

Our ref:  
Your ref:



Address

Wildlife Licensing Unit  
Natural England  
Block 3  
Government Buildings  
Burghill Road  
Westbury-on-Trym  
Bristol  
BS10 6NJ

T 0845 601 4523  
F 0845 601 3438

Dear Customer,

## **Advance Notice: Change of Citizen Charter response times for badger development licence applications.**

From the 1<sup>st</sup> January 2011, the Citizen Charter response time for determining badger licence applications will change from 15 to 30 working days following receipt of the completed application and all necessary accompanying documents. This change brings this area of work in line with other species management Citizen Charter response times for new applications. It is being introduced because badger development licence applications are subject to more rigorous assessment than lower risk applications which have a 15 working day Citizen Charter target, such as repeat survey licence applications. Follow this link for more information on our published [service standards](#).

We are implementing this change at a time of year when we historically receive very few badger development licence applications, prior to the main badger licensing period commencing 1<sup>st</sup> July. Please be assured, however, that we will continue to prioritise applications for clearly demonstrated emergency situations and our commitment remains to process all applications received as quickly as possible. Please ensure that you submit your applications for this area of work in good time to avoid unnecessary delays to your development work schedules.

### **Guidance on Submitting Applications**

Wherever possible we ask that badger development licence applications are submitted electronically in accordance with our guidance:

<http://www.naturalengland.org.uk/ourwork/regulation/wildlife/licences/default.aspx>.

It also helps us if you compress Microsoft Word documents that contain pictures and convert any Microsoft Word Documents to PDF before you submit them electronically. If paper copies of the licence application, supporting documents or correspondence are to be sent by post please send them to Wildlife Licensing Unit, Natural England, Block 3, Government Buildings, Burghill Road, Westbury-on-Trym, until **Thursday 20 January 2011**. We are moving office in mid-January and post should only be sent to our new address, Wildlife Licensing Unit, Natural England, First Floor, Temple Quay House, 2 The Square, Bristol, BS1 6EB, from **Friday 21 January 2011**. A post redirection service will be in place for a short period of time following the office move.

Further information on our office move can be found on our website Home Page: <http://www.naturalengland.org.uk/ourwork/regulation/wildlife/default.aspx>.

Please be aware that in the run up to and shortly after the office move there may be some unavoidable disruption and minor delays to the processing of applications. However, we will endeavour to continue delivering the high standards our customers expect.

**Contact details:**

All telephone numbers and email addresses for the Wildlife Licensing Unit and members of staff based at Bristol will remain the same, despite the office move.

Telephone: 0845 601 4523

Fax: 0845 601 3438

Email:

- For badgers, birds, deer, non-native mammals, seals, falconry, sales and taxidermy: [wildlife@naturalengland.org.uk](mailto:wildlife@naturalengland.org.uk)

If you have any queries regarding the above information please email us at the above address or telephone us on 0845 601 4523

Yours sincerely,



Sarah Seaman

Team Leader  
Wildlife Licensing Unit  
Natural England