



Advance Warning: Potential Disruption to European Protected Species Mitigation Licensing in April 2011

As part of a restructuring of Natural England there will be changes to how all licensing, including European Protected Species (EPS) mitigation licensing, is delivered after 1st April 2011. There may be some unavoidable disruption during the transition period, however, we will endeavour to continue delivering the high standards our customers expect. Details of our service standards can be found on our website at http://www.naturalengland.org.uk/Images/WMLS-service-standards_tcm6-20960.pdf.

Customer Services and Regulation Delivery Teams

Natural England has established a new Customer Services team that will be responsible for the receipt and processing of all licence applications including the despatch of licences. Natural England's Regulation Delivery teams will be responsible for the technical assessment of all licence applications, including the assessment of the three 'tests' for EPS mitigation applications.

You can be assured that the existing skills and knowledge are being retained and the majority of staff in the Wildlife Management & Licensing team who currently assess licence applications are transferring to the Regulation Delivery teams and the telephone numbers for all Wildlife Advisers will stay the same.

Contact Details

All licence applications, supporting documents and correspondence should continue to be sent to our current address at Temple Quay House in Bristol:

**Wildlife Licensing
Natural England
First Floor
Temple Quay House
2 The Square
Bristol
BS1 6EB**

Our main contact telephone numbers and email addresses will remain the same despite the changes.

Telephone: 0845 601 4523
Fax: 0845 601 3438
Email: eps.mitigation@naturalengland.org.uk

However, there will be a number of new staff within the Customer Services team who will be dealing with EPS mitigation licensing, so we recommend that from 1st April onwards all new enquiries that would currently go directly to individual Senior Licensing Officers in the Wildlife Licensing Unit, are directed to the main 0845 contact number or email address.

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If you have any questions about this then please don't hesitate to contact us.

Lyndon Baker

Team Leader - European Protected Species Mitigation Licensing