



Doncaster
Council

Doncaster Local Records Centre

an **ALERC**  accredited LERC
Association of Local Environmental
Records Centres

Frequently-asked Questions

Am I able to receive an invoice from DLRC?

Doncaster MBC does not normally issue invoices in connection with Doncaster Local Records Centre (DLRC) business. All the necessary information is contained in the Quotation letter. Contact DLRC at the time of your enquiry if invoicing is required.

May I receive shapefiles in response to data search enquiries?

Owing to constraints placed upon us by our licensing agreement with Ordnance Survey we are unable to supply shapefiles of boundaries of designated sites. An interactive map showing boundaries of statutory and non-statutory sites is available on our website at the following link:

<http://dmbc.maps.arcgis.com/apps/webappviewer/index.html?id=dca3a769db3d4e40b5f00f6cc40b2b9e>

In exceptional circumstances only, an OS End-User Licence may be issued. Contact DLRC for details.

How long do I have to wait for data in response to an enquiry?

There are two stages in receiving biological data from DLRC:

Stage 1. After receiving a correctly completed Data Search Request form (see DLRC webpages) we will respond within 20 working days of initial contact, as a statutory requirement. However, we aim to respond within 5 working days.

Stage 2. Once the quotation is accepted by you we will prepare the data files. When payment is made the data files will be sent to you as soon as possible but not exceeding 10 working days.

We would like to stress that processing complex requests in particularly busy periods may cause longer turnaround times. In this situation you will be informed of the expected waiting time for the data.

Is there an additional cost for a faster service?

DLRC prioritises data search enquiries according to the date of the request as supplied on the Request Form. We do not currently offer a "Fast-track" service as standard. We aim to provide information requested within 10 working days of the request date. If you feel that your request is urgent please contact the LRC.

May I use maps provided in DLRC reports as a supplement in my reports?

Maps that DLRC provides may be included in your reports as long as they are no larger than A4 and they include any relevant OS and DMBC copyright statements.

If you have any further questions regarding Doncaster Local Records Centre please telephone us on 01302 734891, or e-mail us at brc@doncaster.gov.uk