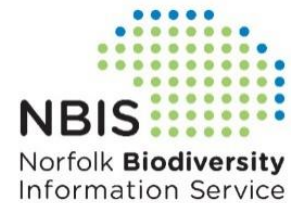


# NBIS Charging Policy



## 1. Introduction

The Norfolk Biodiversity Information Service (NBIS) provides high-quality biodiversity and geodiversity data to support evidence-based decision-making. This charging policy outlines the principles behind how and why we charge for our data services. It ensures transparency for all users, both commercial or non-commercial, and explains the structure of our fees, the types of services we offer, and the standards we uphold.

NBIS operates in line with national best practice, ecological and data standards, and the Environmental Information Regulations (EIR) 2004. Our aim is to make biodiversity data accessible while ensuring the long-term sustainability of our services through fair and proportionate cost recovery.

## 2. NBIS products and services

NBIS offers a range of biodiversity and geodiversity data services tailored to meet the diverse needs of our data users. All products and services have been developed in line with national best practice, ecological and data standards, ensuring that users receive relevant, high-quality information.

To maintain compliance with these standards, all data requests must meet NBIS ecological conditions, whether they are commercial or non-chargeable. These conditions are detailed in our [Best Practice, Data and Ecological Standards \(Tables 1 and 2\)](#) and are supported by our revised [Terms and Conditions](#).

Commercial customers can request from a suite of packages specifically designed to meet the ecological requirements of the planning system and to comply with ecological and data standards. Non-chargeable customers can choose from specifically designed non chargeable packages or request a custom search to meet their needs.

## 3. NBIS chargeable services

NBIS undertakes these main types of data service:

- **Data searches** – The provision of species, site and habitat information for specific search areas. These can be one of our standard packages or custom searches with specific search parameters.
- **Ecological consultant Service Level Agreements (SLAs)** - Available (at NBIS discretion) to regular commercial data search customers who wish to commit to a 12-month rolling agreement (reviewed annually). Signing up will give the customer unlimited data searches within a 12-month period – these should be for point or small site searches using A1, A2 and C1 and C2 packages only; other packages and custom searches will be charged separately. SLAs will be based on average number of searches requested in the 3 full years prior to SLA agreement, with 20% discount applied. Invoiced quarterly where possible.
- **Service Level Agreement (SLA)** - We also provide annual delivery of products and services to Service Level Agreement (SLA) customers - the details of which are agreed on a case-by-case basis. More details on the above are available on [request](#)

- **Bespoke project or contract work** - We also can charge for bespoke project or contract work, based on our daily rate charges.

#### 4. When we charge

**Commercial data uses** - Charges are made to ecological consultants and other commercial bodies, Local Authorities and other government bodies for planning purposes, and for grant funded land management schemes.

**Non-commercial data uses** - For most non-commercial users, services are provided free of charge. This includes searches for education, research and conservation purposes, Neighbourhood and Parish plans, planning objections and searches for members of the public.

Further details on data request types can be found in the “what type of data request do I want to submit” section of the NBIS [My LERC page](#).

NBIS aims to keep its fees minimal while ensuring the sustainability of its services. Charges are not for the data itself, but for the time, expertise, and IT systems required to manage, process, and present the data in a usable format. As a self-funded organisation, NBIS must recover the full costs associated with data management, software infrastructure, and the development of its products and services.

This approach is consistent with the Environmental Information Regulations (EIR) 2004, which permit reasonable charges for access to environmental information. Our charging policy reflects these principles and is supported by our [Terms and Conditions](#) (pt 18) and [Best Practice, Data and Ecological Standards](#).

All charges are reviewed periodically, with standard package prices typically adjusted annually on 1<sup>st</sup> April based on the February Consumer Price Index (CPI). Where 1<sup>st</sup> April falls on a weekend or bank holiday, new charges take effect on the next working day [Terms and Conditions](#) (pt 34).

#### 5. How we charge

##### 5.1 Receiving and accepting quotes

All data requests, particularly those involving payment, should be submitted in writing, preferably through our [My LERC Data Request page](#). Any queries on how to submit a data request can be made to [enquiries.nbis@norfolk.gov.uk](mailto:enquiries.nbis@norfolk.gov.uk).

Standard package quotes are generated automatically in My LERC and accepted when the customer submits a search. We aim to respond to custom and paid project requests within two working days, typically with a quote. For more complex cases, we'll agree on a timeframe individually. Work begins only once the quote is accepted and our terms and conditions are agreed to. More details can be found in the “Receiving Your Quote” section of the [NBIS My LERC](#) page.

EcoSLAs and SLAs are agreed on an individual basis. If you are interested in setting up an agreement with us, please don't hesitate to [Contact us](#).

##### 5.2 How we will request payment

Payments will be requested as detailed on the “Payment information” section of the [NBIS My LERC](#) page.

## NBIS data enquiries packages and costs

### Commercial request type:

| Standard packages                                                                                                                                                                                                           |                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                             |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| Package                                                                                                                                                                                                                     | Summary                                                                                                                                                               | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Charge (excl VAT)                                                                                                                           |
| <b>A1: Standard 2km package</b><br>Buffers as below:<br>2km = SoCC and INNS species, habitats, veteran trees and local sites<br>5km = National sites<br>8km = International sites                                           | RECOMMENDED package for most customers                                                                                                                                | Search with the specified buffers around a point or line, or a polygon. Species data: we will provide all years' data as standard.<br><br><i>* Due to licensing restrictions, searches with a length of 10km or greater, or a search area over 100km<sup>2</sup> will not contain BTO bird data. BTO data for larger searches can be requested directly from the BTO <a href="#">HERE</a>, particularly when undertaking <a href="#">ECiA type work</a>.</i>                                                                                           | <b>From £149</b> - The quoted charge will be calculated based on the total area of the search requested, i.e. site of interest plus buffer. |
| <b>A2: Standard 2km package plus additional bats at 6km</b><br>Buffers as below:<br>2km = SoCC and INNS species, habitats, veteran trees and local sites<br>5km = National sites<br>6km = Bats<br>8km = International sites | RECOMMENDED package for most customers, with addition of bats at BCT recommended core sustenance zones (CSZs). Recommended package for Neighbourhood and Parish plans | Search with the specified buffers around a point or line, or a polygon. Species data: we will provide all years' data as standard. Records for bats within the 6km buffer for all years to cover sustenance/foraging ranges.<br><br><i>* Due to licensing restrictions, searches with a length of 10km or greater, or a search area over 100km<sup>2</sup> will not contain BTO bird data. BTO data for larger searches can be requested directly from the BTO <a href="#">HERE</a>, particularly when undertaking <a href="#">ECiA type work</a>.</i> | <b>As standard 2km package + £50</b>                                                                                                        |
| <b>B1: Standard 5km package</b><br>Buffers as below:<br>5km = SoCC and INNS species, habitats, veteran trees and local sites<br>10km = National sites                                                                       | OPTIONAL package for customers dealing with Nationally Significant Infrastructure Projects (NSIP, 2008)                                                               | Search with the specified buffers around a point or line, or a polygon. Species data: we will provide all years' data as standard. This package is suitable for large NSIP projects.<br><br><i>* Due to licensing restrictions, this package will not contain BTO bird data. Customers requesting this package may wish to approach the BTO directly for access to this</i>                                                                                                                                                                            | <b>From £245</b> - The quoted charge will be calculated based on the total area of the search requested, i.e. site of interest plus buffer. |

| Standard packages                                                                                                                                                                                                         |                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                            |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| Package                                                                                                                                                                                                                   | Summary                                                                                                                                            | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Charge (excl VAT)                                                                                                                          |
| 30km =<br>International sites                                                                                                                                                                                             |                                                                                                                                                    | <i>data <a href="#">HERE</a>, particularly when undertaking <a href="#">ECiA type work</a>.</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                            |
| <b>B2: Standard 5km package plus additional bats at 10km</b><br>Buffers as below:<br>5km = SoCC and INNS species, habitats, veteran trees and local sites<br>10km = Bats and National sites<br>30km = International sites | OPTIONAL package for customers dealing with Nationally Significant Infrastructure Projects (NSIP, 2008), with addition of bats at a larger radius. | Search with the specified buffers around a point or line, or a polygon. Species data: we will provide all years' data as standard. This package is suitable for large NSIP projects. Records for bats within a 10km buffer for all years to cover sustenance/foraging ranges.<br><br><i>* Due to licensing restrictions, this package will not contain BTO bird data. Customers requesting this package may wish to approach the BTO directly for access to this data <a href="#">HERE</a>, particularly when undertaking <a href="#">ECiA type work</a>.</i> | <b>As standard 5km package + £50</b>                                                                                                       |
| <b>C1: European Protected Species (EPS) Mitigation Licence 2km package</b><br>Buffers as below:<br><b>2km:</b> GCN only, 1 package per licence                                                                            | RECOMMENDED for customers delivering works as part of an European Protected Species (EPS) Mitigation Licence for Great Crested Newts (GCN)         | Search with the specified buffers around a point or line, or a polygon. Species data: we will provide all years' data as standard                                                                                                                                                                                                                                                                                                                                                                                                                             | <b>From £93</b> - The quoted charge will be calculated based on the total area of the search requested, i.e. site of interest plus buffer. |
| <b>C2: European Protected Species (EPS) Mitigation Licence 6km package</b><br>Buffers as below:<br><b>6km:</b> Bats only, 1 package per licence                                                                           | RECOMMENDED for customers delivering works as part of an European Protected Species (EPS) Mitigation Licence for Bats                              | Search with the specified buffers around a point or line, or a polygon. Species data: we will provide all years' data as standard                                                                                                                                                                                                                                                                                                                                                                                                                             | <b>From £123</b> The quoted charge will be calculated based on the total area of the search requested, i.e. site of interest plus buffer.  |

| Package         | Summary                                                                                     | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Charge                                                                         |
|-----------------|---------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|
| Custom searches | Non-standard requests which meet the <a href="#">ecological best practice and standards</a> | <p>Typical examples that are acceptable are:</p> <ul style="list-style-type: none"> <li>✓ Increased search radius</li> <li>✓ All species requests</li> <li>✓ Invasive Non-native Species only</li> <li>✓ Searches for other European Protected Species (EPS) Mitigation Licences and Licences to interfere with setts or survey, for Badgers, Barn owls, Natterjack toads, Otters, Water voles, and A12 licences – Table 3 in our <a href="#">Best Practice and Ecological Standards</a> covers our recommendations for what should be requested</li> </ul> <p>Ecologically justifiable standalone or additional components may be acceptable requests.</p> <p><i>* Due to licensing restrictions, searches with a length of 10km or greater, or a search area over 100km<sup>2</sup> will not contain BTO bird data. BTO data for larger searches can be requested directly from the BTO <a href="#">HERE</a>, particularly when undertaking <a href="#">ECiA type work</a>.</i></p> | Quoted based on standard data charges but reflecting the data being requested. |
| Daily rate work |                                                                                             | NBIS is happy to undertake bespoke work for which quotes will be based on our daily rate. Please see our website for <a href="#">examples of previous work</a> or <a href="#">contact us directly</a> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>£530</b>                                                                    |

Please note the following terms and conditions:

- European Protected Species (EPS) Mitigation Licences and Licences to interfere with setts or survey packages must match to only the “mitigation licence” reason for request. Only in exceptional circumstances when ecologically justifiable will an exemption be made.
- NBIS will accept individual searches for multi-part/polyline features, but only as per [“Multipart and polyline request guidance”](#).
- Protected site boundaries will only be released as GIS files where an OS licence number has been provided.
- Where a search returns an extremely large number of records, we may supply Excel and GIS files instead of eMapper access. Very large searches may need to be run without habitat data to ensure usability. Where a large search of habitat data is required, this may be provided separately as GIS files.
- If there are no returns, we may not charge for data requests for standard packages.
- We will continue to apply the cross-boundary search procedure as detailed in the [East of England region Standard Data Enquiry Service](#). Please note, only the standard search components within a 2km buffer of the search site will be provided by the adjacent record centre(s). Any data beyond a 2km radius (including extra bat records and site boundaries) will be provided for Norfolk only. Any extra data required will need to be requested directly from the adjacent record centre(s) and may incur an extra charge. The adjacent records centre(s) will return results for their area to their timescales but always to maximum of 10 days.

Please note that there has been changes to the way cross-boundary searches are run and that we will no longer be including searches with a search area over 15.2 km<sup>2</sup> (2km radius, plus small site) under the agreement on a discretionary basis, where there is only a small area of overlap with an adjacent county. It will now be the customers responsibility to contact the signposted LERC(s) to request this data if required.

- Full NBIS [terms and conditions](#) should also be considered in relation to your data request.

### **Non-chargeable request types:**

**[Partnership, non-commercial (planning) and academic/research]**

| <i>Standard packages</i>                                                                                                                                                                                  |                                                                                                                                                                                                                                                                              |                                                                                                                                    |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|
| <b>Package</b>                                                                                                                                                                                            | <b>Summary</b>                                                                                                                                                                                                                                                               | <b>Description</b>                                                                                                                 |
| <b>D1: Standard 2km package:</b><br>Species of Conservation Concern (SoCC), Non-native invasive species, designated sites, veteran trees, and habitats - all within 2km buffer of site/area of interest   | RECOMMENDED package for a buffered site search, for most non-chargeable use<br><i>* Due to licensing restrictions, searches with a length of 10km or greater, or a search area over 100km<sup>2</sup> will not contain BTO bird data.</i>                                    | Search with the specified buffers around a point or line, or a polygon. Species data: we will provide all years' data as standard. |
| <b>D2: 2km All Species, Sites and Habitats:</b><br>All species records (inc Non-native invasive species), designated sites, veteran trees and habitats - all within 2km buffer of site/area of interest   | All species package for customers requiring a full buffered site audit of wildlife within a specific site/area<br><i>* Due to licensing restrictions, searches with a length of 10km or greater, or a search area over 100km<sup>2</sup> will not contain BTO bird data.</i> | Search with the specified buffers around a point or line, or a polygon. Species data: we will provide all years' data as standard. |
| <b>D3: Within site search:</b><br>Species of Conservation Concern (SoCC), Non-native invasive species, designated sites, veteran trees, and habitats - within the site/area of interest                   | RECOMMENDED package for a within site search, for most non-chargeable uses<br><i>* Due to licensing restrictions, searches with a length of 10km or greater, or a search area over 100km<sup>2</sup> will not contain BTO bird data.</i>                                     | Search with the specified buffers around a point or line, or a polygon. Species data: we will provide all years' data as standard. |
| <b>D4: Within site All Species, Sites and Habitats package:</b><br>All species records (inc Non-native invasive species), designated sites, veteran trees and habitats - within the site/area of interest | All species package for customers requiring a full site audit of wildlife within a specific site/area<br><i>* Due to licensing restrictions, searches with a length of 10km or greater, or a search area over</i>                                                            | Search with the specified buffers around a point or line, or a polygon. Species data: we will provide all years' data as standard. |

|  |                                                          |  |
|--|----------------------------------------------------------|--|
|  | <i>100km<sup>2</sup> will not contain BTO bird data.</i> |  |
|--|----------------------------------------------------------|--|

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|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Custom searches</b>  | Non-standard requests which meet the <a href="#">ecological best practice and standards</a>                                                 | Typical examples that are acceptable are listed in the Custom Examples table below the commercial packages. However ecologically justifiable standalone or additional components such as just requesting INS (acceptable), may be acceptable requests. |
| <b>Bespoke requests</b> | Requests that involve significant time input from NBIS staff, such as projects, may need to be charged for, even if non-for-profit outcomes |                                                                                                                                                                                                                                                        |

Please note:

- Some not-for-profit customers may be able to request, through these request types, the packages A-C listed in the commercial table, free of charge.
- All Public request type users will need to submit a D package or a Custom request and will not receive sensitive species at full resolution.