



Section eleven Further information

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Further information

11.1 Records you must keep on your farm

You must keep records of all cattle births, movements and deaths, which include details of:

- the ear-tag number;
- the date of birth;
- the sex;
- the breed;
- the dam identity;
- the date of movements 'on' and 'off' your holding; and
- the details of where the animal has moved to or from.

You must keep a record of all cattle movements even if you don't have to report them to us. You must also record links with other farms in your farm records, and movements between your farm and the link farm.

The record may be paper or stored on a computer, and must record details of births, deaths and movements 'on' and 'off' the holding. Use an Agriculture Department Herd Register, a Local Authority Record Book, a computerised spreadsheet, software package or a record book. As records must be available on request, if you keep your records on computer, you may wish to keep a paper copy as a back-up. We can supply herd register books. Contact our helpline to enquire about this.

You must keep farm records for **10 years**, and three years in any other case (for example markets), from the end of the calendar year in which the last entry was made.

a Deadlines

You must complete your farm records within the following deadlines.

- 36 hours in the case of movements 'on' or 'off' a holding.
- 7 days for the birth of a dairy animal.
- 30 days for the birth of cattle not in a dairy herd.
- 7 days for a death.
- 36 hours for replacement ear tags.

We recommend you update your records as soon as possible after the event as this makes it easier to keep your records accurate.

11.2 Quick guidelines

The information below is for quick reference only. Each subject area is covered in more detail within this handbook.

a Tagging

You must only use tags that we have approved for official identification. Always follow the manufacturer's instructions.

- **Dairy:** Fit the first tag within 36 hours of birth. Fit the second tag within 20 days of birth, and in any case before the animal leaves the farm.
- **Beef:** Fit both tags within 20 days, and in any case before the animal leaves the farm.
- **Bison:** Fit both tags within nine months of birth or when separated from their dams (whichever is sooner), and in any case before the animal leaves the farm.
- You must replace lost or illegible ear tags no later than 28 days after you notice the loss or damage.

b Passports

- Make sure we get your application for a cattle passport within 27 days of the animal's birth.
- Use the CTS Online website at www.bcms.gov.uk, CTS Web Services, Agent Access, the SIS (Standard Interface System) e-mail system or the application for a cattle passport form to apply for a passport.
- Check the passport details carefully when you receive it, then sign it (use black ink only), and stick on your bar-code label.
- Return the passport to us if there are any mistakes on it.
- Make sure the passport goes wherever the animal goes throughout its life.

c Reporting animal movements

Report animal movements to us within three days, using:

- the CTS Online website at www.bcms.gov.uk, CTS Web Services or Agent Access;
- the SIS e-mail system. Make sure you use the correct CPH (county, parish, holding) number; or
- movement cards in the passport (use the correct card for the animal being moved, and fill in the date and type of movement).

d Reporting animal deaths

For animals that die on farm and are **over 48 months old**, you must arrange for a collector to take the carcase to an approved sampling site within 24 hours of death. You must fill in the inside back page of the passport with the place and date of death. You must return the passport to us within seven days of the death. You do not need to report an 'off' movement. A movement card with your bar-code label should go with the animal.

For animals that die on farm and are **aged 48 months or less**, you must arrange for a collector to take the carcase to a hunt kennel or knacker's yard. If you prefer, you can use an on-farm incinerator. You must fill in the inside back page of the passport with the place and date of death. You must return the passport to us within seven days of the death. You do not need to report an 'off' movement.

e Official cattle identification documents

Below is a list of official identification documents for cattle which you may have or need to identify your cattle.

For cattle born or imported before 1 July 1996

- Certificate of CTS registration with movement cards (CHR3), or CPP13 if the original passport has been replaced since 9 October 2000.

For cattle born or imported between 1 July 1996 and 27 September 1998

- Green A4 cattle passport (CPP1) and a Certificate of CTS registration with movement cards (CHR3), or CPP13 if the original passport has been replaced since 9 October 2000.

For cattle born or imported after 28 September 1998

- Chequebook-style cattle passport with movement cards (CPP13).

For cattle refused a cattle passport

- Notice of registration (CPP35).

11.3 Top tips

Please use the following tips.

- If you use CTS Online or CTS Web Services, print off your feedback receipts for your own records.
- Use black ink on everything you send to us.
- Write clearly in the boxes on the form.
- Make sure that when you tick any boxes, your tick doesn't go into another box or outside the box.
- Make clear any differences between letters and numbers, especially '1' and 'l',

'2' and 'Z', '5' and 'S', '7' and 'Y', and '8' and 'B'.

- Write clearly, making sure all parts of the letter join up, for example E, H, T, 7, 9. If the letter is broken, it may be read incorrectly, for example letter 'B' read as '13'.
- Don't use date stamps – they do not print in the boxes so our scanners cannot read them.
- Check all documents before you send them to us.
- Carefully check your passports, including the dam details, when you receive them from us.
- Your cattle documents are important, and you should keep them safe. When you send us documents, you may want to keep proof of posting in case they go missing. For example, you can use recorded delivery.
- If you need to phone us, please make sure you have your CPH number and any reference number ready.
- Tell us how you applied for your birth registrations or reported your movements. This will help us deal with your query.

11.4 What you should do if you are not satisfied with our service

- You should first contact the person dealing with your case. You can do this by e-mail, letter, fax or phone, or in person.
- After this first step, if you are not happy you can write to the BCMS Operations Manager. It will help us to investigate your case if you set out the facts as fully as possible. We will thoroughly investigate the matter and give you a full response within 15 working days.
- If you are not happy with the BCMS Operations Manager's reply, you can write to the Head of BCMS Operations.
- If you are still not satisfied you can write to our Customer Relations Unit (CRU) at:

Rural Payments Agency
PO Box 69
Reading
RG1 3YD.
Fax: 0118 939 3817 or 0118 953 1467
E-mail: customerrelations@rpa.gsi.gov.uk

The CRU plays no part in managing our service so is not biased. The CRU will investigate your case and will normally report back to you within 15 working days.

If you are still not satisfied, you can ask:

- your Member of Parliament;
- your Member of the Scottish Parliament; or
- your Assembly Member;

to take up your case with us or pass your case to the appropriate minister or ombudsman.