

Terms and Conditions

1.1 Purpose of this service

This service enables local authorities to submit questions that will be shared with selected peer authorities to gather insights, data, experience and examples of practice. The aim is to support knowledge-sharing and problem-solving across the sector.

1.2 Who can submit questions

This service is available to LCRIG members who are:

- Local authorities across England, Scotland and Wales
- Combined Authorities
- London Boroughs
- We reserve the right to decline submissions from organisations that fall outside these groups.

1.3 How your question will be used By

submitting a question, you agree that:

- Your question may be circulated to other local authorities as required.
- The responses received will be shared back with you.
- Responses may be anonymised, summarised and uploaded to the Innovation and Knowledge Network for the benefit of all local authority members.
- We may use the topic to identify opportunities for webinars, roundtables, training courses, research projects, publications or policy recommendations.

1.4 Privacy and personal data

We collect your name, organisation, job title and contact details so that we can:

- Clarify your question where needed
- Provide updates on the status of your request
- Share responses with you directly
- Your personal information will not be shared publicly or published. Only the question and relevant contextual information will be shared with responding authorities.
- All data will be processed in line with UK GDPR and our organisational Privacy Policy.

1.5 Supporting materials

You may upload documents or images that support your question.

By uploading materials, you confirm:

- You have permission to share them
- They do not contain confidential, commercially sensitive or personal data unless essential to your query
- We may share these materials selectively with responding authorities if required
- We will not upload your supporting materials to the Innovation and Knowledge Network without removing sensitive content where appropriate.

1.6 Accuracy and responsibility

You are responsible for ensuring the accuracy and clarity of the question and supporting information you submit.

We are not responsible for any decisions made by your organisation based on responses received from peer authorities.

1.7 Response times

We will make reasonable efforts to seek responses within the timeframe you request, however:

- We cannot guarantee that other authorities will respond
- Response times may vary depending on complexity, availability and relevance
- We will notify you if no responses are received within the expected timeframe.

1.8 Moderation and acceptance of submissions

We reserve the right to:

- Decline questions that fall outside the scope of the service
- Edit questions for clarity (without altering their meaning)
- Remove inappropriate, promotional or irrelevant content
- Redirect enquiries that are better suited to other teams or processes

1.9 Intellectual property

By submitting a question, you grant us a non-exclusive, royalty-free licence to use the content you provide for the purposes of:

- Circulating to relevant authorities
- Publishing anonymised insights
- Improving sector knowledge and practice

You retain ownership of your original materials.

1.10 Liability

This service is intended for knowledge-sharing only. We do not accept liability for:

- The accuracy of responses provided by other local authorities
- Actions taken as a result of those responses
- Loss or damage resulting from use of this service

1.11 Changes to these Terms

We may update these terms occasionally to reflect improvements to the service or changes in legislation.

The version displayed on the form at the time of submission will apply to your question.