to using the record. To these ends the HER:

- Maintains a log of all enquiries. The resulting data is regularly reviewed to inform the development of the service.
- Undertakes analysis and reports on user satisfaction

Access Statement

The North Somerset HER makes every effort to ensure that all users are able to use the publicly available services. All users must be treated fairly, with respect, dignity, and understanding by anyone working for, or on behalf of the HER, without prejudice and discrimination.

How do I get information from the HER?

You can get information from the HER in a number of different ways. You can write, email or telephone your query to the HER Officer at or make an appointment to visit in person. Alternatively, a selected elements of the HER are available on the North Somerset Council website at <http://map.n-somerset.gov.uk/her.html>.

HER Opening Times

Monday	HER Officer not available
Tuesday	10am – 5pm (by appointment only)
Wednesday	10am – 5pm (by appointment only)
Thursday	10am – 5pm (by appointment only)
Friday	HER Officer not available
Saturday	closed
Sunday	closed

Please note that the HER Office is closed on public holidays.

Service Address

North Somerset Historic Environment Record
Post Point 15
Town Hall
Walliscote Grove Road
Weston-super-Mare
BS23 1UJ

Contact Details

Contact Phone: 01934 888811
Contact Email: DM.Archaeology@n-somerset.gov.uk

Services Available at the HER offices:

The North Somerset HER is based within the Strategic Developments team and is available for consultation by arrangement only. Appointments can be arranged between 10am and 5pm, on Tuesdays to Thursdays, when the HER Officer is available (access to the HER outside of these hours may be arranged under special circumstances). However, there is currently no designated workspace for visitors to the HER, but space can be made available for those wishing to access the HER's reference collection of hard-copy reference works, journals, reports and photographs, under expert supervision and guidance.

In addition, the HER offers:

Deaf/Hearing impaired

- Written information about the HER can be provided with advance notice.

Visually impaired

- Digital text or data can be produced in a variety of colours and fonts;
- Paper records can be supplied as enlarged photocopies;
- Limited amounts of information can be read aloud to users;
- Scalable fonts available;
- Sympathetic layout and use of colour;

Disabled / Mobility impaired

- Wheelchair access;
- Access ramp provided;
- Doors to main office sufficiently wide for wheelchair access. HER information to be provided at staff desk in main office.

Learning difficulties

- HER Officers available to interpret information and explain technical terms;
- Use of accessible language;
- Use of images;
- Thesauri for technical terms;
- Provision of interpreted thematic modules.

Non-English language speakers

- Written information about the HER can be provided in advance for users to obtain translations;
- Photocopies of paper records can be supplied for users to take away and obtain translations;

Charges

Details of the North Somerset HER Access and Charging Policy are available on our website.

Access to Information

North Somerset Council is committed to the protection, conservation and enhancement of the historic environment. In order to ensure that information from the North Somerset HER is used responsibly, those applying to consult it are requested to provide details about the nature of their enquiry and to follow the HER's Guidance for Users which can be provided on request. Please note that permission to use the HER may be refused or limited in certain circumstances. Access to information held at North Somerset HER is regulated by the Freedom of Information (The Stationery Office 2000), the Data Protection Act (HMSO 1998) and The Environmental Information Regulation 2004 (The Stationery Office 2004), General Data Protection Regulation (2018).

The North Somerset HER is the copyright of North Somerset Council.

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.