

# Environmental Information Regulation Request Guidance Notes

## 1. What are the Environmental Information Regulations?

The Environmental Information Regulations 2004 (EIR) came into force January 2005 and provide individuals and organisations with the right to request access to recorded environmental information, held by public authorities such as the council.

The EIR are retrospective meaning that it covers any recorded information held at the time of your request regardless of how old it is.

## 2. What information can I ask for?

You can request access to any environmental information held by the council.

## 3. Publication Scheme

We publish a range of information in our Publication Scheme. Please check this scheme before making your request as the information may already be available to you.

## 4. How do I request information?

The EIR allow you to make your request verbally or in writing, although we prefer you to make your request in writing as it makes it easier for us to ensure we understand your request. Please use one of the following methods of contact:

### **Online**

We have provided an online form for your use, which can be accessed on the council's website [www.northlincs.gov.uk](http://www.northlincs.gov.uk).

### **By Email**

Please use the following email address:  
[inforequest@northlincs.gov.uk](mailto:inforequest@northlincs.gov.uk)

### **By Post**

Please write to:  
North Lincolnshire Council  
Customer Contact Centre  
30 – 40 High Street  
Scunthorpe  
North Lincolnshire  
DN15 6NL

### **By Telephone**

Please telephone:  
01724 297000

### **By Social Media**

Please use the council's Facebook or Twitter accounts, on the North Lincolnshire Council website.

## **5. What information do we require?**

You must provide:

- Your name.
- A correspondence postal or email address.
- Clear details about the information you would like to receive, including a date period if applicable.
- The format you would like to receive your information in – such as by email or paper copy. (We will always try and accommodate your preference).

## **6. Will I receive all the information I ask for?**

Sometimes we will not be able to release some or all of the information you have asked for, although we do try to make as much information as possible available.

Reasons for withholding information include:

- An exception applies.
- We do not hold the information.
- The request is considered to be unreasonable.

Please see the Information Commissioner's website, the council's Environmental Information Regulations Policy or Information Request Charging Policy for more information.

If we are unable to release any information we will always explain why.

## **7. Will there be a charge?**

Generally we supply requested information free of charge. If we do need to make a charge we will only do so as permitted by the EIR and will explain this to you in writing.

Please see our Information Request Charging Policy for more information.

## **8. How long will it take to receive my information?**

Provided we are able to release the information you require we aim to respond within 20 working days. This time could be increased up to 40 working days if your request is complex. If this is going to be the case we will advise you.

## **9. Can I reuse the information?**

Unless we advise otherwise, if you wish to reuse the information you have received other than for personal use, you should always contact the owner of the information to ask for permission. This will usually be the council but could be another organisation.