



## WILDLIFE INSPECTORATE

### STATEMENT OF SERVICE



#### THE WILDLIFE INSPECTORATE

This leaflet sets out the standard of service you can expect from the Wildlife Inspectorate.

It will give you an idea of what we do, why we do it, how we operate and the standards you can expect from the Wildlife Inspectorate.

It also explains how and where to get more information, what you should do if you have any questions about the Wildlife Inspectorate, and what to do if you have any comments about your own dealings with our Wildlife Inspectors.

#### WHO WE ARE

There are about 100 home-based part-time Wildlife Inspectors. They have a wide range of experience and specialist skills.

Their activities are managed by a small team headed by the Chief Wildlife Inspector based at the Department's Headquarters in Bristol. Their address is in the 'contacts' section of this leaflet.

#### PAW

The Partnership for Action Against Wildlife Crime (PAW) is a multi-agency body comprising representatives of all the organisations involved in wildlife law enforcement in the UK.

By checking compliance with the controls on wildlife, the Inspectorate plays an important role in supporting PAW, and therefore furthering Defra's conservation objectives.

#### OUR SERVICE COMMITMENT TO YOU

The Wildlife Inspectorate is committed to giving you the best service it can by

##### ***Acting fairly and impartially***

We will

- treat your affairs in strict confidence, within the law;
- ensure all our activities fall within our legislative remit;
- be objective.

##### ***Communicating effectively with you***

We aim to provide

- clear and simple guidance;
- accurate and relevant information.

##### ***Providing good quality service***

We aim to

- handle your affairs promptly and accurately;
- be accessible;
- keep your costs to a minimum;
- help customers with special needs;
- be courteous and professional;
- continually improve our service.

##### ***Taking responsibility for our service***

We will

- publish our Code of Practice;
- take on board your comments and complaints and provide a mechanism to do this;
- monitor our own performance.

#### COMPLAINTS

If you are unhappy with the conduct of a Wildlife Inspector or our office staff, you should in the first instance contact the Chief Wildlife Inspector.

If you are dissatisfied with his response, you can refer the matter to the Divisional Complaints Officer.

Following this you may contact your local Member of Parliament and ask for your complaint to be referred to the Parliamentary Commissioner for Administration (the Ombudsman).

The contact details are below.

#### CONTACTS

Staff at Defra's offices in Bristol are available during normal office hours to answer questions or to provide specific advice, guidance and support to Wildlife Inspectors and keepers/traders via

General Enquiries

**Tel: 0117 372 8148**

Zone 1/14, Temple Quay House

2 The Square, Temple Quay

Bristol BS1 6EB

Fax: 0117 372 8393

Email: [wildlife.inspectorate@defra.gsi.gov.uk](mailto:wildlife.inspectorate@defra.gsi.gov.uk)

Chief Wildlife Inspector

Tel: 0117 372 8997

Wildlife Inspectorate Co-ordinator

Tel: 0117 372 8479

The Divisional Complaints Officer

Tel: 0117 372 8686

## WHAT WE DO

The Wildlife Inspectorate supports a number of wildlife controls.

- It aids the regulation of commercial trade in endangered species under the Convention on International Trade in Endangered Species of Wild Flora and Fauna (CITES). Trade within the UK is regulated through EU Regulations and through the Control of Trade in Endangered Species (Enforcement) Regulations 1997 (COTES);
- It supports the keeping of a register of captive birds listed on Schedule 4 of the Wildlife and Countryside Act 1981;
- It carries out inspections to check information submitted as part of an application for a licence or registration document. It carries out inspections to check that people are complying with the terms of these documents once they have been issued.

Wildlife Inspectors may also accompany police/customs officers on investigative and enforcement actions.

## WE CAN PROVIDE BETTER SERVICE

If you help us by

- keeping accurate & up to date records;
- letting us know if your circumstances change;
- giving us correct and complete information;
- being co-operative and open;
- giving assistance when reasonably required.

## HOW INSPECTIONS ARE ORGANISED

We carefully select inspectors for particular visits and send the inspector a 'letter of authorisation', asking him/her to carry out the inspection. The letter clearly states the name of the person to be visited, the address, and the purpose of the inspection.

Sometimes inspectors will contact you to make arrangements for a visit; sometimes visits will be unannounced. The letter of authorisation tells the inspector which type of inspection to carry out.

Each inspector has a photo-identification card which he/she will show you before entering your premises. You can also ask to see the letter of authorisation. If you have any doubts you can subsequently contact the Inspectorate headquarters in Bristol to check the identity of the inspector or any information he/she has given you. Contact details can be found at the end of this leaflet.

## THE INSPECTION

Inspectors will always call during daylight hours unless different arrangements have been made with the keeper beforehand. If an inspector finds no-one at the premises who is able to help him/her, he/she will normally return later.

An inspector will introduce him/herself and explain why he/she has come. He/she has legal powers to carry out inspections, but cannot force his/her way into premises or physically search for information. He/she will ask for whatever he/she needs to see. He/she will not handle live specimens him/herself and will ask you to help him/her carry out the inspection.

It is an offence punishable by a fine of up to £5000 to obstruct an inspector.

It is the keeper's responsibility to aid an inspector in verifying information. If there is a good reason why the inspection should not continue, you should discuss this with the inspector.

The inspector will make notes during the inspection and will use them to write a report to the Chief Wildlife Inspector. The information in this report is given to Defra staff who administer the controls and who decide what, if anything, needs to be done next.

Defra has prepared a Code of Practice which sets out in detail the role and activities of inspectors. Inspectors should act professionally and be courteous and polite at all times. If an inspector falls short of the high standards you expect, please contact the Chief Wildlife Inspector.

## WHAT WE ASK OF YOU

The requirements placed upon a keeper depend upon the specific inspection being undertaken.

During an inspection an inspector may

- require the catching up of a specimen in order to read a ring number, microchip or other identifying mark, or in order to obtain a DNA sample;
- ask to see registration documents;
- ask to see CITES related documents;
- take photographs of the specimens and the facilities in which the specimens are kept;

- want to obtain a DNA sample (subject to a vet approving the procedure with regard to the specimen's welfare and carrying out the procedure where required).

## HEADQUARTERS

The work of the Inspectorate is managed by the Chief Wildlife Inspector and his support staff.

Here we have access to the Defra computer system and its databases. We use this information when we plan inspections.

This information and any other information you give us is kept carefully to make sure that it does not fall into the wrong hands.

We are subject to the Data Protection Act (1998) and take our responsibilities here seriously.

Wildlife Inspectors will not divulge any personal information to third parties.

You can contact us during normal office hours by phone, fax or email, or you can leave a message on our answering machine.

When you contact us our staff will

- give you their names;
- answer all telephone calls promptly;
- reply to all letters and emails within fifteen days;
- communicate in a clear and concise manner.

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Copies are available in Welsh on request.