

**NATURAL ENGLAND'S REGULATORY DELIVERY
AND CUSTOMER SERVICES TEAMS
SERVICE STANDARDS FOR WILDLIFE MANAGEMENT AND LICENSING.**

Natural England's Regulatory Delivery and Customer Services teams provide advice and licences aimed at ensuring the sustainable co-existence of wildlife and people. This may include enabling the conduct of scientific surveys and research or advising on the appropriate management of wild species in England required to resolve problems. Our advice includes the relevant legal considerations, and guidance on how to apply for licences where necessary. More information is available on our web site.

We work with a wide range of people and are committed to providing a high quality service. Our service standards are set out below so that people know what they can expect from us. We regularly monitor our performance against these standards within a yearly report on our website and from October 2010 we started to publish our ['wildlife performance' figures](#) at 6 monthly intervals. If you wish to make any comments or complaints about our service please refer to the [procedures published on our website](#):

WORK AREA	SPECIFIC TYPE	SERVICE STANDARD and CITIZEN CHARTER TARGETS
LICENCE APPLICATIONS	♦ ALL NEW LICENCE APPLICATIONS	Acknowledged within 5 working days of receipt (except Science and Conservation licensing and Badger development cases).
	♦ ALL LICENCE APPLICATIONS	All applicants will be invited to complete a short customer satisfaction survey once a licensing decision has been made.
	♦ NEW APPLICATION - NO CONSULTATION REQUIRED OR ♦ REPEAT/RENEWAL APPLICATION. NO CONSULTATION REQUIRED OR ♦ REQUEST TO EXTEND/AMEND AN EXISTING LICENCE (EXCLUDES EPS MITIGATION EXTENSIONS/MODIFICATIONS)	We aim to process all applications within 15 working days. Our minimum 2011-12 target to achieve: 85% of decisions will be issued within 15 working days of receipt of a correctly completed application (or date of request for extensions & amendments) ¹ .
	♦ NEW APPLICATION - INTERNAL CONSULTATION REQUIRED E.g. via an assessment or site visit by one of our wildlife advisers ² . OR ♦ BADGER DEVELOPMENT APPLICATION (AS FROM 1/1/2011) OR ♦ REQUEST TO EXTEND/AMEND AN EXISTING EPS LICENCE OR RENEWAL OF LICENCE WHICH REQUIRES CONSULTATION	We aim to process all applications within 30 working days. Our minimum 2011-12 target to achieve: 85% of decisions will be within 30 working days of receipt of a correctly completed application. For complex new applications, we may take longer to consider the application and we may ask you for more information. As soon as we identify that it may take longer to reach a decision, we will write to advise you of the reason for the delay and give you an estimate of when you can expect our licensing decision.

IN 2010-11, WE MET OUR SERVICE STANDARDS AT 79% TIMELINESS, I.E. 79% LICENSING DECISIONS WERE MADE WITHIN THE 15 OR 30 DAY TARGETS.

¹ 71% APPROX OF CASES DEALT WITH IN 15 WORKING DAYS.

² Generally EPS Mitigation cases and new Species Management cases i.e. damage problems.

WORK AREA	SPECIFIC TYPE	SERVICE STANDARD
APPOINTMENTS (SITE VISITS)	<ul style="list-style-type: none"> ◆ PRE-ARRANGED SITE VISITS E.g. To assess a licence application site. 	Arrive within 10 minutes of agreed time or phone before appointment to explain reason for delay.
REPORTS OF SUSPECTED WILDLIFE POISONINGS	<ul style="list-style-type: none"> ◆ TELEPHONE REPORTS MADE VIA OUR FREEPHONE NUMBER 0800 321 600 	We aim to carry out 100% field visits or follow up interviews within 4 working days of an incident being accepted into the Wildlife Incident Investigation Scheme (WIIS). Our target to meet is set at 95%.
CORRESPONDENCE	<ul style="list-style-type: none"> ◆ GENERAL ENQUIRIES (letters and emails) 	<p>We aim to reply to 100% of general enquires within 10 working days.</p> <p>Our target to meet is to reply to 98% enquiries within 10 working days of receipt. (or acknowledge within 5 working days if the subject is complex, saying who is dealing with request and when you can expect a full reply)</p>
	<ul style="list-style-type: none"> ◆ REQUESTS FOR INFORMATION under the Freedom of Information Act 2000 or Environmental Information Regulations 2004 	Reply within 20 working days of receipt.
	<ul style="list-style-type: none"> ◆ RESPONSES TO FORMAL CONSULTATIONS 	Reply within 20 working days of receipt, or within the deadlines and timescales set by the consultation procedure.
OFFICE HOURS	9.00am – 5.00pm on Monday to Thursday and 08.30 am – 4.30pm on Friday (except public holidays)	
TELEPHONE	<p>Answered within 20 seconds during office hours.</p> <p>Answer-phones available outside office hours. Answer-phone and voicemail messages will receive prompt attention and where possible calls will be returned within one working day.</p>	