



Llywodraeth Cymru
Welsh Government

GUIDANCE

Cross compliance: useful contacts (2022)

Contact details for Welsh Government offices and other agencies.

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Contents

Welsh Government

Department for Environment, Food and Rural Affairs (DEFRA)

Animal and Plant Health Agency (APHA)

British Cattle Movement Service (BCMS)

Food Standards Agency Wales (FSA)

EIDCymru

Local Authorities

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Welsh Government

Rural Payments Wales Customer Contact Centre

Rural Payments Wales
PO Box 251
Caernarfon
LL55 9DA

Use RPW online account to email RPW or Contact the Helpdesk on 0300 062 5004

Cadw

Welsh Government
Plas Carew
Unit 5/7 Cefn Coed Parc
Nantgarw
Cardiff
CF15 7QQ

Tel: 0300 025 6000

E-mail: Cadw@gov.Wales

Natural Resources Wales

Tŷ Cambria
29 Newport Road
Cardiff
CF24 0TP

Telephone Numbers:

- General enquiries: 0300 065 3000
- Incident hotline (24 hours): 0300 065 3000

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- Floodline (24 hours): 0345 988 1188

E-mail: enquiries@naturalresourceswales.gov.uk

Rydym yn croesawu galwadau'n Gymraeg / We welcome calls in Welsh.

Department for Environment, Food and Rural Affairs (DEFRA)

Nobel House
17 Smith Square
London
SW1P 3JR

DEFRA Helpline

Tel: 03459 33 55 77

E-mail: defra.helpine@defragov.uk

Animal and Plant Health Agency (APHA)

South Wales Animal & Plant Health Regional Office

APHA Field Services
Tŷ Merlin
Heol Glasdwr Parc
Pensarn
Carmarthen
SA31 2NJ

Tel: 0300 303 8268

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Email: APHA.CymruWales@apha.gov.uk

North Wales Animal & Plant Health Regional Office

APHA Field Services
3rd Floor Government Building
Penrallt
Caernarfon
Gwynedd
LL55 1EP

Tel: 0300 303 8268

Email: APHA.CymruWales@apha.gov.uk

British Cattle Movement Service (BCMS)

BCMS

Curwen Road
Workington
Cumbria
CA14 2DD

BCMS Helpline English 0345 050 1234

Hearing Impaired (Typetalk) 18001 0345 050 1234

BCMS Helpline Welsh 0345 050 3456

CTS On Line

Website: www.bcms.gov.uk

CTS self service line English 0345 011 1212

CTS self service line Welsh 0345 011 1213

Email: ctsonline@bcms.rpa.gov.uk

Food Standards Agency Wales (FSA)

Floor 11 Southgate House
Wood Street
Cardiff
CF10 1EW

Tel: 02920 678999

Email: walesadminteam@foodstandards.gov.uk

Website: www.food.gov.uk

EIDCymru

Tŷ Merlin
Parc Merlin
Aberystwyth
Ceredigion
SY23 3FF

Tel: 01970 636959

E-mail: contact@eidcymru.org

Local Authorities

Website: www.wlga.gov.uk

E-mail: enquiry@wlga.gov.uk

This site has links to all Local Authorities in Wales.

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