



APHA OV Briefing Note 09/15

Single contact number for the Rural Payments Agency and Animal and Plant Health Agency

From tomorrow (30 September), Official Veterinarians (OVs) wishing to contact APHA's Specialist Service Centres and field services offices in England (details below) will be able to call a single phone number, which will handle calls for the Rural Payments Agency (RPA) and APHA.

OVs in England can continue to contact the Carlisle Centre for International Trade, and Cardiff and Worcester Specialist Service Centres directly. OVs in England can continue to contact individual APHA staff directly, using their current numbers, but when unable to contact individuals directly, should use the 03000 number.

OVs should dial 03000 200 301 and will be offered options to contact APHA or RPA. After selecting APHA there will be a series of options to direct calls to the appropriate team. These will include:

- Suspicion of disease and urgent welfare concerns
- TB and TB Licensing
- International trade
- Registration
- Animal by-products
- Other queries

The helpline will be staffed from Monday to Friday, 8:30am to 5pm. At other times, callers will be given details of the out-of-hours arrangements for reporting suspicion of notifiable disease or urgent animal welfare concerns.

There will be no change to existing arrangements for contacting APHA Field Offices in Scotland and Wales.

Full contact information for APHA is available at www.gov.uk/apha.

Issued: 29 September 2015

APHA Specialist Service Centres

Centre for International Trade: Carlisle

CITES, Imports and exports of animals and animal products, Pet Travel Scheme and Quarantine, Welfare in Transport.

Centre for International Trade: Bristol

Wild Bird Registration, UK management authority for the Convention on International Trade for Endangered Species (CITES).

Specialist Service Centre: Worcester

Animal By-Products (England only), Poultry Health Scheme, Compulsory Scrapie Flocks Scheme, Movement Licences for pre-1996 born cattle.

Specialist Service Centre: Cardiff

Customer Registration (England only), Tracings, GB Poultry Register, TB overdue testing.

APHA Field Services offices in England

England: North

- Leeds
- Newcastle
- Preston

England: South West

- Exeter
- Polwhele
- Aston Down

England: Midlands

- Leicester
- Lincoln
- Stafford
- Worcester

England: South East

- Chelmsford
- Bury St Edmunds