
Frequently asked questions

1. How do I get an account?

Just fill in the form at search.glnp.org.uk and we'll get you set up.

2. How much does it cost?

Each search carried out using LERC Search costs £100 + VAT, regardless of the size of the search area.

3. How do I pay?

The LERC Search website accepts all major credit and debit cards. For those with account terms, we can also accept payment by BACS or cheque.

4. How do I know my credit card information is secure?

We use Worldpay, the leading UK payment processor, to handle all card transactions.

5. What happens if the search is wholly or partly outside your area?

If the search area is entirely outside of Greater Lincolnshire you won't be able to continue and will be directed to the Association of Local Environmental Records Centre to find the relevant LRC. If the search area is partly inside Greater Lincolnshire, you will be able to continue your search, but we are unable to provide information outside of Greater Lincolnshire.

6. What happens if I think I have entered an incorrect grid reference?

Before going ahead with the search you will be shown the search area – if this is incorrect, you have the opportunity to change it before going ahead.

7. How is this better than the previous system?

LERC Search provides instant access to the data we hold, at any time, 7 days a week and 24 hours a day with a fixed cost.

8. How will sensitive information be kept secure?

Some of the information provided by LERC Search is sensitive – it is held on a secure server, with access to the system only granted to professional ecological consultants and local planning authorities.

9. What happens if I have a complicated request that I can't carry out using LERC Search?

If you have a more complicated search, fill in a custom data search request form and we'll get in touch to confirm the cost.

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10. What are the GLNP standard charges?

A search undertaken using LERC Search is charged at £100 + VAT. Custom searches are charged at £120 + VAT for the first hour then £60 + VAT for each half hour thereafter.

11. Can I include the Report in my ecological report?

Yes, the PDF report produced by LERC Search can be included in ecological reports as it excludes confidential information.

12. How do I use the spreadsheet?

The spreadsheet comes with filters in place to allow you to select, for example, the groups, species or designations you are interested in.

13. Why have you given me all this information when I only wanted specific species/sites/habitats?

In order to ensure that no data is missed during desktop studies, we provide a standard suite of data in all standard searches. Providing information in this way also allows us to keep our costs down, which we can then pass onto the customer.

14. Do you hold more information that is not included in LERC Search?

Yes, we hold data on non-priority habitats and a larger range of species without any designations. If you feel this information would also be useful please get in touch for a custom search.

15. What happens if people break the terms and conditions?

We monitor closely usage of the LERC Search and if we identify any breaches of terms and conditions or abuse of the system we will halt access to LERC Search immediately and may refuse to supply information indefinitely.

16. Why have you created this new system?

Through consultation with ecological consultants we identified the main barrier to our data being used for maximum benefit was the delay between requesting information and receiving it, despite having reduced this to 'same-day' turnaround Monday to Friday. By providing an online system capable of handling card payments we have been able to reduce this down to seconds meaning data can be accessed as and when it is needed.

17. Can you add more to the system in future?

Yes, we already have plans for improving and adding functionality to LERC Search – if you have ideas or 'wants', please let us know.

18. When can I access data?

Data can be accessed 24/7, seven days a week once your account is setup. You can access results of previous searches for up to 12 months after the search was carried out.

19. How long will it take to receive data?

As soon as you choose to go ahead with the search, the system will begin collating the data and you will be able to download the results after a few moments.

20. What happens if I can't find where I saved the downloads?

All of your search results can be downloaded from the Previous searches area of the website, up to 12 months from the data you carried out the search.

21. Who is LERC Search aimed at?

LERC Search is aimed at professional ecological consultants and local authority staff.

22. Are service level agreements available?

Yes, if you anticipate making extensive use of LERC Search then a service level agreement may represent better value for money; get in touch for more information.

23. Can I send you my thoughts on how LERC Search works?

We are very keen to hear views on LERC Search, both good and bad. Please let us know what you think!

24. Why can I not download previous search results after 12 months?

In order to ensure that the most up-to-date data is used access to previous search results expire after 12 months.