



Northern Ireland Environment Agency Environmental Legislation and Service Standards



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NIEA ENVIRONMENTAL LEGISLATION AND SERVICE STANDARDS

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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

The Northern Ireland Environmental Agency (NIEA) 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.ni-environment.gov.uk

2 About this Booklet

We regulate activities which may pollute land, air, or water, may damage our built environment or affect our biodiversity or harm human health.

We would like to communicate effectively with you, so please tell us if you need this booklet in another language or in another format (for example, in large print, or in Braille). We have included a Browsealoud system on our website to help you to access information at: www.ni-environment.gov.uk/index/faqs/browsealoud.htm

This document explains the legislation we work under. It explains when you may need a licence or permission for an activity and 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.ni-environment.gov.uk or you can get a copy by phoning our Customer Co-ordinator on 028 9056 9213.

NIEA has embarked on developing an online application and payment facility for its environmental permits.

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 challenge 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 page 19.

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.ni-environment.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 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 - NIEA, 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).

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>Your application will be acknowledged within 3 working days of its receipt.</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, or attach conditions, we will tell you how to appeal.</p> <p>When applying for a variation to an existing consent the same timescales noted above apply.</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 19), 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, the results of any compliance monitoring undertaken and any actions taken by NIEA. You can arrange to inspect this record (called the public register) at our Water Management Unit office in Lisburn (address on page 19), during normal office opening hours, by phoning the numbers below.</p>
<p>Taking forward enforcement action where pollution has occurred and, it is warranted by the severity of the pollution and the circumstances leading to it.</p>	<p>This may take the form of issuing an enforcement letter, initiation of prosecution proceedings and / or issuing a Water Order notice. In cases where prosecution is deemed appropriate NIEA staff will collect the necessary evidence and prepare a file which is submitted to the Public Prosecution Service (PPS) with a recommendation for prosecution. The current legislation (Water (NI) Order 1999) does not specify that a case has to be submitted to PPS within a time limit. However, where possible NIEA will submit a file within 6 months of the date of an incident.</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 19) 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.	We will make a decision within four months of receiving an application. If we refuse your application, we will tell you how you can have the decision reviewed by an independent panel.
Making information available to the public.	We will keep a public record of all 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 19) 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 NIEA, 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 18) 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 Pollution Prevention and Control Regulations (Northern Ireland) 2003). If you operate an industrial installation prescribed for control, you will need a permit.

Our Service	Our Standard
Responding to applications for a permit.	We will make a decision on applications for new installations within six months of receiving them, unless we agree a longer timescale with you. Any permit we provide will lay down conditions for the installation. If we refuse your application, we will explain why.
Making information available to the public.	We will provide advice on whether you need a permit. We will keep a public record of the authorisations or permits we have issued. You can arrange to inspect the complete record (called the public register) at Klondyke Building (address on page 18) during normal office opening hours, or at the appropriate district council where the installation is located.
Variations	We will make a decision on applications for a standard variation within three months of receiving them or six months of receiving them for a substantial change (IP&RI)

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



9 Waste Management

9.1 Registration of waste brokers (under The Waste and Contaminated Land (Northern Ireland) Order 1997 and The Waste Management Licensing Regulations (Northern Ireland) 2003.

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

Any person who arranges for the disposal or recovery of waste on behalf of others must be registered as a broker of controlled waste.

Our Service	Our Standard
Processing applications to be registered as a carrier and/or broker of controlled waste.	We will process and issue your certificate of registration or renewal, and list/retain your business in the register, within two months of the date of receipt of your completed application. If we refuse your application or revoke your existing certificate, we will tell you in writing. We will also tell you how to appeal.
Making information available to the public.	We will provide advice on whether or not you need to be registered. We will keep a record of registered carriers. The register is on our website www.ni-environment.gov.uk * or you can arrange to inspect the register at the Klondyke Building (address on page 18) during normal office opening hours, by phoning the number below.

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

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

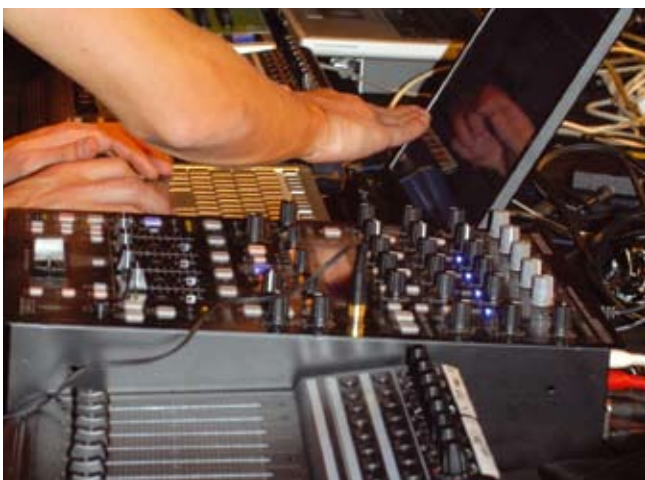
9.2 Regulating businesses obligated under The Producer Responsibility Obligations (Packaging Waste) Regulations (Northern Ireland) 2007 (as amended). The Waste Electrical and Electronic Equipment Regulations 2006 (as amended) and The Waste Batteries and Accumulators Regulations 2009.

We promote the efficient use of materials and resources, improved environmental performance and an overall reduction in waste and landfill disposal. Businesses that place obligated products on the UK market and exceed certain legal thresholds, must register with the relevant UK Environment Agency.

Our Service	Our Standard
Requests from obligated businesses to register as packaging, EEE or batteries producer.	We aim to tell businesses what their obligations are within 5 days of receiving a written request.
Processing applications from waste operators that want to be accredited to issue evidence of packaging, WEEE or batteries waste recovery.	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 record of registered businesses and accredited waste operators. The registers are on our website www.ni-environment.gov.uk* or you can arrange to inspect them at the Klondyke Building (address on page 18) during normal office opening hours, by phoning the number below.</p>

* follow the links - 'waste and resources' and Public Registers'

If you have any questions, please ring 028 9056 9338.



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.	We will issue a blank consignment note for you to fill in within one day of you asking for this. We will assess and process pre-notification consignment forms within three days, and the filled-in copy of the consignment note within 15 days.
Registering polychlorinated biphenyls (PCBs).	We will process PCB applications and issue receipts within five days.
Making information available to the public.	We will provide advice on filling in consignment notes, how to define and classify waste, and whether or not particular waste is 'hazardous' waste. We will keep a public record of PCB registrations. You may arrange to view the register in the Klondyke Building (address on page 18), during normal office opening hours, by phoning the number below.

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



9.4 Regulating Waste Management activities (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 activity 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
Processing applications for carrying out a waste management activity.	<p>We will process completed 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 exemption application, or revoke your registration we will tell you in writing.</p>
Making information available to the public.	<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.ni-environment.gov.uk* or you can arrange to view the register in the Klondyke Building (address on page 18), 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 all producers, carriers, importers, exporters, brokers, dealers and processors of controlled waste have a legal responsibility to make sure the waste is stored properly and transported to ensure its safe recovery or disposal without harm to the environment.

Our Service	Our Standard
Making information available to the public.	<p>We have produced a code of practice which is legal guidance on keeping the regulations. This is available on our website www.ni-environment.gov.uk* or you can get a printed version by phoning the number below.</p>

* 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 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.	We will acknowledge that we have received your application within three days. We will give our decision on your application within 30 calendar days in some cases, or 70 calendar days in other cases, depending on the type of waste involved, where it comes from and where it is going.

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.ni-environment.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 a completed 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 45 days of us receiving all the documents we need such as receipts or final accounts subject to satisfactory inspection of the finished work.

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 archaeological excavations.	We will issue a decision 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.	Information can be found on our website at www.ni-environment.gov.uk * The Ulster Museum’s website address is www.nmni.com .

* 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.	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.
Issuing a response to an objection or other comments made on an ASSI declaration.	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.
Making information available to the public.	Information on individual ASSIs can be found on our website at www.ni-environment.gov.uk

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 obtain 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.ni-environment.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 Strategic Environmental Assessment

12.1 The Environmental Assessment of Plans and Programmes Regulations (Northern Ireland) 2004

Strategic Environmental Assessment (SEA) is a method of assessing environmental considerations into a plan or programme at an early stage of the plan or programme's development. A SEA assesses the effects the plan or programme is likely to have on the physical and natural environment. It is conducted by the body who is implementing the plan or programme and must address the significant effects that are likely to be caused to the environment by the implantation of the plan or programme.

Our Service	Our Standard
Screening: Responding to a consultation on whether a plan or programme is likely to have a significant effect.	We will provide a response to your consultation request within the statutory timeframe of 28 days.
Scoping: Responding to a consultation on the scope and level of detail of the information which must be included in the Environmental Report.	We will respond to your Scoping Report within the statutory timeframe of 5 weeks. Our response may outline why we disagree with certain topics scoped out of the report if we believe important environmental factors have been neglected. We may also provide information on where the appropriate baseline data can be obtained if necessary.
Reporting: Responding to a consultation on the draft plan and accompanying Environmental Report.	We will respond to this consultation within the timeframe requested by you. The current time period established by the Cabinet Office as good practice is 12 weeks. If we are satisfied you have taken our advice into account at the scoping stage, our response may simply be an acknowledgement.
Decision to adopt: Responding to particulars to the plan or programme adopted.	This is not a consultation stage and we will not usually respond unless we consider the decision to adopt has failed to address the significant points made in any earlier consultation response. We will also formally inform the Responsible Authority of our concerns.

More detailed information on SEA services and standards may be found in our publication 'Strategic Environmental Assessment Consultation Bodies Services and Standards for Responsible Bodies' also available online at www.ni-environment.gov.uk/sea-servicesandstandards.pdf



13 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.

14 How to Contact Us

If you have any questions about this document contact:

Customer Co-ordinator

Eamon Campbell at Klondyke (see below)
phone: 028 9056 9213
e-mail: eamon.campbell@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.ni-environment.gov.uk

Unit	Head of Unit	Phone	e-mail
Biodiversity	Michael Meharg	028 9056 9562	mike.meharg@doeni.gov.uk
Conservation	(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	Margaret Herron	028 9056 9294	margaret.herron@doeni.gov.uk
Finance	Kieran McMahon	028 9056 9668	kieran.mcmahon@doeni.gov.uk
Industrial Pollution	David Bell	028 9056 9305	david.bell@doeni.gov.uk
Land and Resource	(Vacant) Contact Pamela Patterson	028 9056 9381	pamela.patterson@doeni.gov.uk
Environmental Crime Unit	Anne Blacker	028 9056 9803	anne.blacker@doeni.gov.uk
Corporate Planning and Strategy	Jenny Long	028 9056 9405	jenny.long@doeni.gov.uk
Regional Operations	Bob Bleakley	028 9056 9582	bob.bleakley@doeni.gov.uk
Strategy	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 (North)	Manus Deery	028 9054 3144	manus.deery@doeni.gov.uk
Historic Buildings (South)	Brian McKervey	028 9054 3130	brian.mckervey@doeni.gov.uk
Historic Monuments (North)	Brian Williams	028 9054 3042	brian.williams@doeni.gov.uk
Historic Monuments (South)	John O'Keeffe	028 9054 3023	john.o'keeffe@doeni.gov.uk

Units in the Lisburn Office
17 Antrim Road
Lisburn
BT28 3AL.

Unit	Head of Unit	Phone	e-mail
Water Management Unit	Dave Foster	028 92630249	dave.foster@doeni.gov.uk

15. Further Helpful Information

Customer Charter and Environmental Legislation and Service Standards

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

Complaints Procedure

available on our website at www.ni-environment.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

Northern Ireland Environment Agency
Klondyke Building
Cromac Avenue
Gasworks Business Park
Belfast BT7 2JA
T. 0845 302 0008

www.ni-environment.gov.uk

Our aim is to protect, conserve and promote the natural environment and built heritage for the benefit of present and future generations.

