

Environment & Heritage Service

Environmental Legislation and Service Standards



Environment &
Heritage Service
www.ehsni.gov.uk

Contents		Page
1.	About Us	4
2.	About this Booklet	4
3.	Appeals and Complaints	4
4.	Entering your Property	4
5.	Environmental Regulation – NetRegs	5
6.	Environmental Legislation and Service Standards	5
7.	Water Quality	6
7.1	Regulating the discharge of effluent from commercial, industrial and domestic premises	6
7.2	Regulating the disposal of substances to land	7
7.3	Protecting marine waters	7
7.4	Regulating farm storage facilities	8
8.	Industrial Pollution	9
8.1	Controlling radioactive material	9
8.2	Controlling industrial pollution	10
9.	Waste Management	11
9.1	Registration of waste carriers	11
9.2	Regulating businesses producing waste	12
9.3	Controlling hazardous waste	13
9.4	Regulating waste management facilities	14
9.5	Duty of care for the production, transportation and receipt of controlled waste	15
9.6	Regulating transfrontier shipments of waste	15
10.	Protecting Historic Buildings and Monuments	16
10.1	Protecting buildings of special architectural or historic interest	16
10.2	Grants for repairing or maintaining listed buildings	16
10.3	Protecting historic monuments	17
10.4	Regulating archaeological excavations and objects	18
11.	Protecting Nature and the Countryside	19
11.1	Protecting Areas of Special Scientific Interest	19
11.2	Managing Areas of Special Scientific Interest	20
11.3	Protecting animals and plants	20

12.	Keeping to Environmental Law	21
13.	How to Contact Us	21
14.	Further Helpful Information	23

While we have tried to include as much information as possible in this publication, it is a guide only and does not cover every detail. It should not be regarded as a legal interpretation.

1. About Us

Environment and Heritage Service (EHS) is an agency of the Department of the Environment. Our aim is to protect, conserve and promote our natural environment and built heritage for the benefit of present and future generations.

We work towards this through:

- promoting both public awareness of environmental issues and the action needed to deal with them;
- helping to control adverse human impacts upon the environment;
- working with partners to protect the environment; and
- advising the Government and other relevant organisations on environmental issues.

Information about all areas of our work can be found on our website www.ehsni.gov.uk

2. About this Booklet

We regulate activities which may pollute land, air, or water or which may damage the natural or built environment.

This document explains the legislation we work under. It explains when you may need a licence or permission for an activity, how to apply. It tells you about the standards of service we will aim to meet when processing your application. In some cases an application fee or/and an annual fee may have to be paid. Where this applies, details will be given with the application form.

We have also published a customer charter which tells you about the other general services we provide and the service standards for these. You can see this on our website at www.ehsni.gov.uk or you can get a copy by phoning our Customer Co-ordinator on 028 9056 9213.

3. Appeals and Complaints

We hope you never have a reason to complain about a service we provide, but we realise that problems may arise and things can go wrong. If we do not meet our standards, we want you to tell us.

If you want to appeal against our decision on your application, or some action we have taken, contact the Unit you have been dealing with or which is responsible for the matter.

A list of Units and their contact details is given on pages 22 and 23.

If you have a complaint about our standard of service, the steps you need to take are explained in our *Complaints Procedure – A Guide for Customers* which you can see on our website at www.ehsni.gov.uk or you can get a copy by phoning our Customer Co-ordinator on 028 9056 9213.



4. Entering your Property

We may need to enter your property or go on to your land for a variety of reasons, (for example to take samples of effluent, to carry out surveys, to investigate sightings of protected animals or plants, to examine archaeological remains or to investigate deposits of waste). We and our agents will carry ID and authorisation which you can inspect. We will usually make appointments for visits but there will be times (for example, when we are investigating reports of the law being broken) when we will need to make unannounced visits. We will make sure our visits or site inspections cause the least amount of disruption to you.

We will keep you fully informed of the reasons for, and findings of, our visits. If you are not present when we carry out our visit, and follow-up action is necessary, we will phone you or write to you within 10 working days of that visit.

5. Environmental Regulation - NetRegs

The NetRegs website at www.NetRegs.gov.uk is a unique resource developed to help small businesses identify environmental law relevant to them, quickly and easily.

Categorised by industry sector, the website offers small businesses:

- authoritative guidance, written in plain language, on environmental laws that govern a wide range of industries;
- information on key current legislation and the likely effects of future legislation; and
- guidance on good practice, designed to help you comply with relevant laws and save money.

The website is a joint initiative between the Government's environmental regulators - EHS, Environment Agency (England & Wales) and SEPA (Scotland). It is free to use, regularly updated and anonymous.

6. Environmental Legislation and Service Standards

The following tables set out the legislation we work under, together with our service standards.

Our main offices are open to the public from 9:30am until 4:30pm (not including public holidays).

When we refer to 'days' in this document, it usually means working days.

7. Water Quality

7.1 Regulating the discharge of effluent from commercial, industrial, Northern Ireland Water and domestic premises (under the Water (Northern Ireland) Order 1999)

One of the ways we promote the conservation of the water resources in Northern Ireland, and the cleanliness of groundwater and water in our waterways, is by regulating discharges of effluent (waste water). We do this by giving commercial, industrial and domestic premises consent to discharge effluent. We also consent all discharges from Northern Ireland Water installations. The consent we grant lays down conditions on the quality and quantity of effluent discharged. If necessary, we monitor discharges to make sure the conditions are being met.

Our service	Our standard
<p>Processing applications for consent to discharge effluent.</p>	<p>We will tell you the timing and wording of the advertisement you may be requested to place in local newspapers to tell the public about your application. We will make a decision on your application within four months, unless we agree a longer timescale with you.</p> <p>If we refuse your application, we will tell you how to appeal. You can also appeal against any condition we attach to any consent we give.</p>
<p>Making information available to the public.</p>	<p>We will keep a public record of all applications for consent to discharge effluent.</p> <p>You can see any application, and send written comments to the Water Management Unit, (address on page 23), within 42 days of the application being advertised in the local papers.</p> <p>We will keep a public record of consent we have given. You can arrange to inspect this record (called the public register) at our Water Management Unit office in Lisburn (address on page 23), during normal office opening hours, by phoning the numbers below.</p>

If you have any questions, please ring

- 0289 262 3014 (Single domestic dwellings)
- 0289 262 33034 (Industrial, commercial & private sewage)
- 0289 263 3448 (Northern Ireland Water)



7.2 Regulating the disposal of substances to land (under the Groundwater Regulations (Northern Ireland) 1998)

We monitor the quality of groundwater and aim to prevent the pollution of groundwater (water held underground below the water table) by 'List I' and 'List II' substances such as agrochemicals (which includes, for example, pesticides and sheep dip). You need a groundwater authorisation if you intend to dispose of List I and List II substances by spreading on land. The authorisations lay down conditions for the disposal.

Our service	Our standard
Processing applications for authorisation to dispose of List I and List II substances to land.	<p>We will make a decision on your application within four months unless we agree a longer timescale with you.</p> <p>If we refuse your application, we will tell you how to appeal.</p> <p>We will review all the authorisations we have granted at least once every four years.</p>
Making information available to the public.	We will keep a public record of all authorisations we have issued. You can arrange to inspect this record (called the public register) at our Water Management Unit office in Lisburn (address on page 23) during normal office opening hours, by phoning the number below.

If you have any questions, please ring 0289 262 3278.

7.3 Protecting marine waters (under the Food and Environment Protection Act 1985)

You need a Food and Environment Protection Act 1985 (FEPA) licence to dispose of dredged material and other substances at sea. You also need a licence for engineering work (such as harbour developments) which involves building below the average spring high-water level.

Our service	Our standard
Processing applications for FEPA licences.	<p>We will make a decision within four months of receiving a filled-in application.</p> <p>If we refuse your application, or if we decide to change or withdraw a licence you already have, we will tell you how you can have the decision reviewed by an independent panel.</p>
Making information available to the public.	We will keep a public record of FEPA licences we have issued. You can arrange to inspect this record (called the public register) at our Water Management Unit office in Lisburn (address on page 23) during normal office opening hours, by phoning the number below.

If you have any questions, please ring 0289 262 3038

7.4 Regulating farm storage facilities (under the Control of Pollution (Silage, Slurry and Agricultural Fuel Oil) Regulations (Northern Ireland) 2003 (SSAFO))

We regulate the construction of new farm storage facilities and aim to prevent the pollution of waterways and groundwater by poorly maintained or constructed farm storage. The SSAFO Regulations cover the design, siting, construction, repair and management of silage, slurry and agricultural fuel oil storage facilities. You must notify us if you construct a new store or substantially alter a store after 1 December 2003.

Existing, unaltered stores are exempt from the Regulations; if, however, on inspection by a representative of EHS, they are found to pose a pollution risk, we may require their repair or improvement, or remove their exemption.

Our Service	Our standard
Providing guidance on the Regulations	We will provide written guidance on the standards required by the Regulations and how to notify us.
Processing notifications for new or altered farm storage facilities.	We will assess and acknowledge your notification within 28 days.

If you have any questions, please ring 0289 262 3102.

8. Industrial Pollution

8.1 Controlling radioactive material (under the Radioactive Substances Act 1993)

We regulate how radioactive material and mobile radioactive equipment are kept and used; and how radioactive waste is stored and disposed of by users such as hospitals or universities.

Our service	Our standard
Processing applications for permission to keep and use radioactive material and mobile radioactive equipment, and to store and dispose of radioactive waste.	We will make a decision on your application within four months unless we agree a longer timescale with you. If we refuse your application, we will explain why.
Answering any questions you have about the confidentiality of details in, or arising from, your application.	We will answer your questions within 15 days of receiving them.
Making information available to the public.	We will keep a public record of the premises that are registered to keep and use radioactive material and mobile radioactive equipment, and premises that are authorised to store and dispose of radioactive waste. You can arrange to inspect this record (called the public register) at Klondyke Building (address on page 21) during normal office opening hours, by phoning the number below.

If you have any questions, please ring 028 9056 9296.

8.2 Controlling industrial pollution (under the Industrial Pollution Control (Northern Ireland) Order 1997 and the Pollution Prevention and Control Regulations (Northern Ireland) 2003)

If you operate an industrial installation prescribed for control, you will need a permit or authorisation.

Our service	Our standard
<p>Responding to applications for authorisation or a permit.</p>	<p>We will make a decision on applications for new processes within six months of receiving them, and we will make a decision on applications to renew an authorisation or permit within nine months, unless we agree a longer timescale with you.</p> <p>Any authorisation or permit we provide will lay down conditions for the process.</p> <p>If we refuse your application, we will explain why.</p>
<p>Making information available to the public.</p>	<p>We will provide advice on whether you need a permit or authorisation.</p> <p>We will keep a public record of the authorisations or permits we have issued.</p> <p>You can arrange to inspect the record (called the public register) at Klondyke (address on page 21), during normal office opening hours, by phoning the number below.</p>

If you have any questions, please ring 028 9056 9296.

9. Waste Management

9.1 Registration of waste carriers (under The Waste and Contaminated Land (Northern Ireland) Order 1997 and The Controlled Waste (Registration of Carriers and Seizure of Vehicles) Regulations (Northern Ireland) 1999)

Any person who transports waste in connection with their business must be registered as a carrier of controlled waste.

Our service	Our standard
Processing applications to be registered as a carrier of controlled waste.	<p>We will process and issue your certificate of registration, and list your business in the register, within two months of the date of your application.</p> <p>If we refuse your application or revoke your existing certificate, we will tell you in writing. We will also tell you how to appeal.</p>
Making information available to the public.	<p>We will provide advice on whether or not you need to be registered.</p> <p>We will keep a record of registered carriers. The register is on our website www.ehsni.gov.uk * or you can arrange to inspect the register at Klondyke (address on page 21) during normal office opening hours, by phoning the number below.</p>

* follow the links - 'Waste', 'Public Registers' and 'Registered Waste Carriers'.

If you have any questions, please ring 028 9056 9389.



9.2 Regulating businesses producing waste (under The Producer Responsibility Obligations (Packaging Waste) Regulations (Northern Ireland) 1999 and Amendments) and The End-of-life Vehicles (Producer Responsibility) Regulations 2005)

We promote the efficient use of resources, improved environmental performance and an overall reduction in waste. Businesses with a turnover of more than £2 million and handling more than 50 tonnes of packaging a year must register.

Our service	Our standard
Processing applications to be registered as a business that handles packaging.	We aim to tell businesses what their obligations are within 28 days of receiving their applications.
Processing applications for those businesses wishing to be accredited as reprocessors or exporters of packaging waste.	We aim to process your application, advise you of our decision, and list accredited businesses in our register, within 12 weeks of receipt.
Making information available to the public.	<p>If asked, we will give you advice on whether or not you need to register, how to collect relevant information, and how to meet your obligations.</p> <p>We will keep a public record of registered businesses. The public register is on our website www.ehsni.gov.uk * or you can arrange to view the register in Klondyke (address on page 21), during normal office opening hours, by phoning the number below.</p>

* follow the links - 'Waste' and 'Public Registers'.

If you have any questions, please ring 028 9056 9389.

9.3 Controlling hazardous waste (under The Waste and Contaminated Land (Northern Ireland) Order 1997, The Hazardous Waste Regulations (Northern Ireland) 2005, The Environmental Protection (Disposal of Polychlorinated Biphenyls (PCB) and other Dangerous Substances) Regulations (Northern Ireland) 2000)

We are responsible for maintaining an effective system of controlling waste which is hazardous or difficult to handle, making sure it is effectively dealt with from the point where it is produced to its final destination for disposal or recovery. When you move hazardous waste, you must have a consignment note from us. By law, holders of equipment containing polychlorinated biphenyls (PCBs) and other dangerous substances must register their holdings with us, label the equipment and phase out and safely dispose of it.

Our service	Our standard
Processing applications for consignment notes to move hazardous waste.	<p>We will issue a blank consignment note for you to fill in within one day of you asking for this.</p> <p>We will assess and process pre-notification consignment forms within three days, and the filled-in copy of the consignment note within 15 days.</p>
Registering polychlorinated biphenyls (PCBs).	We will process PCB applications and issue receipts within five days.
Making information available to the public.	<p>We will provide advice on filling in consignment notes, how to define and classify waste, and whether or not particular waste is 'hazardous' waste.</p> <p>We will keep a public record of PCB registrations. You may arrange to view the register in Klondyke (address on page 21), during normal office opening hours, by phoning the number below.</p>

If you have any questions, please ring 028 9056 9358.

9.4 Regulating Waste Management Facilities (under The Waste and Contaminated Land (Northern Ireland) Order 1997, The Waste Management Licensing Regulations (Northern Ireland) 2003, The Pollution Prevention and Control Regulations (Northern Ireland) 2003) and The End-of-life Vehicles (Producer Responsibility) Regulations 2005)

Anyone who operates a waste management facility such as a landfill site, a waste treatment facility, or transfer facility, must hold either a permit, waste management licence or registered exemption.

Our service	Our standard
<p>Processing applications for operating a waste management facility.</p>	<p>We will process applications within the following timescales:</p> <ul style="list-style-type: none"> • Applications for exemptions - within 28 days. • Applications for waste management licences - within four months. • Applications for permits - within six months. <p>If your application is likely to be delayed we will tell you about this and the reasons for it.</p> <p>If we refuse your application, or revoke or suspend an existing licence or permit, we will tell you in writing and give you information on how to appeal.</p>
<p>Making information available to the public.</p>	<p>We will provide advice about what you need to do to meet the regulations for waste management operations and give you an application pack for the operation you propose.</p> <p>We will keep a public record of registered facilities. The public register is on our website at www.ehsni.gov.uk * or you can arrange to view the register in Klondyke (address on page 21), during normal office opening hours, by phoning the number below.</p>

* follow the links – ‘Waste’ and ‘Public Registers’.

If you have any questions, please ring 028 9056 9358.

9.5 Duty of Care for the production, transportation and receipt of controlled waste (under The Waste and Contaminated Land (Northern Ireland) Order 1997 and The Controlled Waste (Duty of Care) Regulations 2002 (amended 2004))

Under these regulations those who produce, transport and receive controlled waste have a legal responsibility to make sure the waste is kept secure and is managed legally.

Our service	Our standard
Making information available to the public.	We have produced a code of practice which is legal guidance on keeping to the regulations. This is available on our website www.ehsni.gov.uk *, or you can get a printed version by phoning the number below.

* follow the links – ‘Waste’ ‘Duty of Care’ ‘Waste Regulation & Legislation’ .

If you have any questions, please ring 028 9056 9389.

9.6 Regulating transfrontier shipments of waste (under The Transfrontier Shipment of Waste Regulations 1994 (as amended 2005)).

These regulations control the movement of waste into and out of Northern Ireland from and to countries outside the United Kingdom.

Our service	Our standard
Processing applications for moving of waste into and out of Northern Ireland.	<p>We will acknowledge that we have received your application within three days.</p> <p>We will give our decision on your application within 30 calendar days in some cases, or 70 days in other cases, depending on the type of waste involved, where it comes from and where it is going.</p>

If you have any questions, please ring 028 9056 9742.

10. Protecting Historic Buildings and Monuments

10.1 Protecting buildings of special architectural or historic interest (under the Planning (Northern Ireland) Order 1991)

Buildings considered to be of special architectural or historic interest are protected by a process known as ‘listing’. Under this process we make a list of protected buildings. If a building is listed it is protected, by law, against being demolished or altered in a way which may affect its character.

Our service	Our standard
Telling owners and occupiers about decisions to list buildings or take them off the list.	We will give the owners and occupiers of relevant buildings written notice of our decision to list the building within 3 months of the decision being confirmed.
Making information available to the public.	The list of protected buildings can be seen on our website at www.ehsni.gov.uk *.

* follow the links – ‘Built Environment’ ‘Listed Buildings’ ‘Buildings Database’.

If you have any questions, please ring 028 9054 3145 / 028 9054 3036.

10.2 Grants for repairing or maintaining listed buildings (under the Planning (Northern Ireland) Order 1991)

We may offer grants to the people who own or occupy listed buildings to help with the cost (including associated professional fees) of approved repairs or maintenance work.

Our service	Our standard
Processing applications for grants.	<p>We will acknowledge your application for a grant within five days of receiving it.</p> <p>We will issue written details of the necessary repair or maintenance work within 30 days of receiving your properly filled-in application form.</p> <p>We will send you a letter showing the amount of grant we may provide, and setting out the conditions attached to the grant, within 10 weeks of receiving estimates or quotations for the work from you.</p>
Paying grants.	We will release your grant within 40 days of us inspecting the finished work, as long as the work is satisfactory and you have given us all the documents we need, such as receipts or final accounts.

If you have any questions, phone 028 9054 3073 or 028 9054 3064.

10.3 Protecting historic monuments (under the Historic Monuments and Archaeological Objects (Northern Ireland) Order 1995)

Historic monuments are protected by a process known as 'scheduling'. (A 'schedule' is a list of monuments that are protected by law.) People who own or occupy monuments included in the schedule must get written permission to carry out work on them.

We can draw up a management agreement. This is a contract between us and the owner or occupier of the monument to cover the way the monument and its site are preserved and managed.

Our service	Our standard
Telling owners and occupiers about decisions to include monuments in the schedule.	When we have decided to protect a monument, we will tell the owner or occupier, in writing, within 10 days of it being put on the schedule.
Processing applications for permission to carry out work on a scheduled monument.	We will give you a decision, in writing, within three months of receiving all the information we need. If we refuse, we will tell you why and explain how you can appeal.
Responding to applications for management agreements.	We will start negotiating terms with you within 15 days of receiving your application.

If you have any questions, please ring 028 9054 3041.



10.4 Regulating archaeological excavations and objects (under the Historic Monuments and Archaeological Objects (Northern Ireland) Order 1995 and the Treasure Act 1996/ Treasure (Designation) Order 2002)

Anyone wanting to carry out an archaeological excavation, or to dig generally in search of archaeological objects, must first get a licence from us. Archaeological objects discovered by members of the public must be reported to us or the Ulster Museum and if necessary, handed in to be examined and recorded.

Our service	Our standard
Responding to requests for licences for archaeological excavations.	We will issue a decision in writing within four weeks of receiving your request.
Returning archaeological objects handed in by someone who does not have an excavation licence.	We will return objects to the finder (if we have been asked to do so) within three months, unless the objects are considered to be treasure.
Making information available to the public	<p>You can get a copy of 'The Treasure Act: Northern Ireland Code of Practice', the 'EHS Excavation Standards Manual' or information leaflets on treasure objects and metal detecting, and the 'new developer's guide', by phoning the number below.</p> <p>Information can also be found on our website at www.ehsni.gov.uk *</p>

* follow the links – 'Built Environment' 'Archaeology'

If you have any questions, please ring 028 9054 3045.

11. Protecting Nature and the Countryside

11. 1 Protecting Areas of Special Scientific Interest (under the Environment (Northern Ireland) Order 2002)

If an area of land is of special scientific interest because it contains important plants or animals, or has important geographical or other features, it will be declared an 'Area of Special Scientific Interest' (ASSI). The ASSI declaration will be confirmed or cancelled after we have consulted, and considered comments received from, the owners and occupiers of the land affected, and other interested parties.

Our service	Our standard
Declaring land to be an ASSI.	<p>We will write to landowners and occupiers, district councils and other interested parties to tell them that we have declared the site as an ASSI. We will do this on the day of the declaration.</p> <p>You may object to this declaration or comment on it. We will tell you how to do this when we write to tell you about the declaration.</p>
Confirming (with or without amendment) or cancelling an ASSI declaration.	<p>We will write to landowners and occupiers, district councils, and other interested parties on the day of confirmation/cancellation to tell them about our decision to confirm the ASSI declaration or let them know if it has been cancelled.</p>
Issuing a response to an objection or other comments made on an ASSI declaration.	<p>We will acknowledge your application within three days. We will consider your objection or comment before we confirm or cancel the ASSI declaration, replying to you in writing within three months of the objection deadline given at the time of declaration.</p>

If you have any questions, please ring 028 9056 9538.

11.2 Managing Areas of Special Scientific Interest (under the Environment (Northern Ireland) Order 2002)

Those who own or occupy land should co-operate with us to help conserve the special scientific features of Areas of Special Scientific Interest (ASSI). They must receive written consent from us before they carry out certain activities (known as 'notifiable operations') which may harm an ASSI or its wildlife. If we require the ASSI to be managed in a particular way to secure or enhance the scientific interest, we may enter into a written management agreement with the landowner or occupier. In exceptional circumstances, to properly manage or protect an ASSI, we may need to serve a management notice or buy the land or get it without the owner's approval through a legal process known as 'vesting'.

Our service	Our standard
Responding to a written request to carry out notifiable operations.	We will examine your request and give you our decision within three months.
Issuing 'Management of Sensitive Sites' (MOSS) agreements.	Where appropriate, we will issue a MOSS agreement to you within three months of receiving your application.
Buying or getting land through vesting.	We will write to ask if you are willing to sell your land, or we will issue you with a formal notice of our intention to vest the land.

A member of staff will visit landowners and occupiers to explain the issues involved at each stage of this process.

If you have any questions, please ring 028 9056 9538.

11.3 Protecting animals and plants (under the Wildlife (Northern Ireland) Order 1985)

Certain animals, plants and all wild birds are protected. We issue licences to control how they may be caught, killed, or taken, and to regulate how they can be sold. Licences are used to regulate the activities that may affect protected species and their environment.

Our service	Our standard
Processing applications for licences.	We will make a decision on your licence application within three weeks, unless we agree a longer timescale with you. You can get details of charges for licences by ringing the number shown below, or you can see this information on our website at www.ehsni.gov.uk *

* follow the links 'Biodiversity' 'Species' 'Wildlife'

If you have any questions, please ring 028 9056 9602 / 9056 9557.

The Vertebrate Office at the Ulster Museum will provide advice on bats and other mammals. You can contact that office on 028 9038 3144.

12. Keeping to Environmental Law

Environmental law is in place to prevent or reduce any damage to the environment and public health (for example, through harmful gases or substances being released to air or water). So it is vital that you keep to the law. We hope that by working with us this can be achieved. However, we have legal powers to enforce the law if necessary (for example, to deal firmly with those who break the law and cause pollution).

We will give you free advice to help you understand regulations and how to keep to them.

13. How to Contact Us

If you have any questions about this document contact:

Customer Co-ordinator

Liz Spence at Klondyke (see below)

phone: 028 9056 9213

e-mail: liz.spence@doeni.gov.uk

Our main headquarters is at:

Klondyke Building

Cromac Avenue

Gasworks Business Park

Lower Ormeau Road

Belfast

BT7 2JA

Phone: 084 5302 0008

Website: www.ehsni.gov.uk

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The Functional Units in **Klondyke** are:

Unit	Head of Unit	Phone	E-mail
Biodiversity Unit	Michael Meharg	028 9056 9562	mike.meharg@doeni.gov.uk
Conservation Designations and Protection	(vacant) contact Robert Aiken	028 9056 9515	robert.aiken@doeni.gov.uk
Conservation Science	Howard Platt	028 9056 9639	howard.platt@doeni.gov.uk
Corporate Communications	Bernard McClure	028 9056 9567	bernard.mcclure@doeni.gov.uk
Countryside and Coast	Susanna Allen	028 9056 9607	susanna.allen@doeni.gov.uk
Drinking Water Inspectorate	Randal Scott	028 9056 9309	randal.scott@doeni.gov.uk
Finance Unit	Kieran McMahon	028 9056 9668	kieran.mcmahon@doeni.gov.uk
Industrial Pollution and Radiochemical Inspectorate	(vacant) contact Robert Larmour	028 9056 9305	robert.larmour@doeni.gov.uk
Land and Resource Management	Anne Blacker	028 9056 9363	anne.blacker@doeni.gov.uk
Personnel Development and Services	Beverley Harrison	028 9056 9405	beverley.harrison@doeni.gov.uk
Regional Operations	Bob Bleakley	028 9056 9582	bob.bleakley@doeni.gov.uk
Strategy Unit	Stephen Aston	028 9056 9390	stephen.aston@doeni.gov.uk

Our other main offices and the Functional Units in these are listed below.

Units in **Waterman House**

Waterman House
5-33 Hill Street
Belfast
BT1 2LA.

Unit	Head of Unit	Phone	E-mail
Historic Buildings Unit North	Manus Deery	028 9054 3144	manus.deery@doeni.gov.uk
Historic Buildings Unit South	Brian McKervey	028 9054 3130	brian.mckervey@doeni.gov.uk
Historic Monuments Unit North	Brian Williams	028 9054 3042	brian.williams@doeni.gov.uk
Historic Monuments Unit South	John O'Keeffe	028 9054 3023	john.okeeffe@doeni.gov.uk

Units in the Lisburn Office

Lisburn Office
17 Antrim Road
Lisburn
BT28 3AL.

Unit	Head of Unit	Phone	E-mail
Water Management Unit	Dave Foster	028 9263 0249	dave.foster@doeni.gov.uk

14. Further Helpful Information**Customer Charter and Environmental Legislation and Service Standards –**

available on our website at www.ehsni.gov.uk or by phoning our Customer Co-ordinator on 028 9056 9213.

EHS Complaints Procedure –

available on our website at www.ehsni.gov.uk or by phoning our Customer Co-ordinator on 028 9056 9213.

The Right to Know – Public Information –

leaflet published by Department of the Environment available on its website at www.doeni.gov.uk 'Freedom of Information' 'Information' and 'How to Access Information' or by phoning our Information Management section on 028 9056 9271.

Department of Environment Publication Scheme –

available on the Department of Environment's website at www.doeni.gov.uk or by phoning the Department's Information Management Branch on 028 9054 1123.

Fact sheets on Freedom of Information, Environmental Information Regulations and Data Protection Act –

available from:

The Information Commissioners Office – Northern Ireland

Room 101
Regus House
33 Clarendon Dock
Laganside
Belfast
BT1 3BG.
Website: www.ico.gov.uk
Phone: 084 5630 6060

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