



Llywodraeth Cymru
Welsh Government

Useful Contacts

January 2022

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 0256000

E-mail: Cadw@gov.Wales

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

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

Floodline (24 hours): 0345 988 1188

E-mail: enquiries@naturalresourceswales.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

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

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

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.

See local directory for contact details of your Local Authority Animal Health Office/Trading Standards.