

Welcome to the Natural Resources Wales species permitting update

We hope you all had a good summer. There has been no let-up in the high volume of application but the team is now up to full strength and as our newer members of staff gain experience we hope to maintain our level of service and customer care. In this edition, we're concentrating on issues which will hopefully improve the service we provide and make life easier for you and your customers.

Attaching documents to e-mail applications.

We encourage all our customers to apply via e-mail. This is far greener and makes our job of managing applications far simpler. We do however encounter problems with applications received electronically, so here are a few tips to make the process smoother.

- When attaching documents please name them with the site/location name and type of document e.g. method statement, application form etc. For those applying for survey licences your name can replace the location.
- Where possible convert Word documents into PDF format, this reduces the file size. We have a 20 mega-bite file limit.
- Send all the documents on one e-mail if possible. If files are too large, please ensure you make us aware that you are sending multiple e-mails and note them as e-mail 1 of 2 etc.
- We don't use Dropbox or similar storage providers other than Sharefile. We will accept zip-file documents however please check with us the files have been received as some zip-files can fail to pass security checks.

Looking after the customer

We have recently received a few complaints from customers who have had difficulty contacting their ecologist.

This seems to be post survey when the customer is wishing to progress their licence application.

Unfortunately, we are unable to assist in these circumstances but we are concerned customers are contacting us in the belief we can act on their behalf.

We would appreciate your assistance in ensuring contact with customers is maintained post survey where a licence is required. The team already receive a high volume of calls and dealing with frustrated customers detracts staff from processing applications.

Survey licence renewals

We know some customers find the renewal process confusing. There is a belief that by completing the report form licences will automatically be renewed. Unfortunately, a renewal application form is also required resulting in customers completing two forms. To address this issue, we're merging both forms and updating the questions and tables to make it easier for you to re-apply for your licences. A guidance note will also be produced to sit alongside the new form.

We are currently testing the new form and aim to launch it on our web page in the next few weeks. We will publicise its launch on our main pages. Please let us know what you think of the form as we're always looking to improve our documentation.



All enquiries should be directed via the Natural Resources Wales enquiries department on 03000653000.