

Bat Conservation Trust



# National Bat Helpline Annual Report

2017

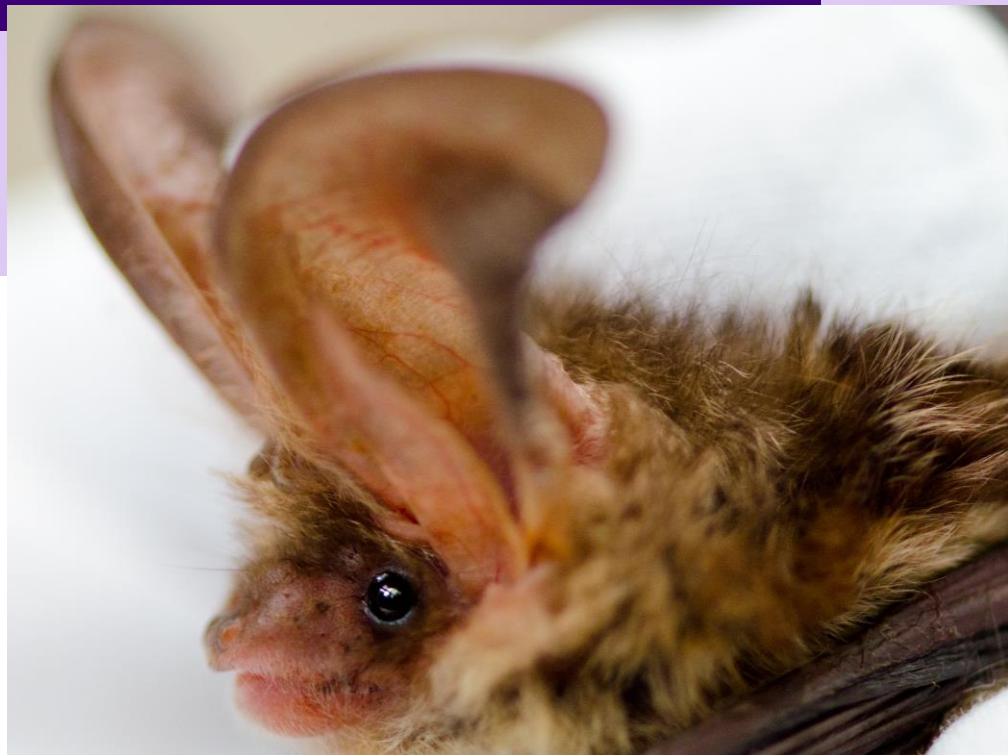


Photo by Peter Crome

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# 1. The National Bat Helpline

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In 2017...

**14,981**

enquiries were received by the Helpline in total by phone, email and post.

**2,337**

of these enquiries came through the OOH service.

The National Bat Helpline is managed by the Bat Conservation Trust (BCT) and is a national service available to anyone who is interested in or concerned about bats. The Helpline can be reached on 0345 1300 228 or via email between 9.00am and 5.30pm on weekdays all year round, with an Out Of Hours (OOH) service provided during the summer by trained volunteers. The figures contained within this report include all enquiries received through the Helpline and OOH Helpline, unless stated otherwise.

## 1.1 The Helpline Team

### 1.1.1 Meet the Team of 2017 – 2018



*Amanda Adebisi - Helpline Manager*

*Joined the Helpline: February 2007*

*Favourite bat species: Bechstein's*

Lincolnshire born Amanda lives in Ruislip. Her degree is in Animal Behaviour with Ecology and Conservation. When not managing Helpline she creates wool animal sculptures through the art of needle felting, plays the drums, and loves to photograph wildlife and landscapes.

*Peter Crome - Helpline Manager*

*Joined the Helpline: March 2013*

*Favourite bat species: Brown long-eared*



Pete grew up in Australia, caring for wildlife including bats, marsupials and birds. After pursuing a career as a ballet dancer, Pete studied Environmental Management at the University of Queensland. He spent six years with LRS Consultancy working on a range of environmental projects before joining BCT in 2013. In his spare time Pete is a keen wildlife photographer.



*Olivia Morton - Bat Advice Officer*

*Joined the Helpline: May 2013*

*Favourite bat species: Bechstein's*

*Lot co-ordinator for South West, Cornwall & Isles of Scilly*

*Bats in Churches Project Co-ordinator (BCT) supported by HLF*

Olivia hails from Wales but now lives on the coast in East Sussex. Before joining the Helpline, she gained a research Master's degree in Ecology. She enjoys trying her hand at various crafts and has run the pompom bat workshop at the National Bat Conference. She spends much of her free time walking in the woods and trying to identify fungi.

*Jennifer Pope - Bat Advice Officer*

*Joined the Helpline: June 2007*

*Favourite bat species: Brown long-eared/Natterer's/Honduran*

*White Bat*



Jen lives in West Sussex and studied Marine Biology at the University of Plymouth followed by an MSc in Zoo Conservation Biology. She has a background in wildlife rehabilitation and has an interest in island ecology, having travelled to Madagascar, Borneo, Cuba and Iceland. Jen enjoys live music and spends her spare time trying to coax her children out of trees and retrieving toys for her dog.



*Hannah Van Hesteren - Bat Advice Officer*

*Joined the Helpline: May 2015*

*Favourite bat species: Noctule*

*Lot co-ordinator for East Midlands and Yorkshire*

*Out of Hours Project Co-ordinator*

Having graduated with a degree in biology from the University of Sussex in 2013, Hannah began volunteering in nature reserves around London where she developed a passion for bats. Hannah still volunteers in her spare time, attending bat surveys as often as possible and is the joint chair of the London Bat Group.



*Laura Brown – Bat Advice Officer*

*Joined the Helpline: May 2015*

*Favourite bat species: Bechstein's*

*Lot co-ordinator for East of England*

*Co-Ordinator, UK Bat Care Network*

After a decade in financial services, Laura changed careers to pursue her lifelong interest in nature and animal welfare. She became a permanent member of Helpline staff after working for two summers as a Seasonal Helpline Officer. Outside of work, she has published poems, short stories and classical music reviews.

*Hannah Ryan-Leah – Bat Advice Officer*

*Joined the Helpline: May 2016*

*Favourite bat species: Barbastelle*

*Lot co-ordinator for Cheshire & Lancashire, Cumbria, North East  
and West Midlands*



Hannah studied Ecological Sciences at the University of Edinburgh graduating in 2012. Now in her native London she spends time volunteering at a London nature reserve and as the Social Media & Events Officer for the London Bat Group. An avid traveller she recently visited Sri Lanka the perfect place to pursue her hobbies, especially in photography, film making, graphic design and surfing.



*Grace Johnson – Helpline Officer*

*Joined the Helpline: May 2017*

*Favourite bat species: Brown long-eared*

*Lot co-ordinator for South East*

Grace is originally from Newcastle, and studied Zoology at the University of Leeds. She then worked in Australia for over 2 years and has travelled around Asia, New Zealand, the South Pacific and South America. Whilst travelling she undertook various volunteer conservation projects in Borneo and Australia. In her spare time she likes running, cooking and travel.

### 1.1.2 Staff updates

The Helpline started 2017 with two full time managers, four full time bat advice officers, one part time bat advice officer and one full time Helpline officer. There is also a volunteer-led OOH service in the summer months, providing invaluable assistance with the high volume of enquiries received during the evenings and weekends.

Between May and November 2017, we had a team of Seasonal Helpline staff to cover the busy period:

#### *Keiron Brown*

Keiron worked for the Bat Conservation Trust from 2012 to 2016, and returned for the summer of 2017. Following his time at BCT, he has continued his career with the Field Studies Council.

#### *Christie Breen*

Christie left BCT at the end of August in preparation for her new venture studying Veterinary medicine at the University of Surrey.

#### *Caroline Coyle*

After a career in the tourism industry, Caroline went back to college to study Environmental Management. She was then delighted to share her enthusiasm for conservation working at BCT.

#### *Poppy Jones-Pierpoint*

Poppy studied ecology at the University of East Anglia and has since been volunteering with local conservation organisations, and continues to do so following her work at BCT.

#### *Julie Day*

While working at BCT, Julie also completed her PhD with the University of Exeter investigating the impacts of street lighting on bats.

#### *Grace Johnson*

Grace remains at BCT as a Helpline Officer.

In March 2017, full time bat advice officer David Jackson moved on to a new adventure. In 2016 David was the lot co-ordinator for Cheshire and Lancashire. He also coordinated both Helpline projects, the UK Bat Care Network, and OOH Volunteer manned Helpline during the summer.

- Lot co-ordinator responsibilities for Cheshire and Lancashire were passed to Hannah Ryan-Leah.
- The OOH Project Co-ordinator role was reallocated to Hannah Van Hesteren, who completed her first summer as the co-ordinator in 2017 with assistance from Hannah Ryan-Leah.
- The UK Bat Care Co-ordinator role was reallocated to Laura Brown, who completed her first summer as the co-ordinator in 2017.

As a result of David's departure, Grace Johnson was hired as a permanent Helpline Officer taking over lot co-ordinator duties for the South East from Laura Brown.

## 1.2 The BCT Strategic Objectives - How the Helpline contributes

### 1. **Discover:** To establish the capacity of the landscape to support viable populations of bats.

*For every Natural England volunteer roost visit that the Helpline coordinates, we gain a record of a bat roost. On behalf of Natural England, we share anonymised data from these visits with biological records centres, the National Biodiversity Network and local bat groups, helping these organisations gather the information they need to protect bats and their habitat.*

*We also urge roost owners and other members of the public to get personally involved in bat recording by promoting the National Bat Monitoring Programme (NBMP) wherever possible. NBMP is a citizen science initiative operating throughout the UK that produces official statistics on bat populations and trends. People can participate by counting the bats in their roosts or taking part in transect surveys.*

- The Helpline answered 4,972 enquiries in 2017 from those who wanted more advice about a bat roost. These roosts were reported in residential properties, churches, trees and other structures.
- The Helpline distributed NBMP leaflets and survey information to 889 enquirers, promoting volunteering for the project and encouraging roost owners to count their colony. This led to the recruitment of 69 new volunteers to the NBMP Roost Count in 2017.

### 2. **Act:** To secure and enhance bat populations to the full capacity of the landscape.

*The Helpline does many different things, all with the same purpose: to save bats. We help individual bats by putting people who have found a grounded or injured bat in touch with volunteer bat care contacts throughout the UK, and we help the larger bat population by giving people the knowledge they need to protect their habitat.*

*In England, we help roost owners get the advice they need to undertake repairs or maintenance on their homes or churches without harming their bats. We organise visits by licensed Natural England Volunteer Bat Roost Visitors (VBRVs) throughout the whole of England and produce advice letters on Natural England's behalf. Throughout the UK, we also help to educate roost owners about the legal protection of bats, the fact that they pose no threat to buildings or their human occupants, and their importance to the UK's environment and economy.*

*We also helped people who were concerned about the impact of development on bats to make their voices heard in the planning process and ensured bats are taken into account. Where a member of the public thinks a wildlife crime has been committed, we guide them through the process of reporting this to the police.*

- In 2017, the Helpline dealt with 4,706 roost enquiries within England on behalf of Natural England, and of these we organised 1,050 roost visits to provide further advice.

- The Helpline received 2,333 roost-related enquiries in 2017 from outside of England. These enquirers were provided with relevant information and directed to their country's Statutory Nature Conservation Organisation (SNCO) for further advice where necessary.
- There were 1,937 enquiries to the Helpline in 2017 relating to planning permission and developments that may affect local bat populations and roosts. This represents 13% of the total enquiries received over the whole year.
- There were 591 enquiries relating to bat crime or bat roosts disturbed during building work in 2017.
- In 2017, the Helpline received a total of 7,494 enquiries regarding grounded, injured or baby bats found and 905 regarding bats flying in buildings. We provided immediate care advice and when appropriate, we were able to pass on details of local bat care contacts in order to rehabilitate the bats and release healthy bats back into the breeding population.

*We also make sure that the public are made aware and have the most up to date facts about bats and rabies, as well as providing general information on subjects such as bat biology and ecology.*

- The Helpline provides advice about the small risk of a type of rabies to every enquirer who may come into contact with bats, and minimises the risk of them being bitten or scratched by advising enquirers against handling bats. In 2017, 63.2% of enquiries (9,478) to the Helpline were linked to instances where the enquirers could or had come into contact with bats.
- We ask every caller who has found a bat whether they have been bitten or scratched. If they have, we make sure that the Animal and Plant Health Agency (APHA) is informed and that the person bitten has accurate information and knows to seek medical advice. The Helpline dealt with 123 bat bite incidents in 2017. We also provide information and reassurance to people who are generally concerned about the rabies risk from bats.
- The Helpline supports the APHA passive testing system for the EBLV virus by providing enquirers who find dead bats with appropriate information and test tube packs to enable them to send the dead bat to the APHA testing laboratories. In 2017, the Helpline sent out 611 rabies test tubes to 532 individuals.

### 3. Inspire: To win the level of support required to achieve and maintain these bat populations.

*One of the major threats to bats' survival is their undeserved bad reputation. Our conversations with the public give us the perfect opportunity to combat myths and spread the word that bats are a vital part of our ecosystem. We reassure roost owners who are worried about having bats in their houses.*

*We also give support and encouragement to people who love bats and want to help them. We advise members of the public on how to encourage bats through wildlife-friendly gardening and creating new roosting space. We also inspire them to help bats further by getting involved with their local bat groups, taking part in the National Bat Monitoring Programme, and, of course, joining BCT.*

*For people who don't feel ready to commit to NBMP, the Helpline promoted the Big Bat Map, a website where the public can record sightings of bats. This is a fun tool to engage the public and make them think about bat populations in their local area.*

- The Helpline also acts as a link between BCT, bat groups and Volunteer Bat Roost Visitors. At least 1,342 enquiries were bat group-related; either enquiries or leaflet requests from bat groups, or enquiries passed on to bat groups.
- The Helpline team directs some of its enquiries to specialist BCT staff to ensure they are answered appropriately.
- The Helpline provides resources (e.g. information leaflets and posters) to enquirers. In 2017 this amounted to information being sent to over 9,000 people.
- We promote BCT membership wherever possible in all communication. A staff incentive membership race raised £2808.70 by the first week of September and was responsible for several new memberships.

#### 4. **Strengthen:** To achieve financial stability and sustainable staff workloads. Staff and volunteers are motivated and well led.

*The Helpline is committed to supporting both staff and volunteers; their hard work and drive to protect bats is instrumental to the continued conservation of these wonderful animals. Managing staff and volunteer workloads is crucial in the effective organisation of the Helpline, and this has particular precedence during the busy season (April – September) when bats are most active. During this busy summer season the Helpline hires seasonal staff, who provide additional support for the team.*

*Staff work on a rota basis, allowing them to manage their time efficiently. Sharing of different tasks amongst the team on this basis with the addition of larger scale project work creates a varied workload for staff, leading to them feeling motivated and stimulated in their work.*

*Volunteers are crucial to the success of the free advice service and we are incredibly grateful for all the hard work they do. We continuously work on the Helpline to create and foster good relationships with volunteers. We also work closely with Natural England in the implementation of the free roost visit service and aim to continue this contract into the future.*

- Staff are encouraged to increase their bat knowledge through training to aid their work on the Helpline. In 2017, training courses about bat ecology, bat care, bat identification, white nose syndrome and bat detectors were attended by officers. The knowledge gained from attending training courses is disseminated to the Helpline team by the officer who attended and where appropriate, standard emails and information documents are produced which can be shared with enquirers.
- Hiring seasonal staff increases the Helpline's capabilities, a larger team allows the Helpline to manage daily increase in enquiries during the summer. Consequently more enquiries are answered, more roost visits arranged and more bats saved on a daily basis whilst maintaining a careful allocation of Helpline resources.

## 1.3 Overview of 2017

### 1.3.1 Enquiry statistics

In 2017 the Helpline received a total of 12,664 Helpline-related enquiries (not including OOH). These enquiries consisted of calls, emails and letters. This was higher than in 2016, when 12,182 were received and represents an increase of 4% in enquiries received by BCT. The OOH service received a further 2,337 enquiries on top of this, which is a 3.1% increase from the previous year.

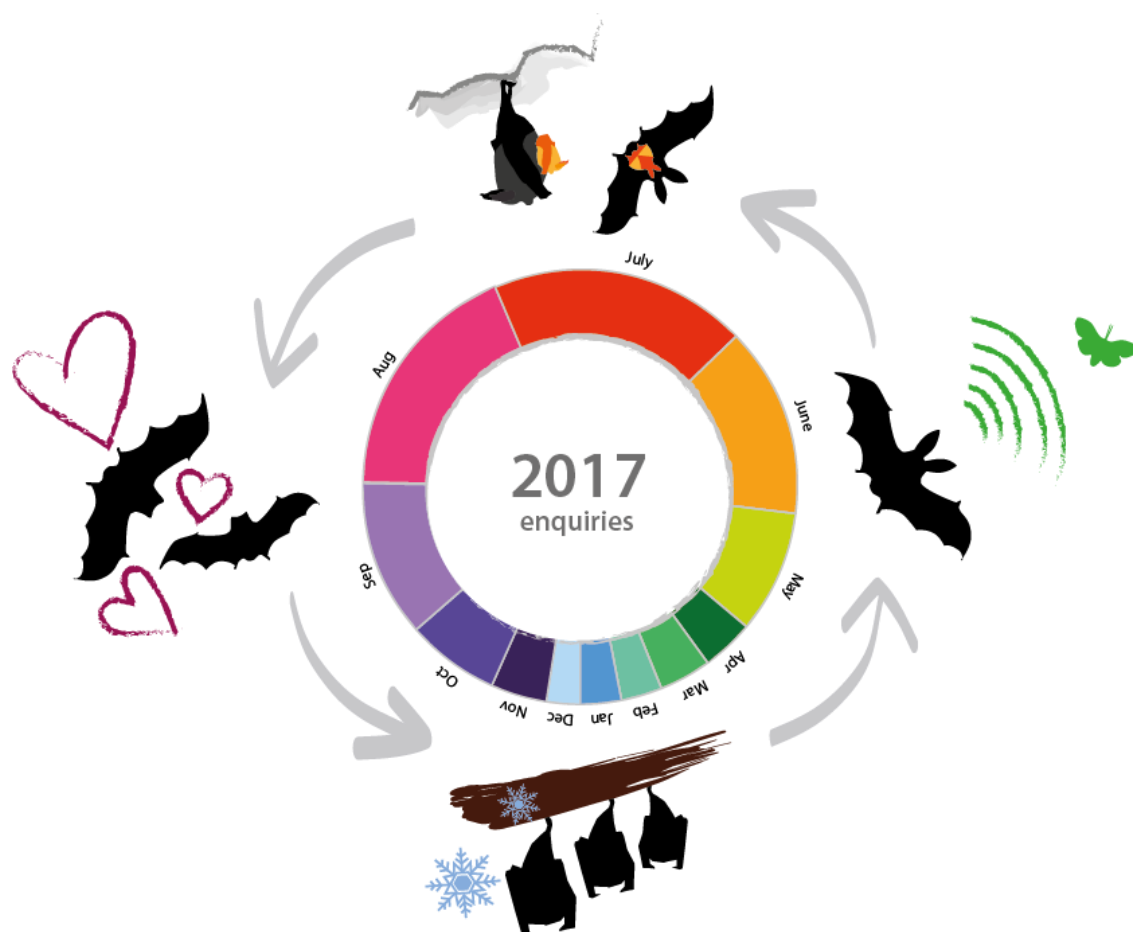


Figure 1: The proportion of enquiries received on the Helpline across the year. January - March accounts for 10.2%, April - June 27.3%, July - September 49.2% and October - December 13.3%.

Over the winter period (January to March), we took a relatively low number of calls – just 10.2% of our yearly total. During this time, bats were mainly hibernating and people were less likely to encounter them. Many of our queries at this time of year related to hibernating bats being found during building work. We also had calls from roost owners (including churches) seeking advice on proposed works. Bat care calls were mainly about malnourished bats that came out of hibernation too early.

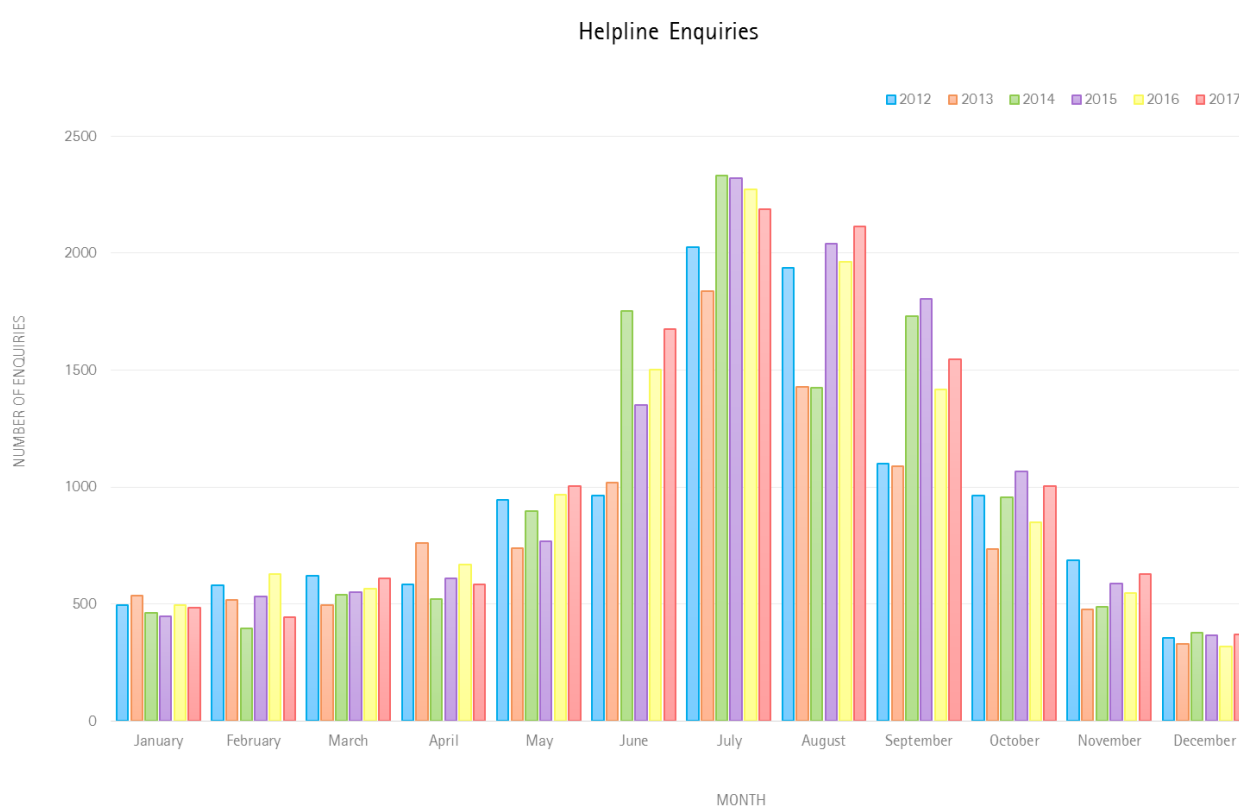
Between April and June, the number of enquiries more than doubled, accounting for 27.2% of the total for the year. Our OOH service started on 2 May and had the second busiest May in its 13-year history. This period included the start of the maternity season. The first confirmed wild-born baby bats were in May in Oxfordshire. Two pups were found during bat box checks, one had been born to a very young mum and sadly died, but the other was alive.



During the summer period (July to September) enquiries skyrocketed, accounting for 49.2% of our annual total.

With the maternity season in full swing, we received many phone calls and e-mails from members of the public who had found a bat or baby bat. We gave them advice on how to safely contain the bat and put them in touch with local volunteer care contacts whenever possible (when no volunteer was available, we referred callers to their local vets). We also heard from many people who had just discovered they had a bat roost, who wanted to do work in a roost, or who were having issues. For roost owners in England, we arranged volunteer bat roost visits whenever appropriate through Natural England's free advice service.

Things quietened down from October to December – with just 13.4% of enquiries received during this period. Although this period saw the start of the winter hibernation season, the mild weather meant that many bats stayed active and we continued to receive bat care enquiries.



**Figure 2: This bar chart shows the total number of enquiries that the Helpline received each month from 2012 to 2017, including phone calls, emails and letters.**

### 1.3.2 Volunteers and Lot-coordinators

With the help of Volunteer Bat Roost Visitors, Natural England provides a free roost visit service to anyone who has bats in a residential property or church and requires further advice than that which can be provided on the phone or in an email. BCT is contracted by Natural England to organise these visits in all 28 of its regions. The regions are grouped by lot and in 2017 were overseen by permanent members of the Helpline team who acted as Lot Co-ordinators (please see below).

The Natural England casework is an extremely important part of our work, which would not be possible without the dedication of Volunteer Bat Roost Visitors. The help and advice given by those who take part in this service is extremely valuable and we believe the system is vital to the conservation of British bats.



**Figure 3: This map shows which Helpline staff member was the lot coordinator for each area in 2017.**

In 2017 we were able to organise 1,050 roost visits – a decrease of 25.3% from the previous year. We would like to thank the many volunteers who not only completed training, but also took on far more and wider-flung visits than they had before.

Our staff helped to manage roost visit requests by identifying cases where advice could be issued without a visit, such as for rodent control, loft insulation and non-chemical cluster fly treatment. We encourage roost owners with issues, such as bats in living areas, to take some simple steps to resolve them at home before proceeding to the visit stage.

### 1.3.3 Bat care

In March 2017 Bat Care Co-ordinator David Jackson left BCT, with Laura Brown moving into the vacant co-ordinator role after being the assistant for the project since December 2015.

In 2017 the Bat Care Network added 37 new individual care contacts and one new wildlife hospital (Wildlife Aid in Surrey). We also registered 33 trainee bat carers, and sent initial information to 116 people who expressed an interest in care.

The Bat Care Co-Ordinator undertook a major exercise to contact carers who had been inactive on the Network for some time and encourage them to become active again. As a result of this, 19 carers have resumed caring for bats through the Network. Carers who did not wish to continue or did not respond to several attempts at contact were removed, and some double-counting in the carer's list was corrected.

The UK Bat Care Network now consists of **358** individual carers, **12** regional Helplines and **11** wildlife hospitals.

Although the figures declined from 2016, overall bat care coverage has actually increased. The Co-Ordinator is exploring new ways to recruit carers and engage vets, and gave a talk to students at the Royal Veterinary College to encourage them to get involved.

The paperwork that carers use to get free rabies vaccines has been revamped to make GPs' obligations clearer to them. The monthly Bat Care Bulletin has also been given a makeover, with regular features on rabies prevention and recent research. At the end of the year, preparations were underway for the second National Bat Care Conference, which was held in February 2018.

### 1.3.4 New rabies cases

In 2017 a new rabies case was reported to BCT by the APHA. It was a Daubenton's bat (which had died and been submitted through the passive testing programme) and had tested positive for European Bat Lyssavirus type 2 (EBLV2). This is a type of rabies that has been found in only a small number of Daubenton's bats in the UK. At that time, this was the 15th bat to test positive in three decades of monitoring. None of the other 17 bat species in the UK have been found to carry the virus. The new cases did not trigger any change in procedures and have not affected the UK's rabies-free status. The Helpline continues to reiterate best practice procedures to anyone coming into contact with bats. Helpline's involvement in these cases highlights BCT's role on the front line of rabies monitoring and prevention.

### 1.3.5 Highlights from Helpline enquiries

In January, a bat was found inside an extra-large wine glass along with 250 corks.

In June, a bat was found on the fencing of the sea-lion enclosure at Dudley Zoo.

In September, an OOH volunteer received a call about a bat that was flying around the stalls of a London West End theatre shortly before the start of the show.

In August, a stowaway bat was found on a sail boat just off the coast of Portugal.

The first wild bat pups of the year – two Natterer's - were found during a bat box check in Oxfordshire. One (born to a very young mum) had sadly died, but the other was alive.

In September, a bat was found clinging on to the sign of British American Tobacco. The sign reads 'BAT'.

Where appropriate, above enquirers were provided with containment and care advice, in order to achieve the best possible outcome for the bat.

### 1.3.6 Feedback and financial support

We actively seek feedback from roost owners as part of the Natural England advice service. In 2017, 95% of respondents rated the overall service as "excellent" or "good." This reflects not only our own work, but the work of Natural England's Volunteer Bat Roost visitors, as well as the Natural England staff who approve letters and verbal advice.

Over the summer we once again ran a team challenge where staff competed to recruit members and attract donations. By the start of September, we had raised £2808.70 for bat conservation, breaking all previous records. If you would like to make a donation to the Bat Conservation Trust or get involved in fundraising more details can be found on our [website](#).

## 1.4 Breakdown of Helpline enquiries

The National Bat Helpline fields a wide range of enquiries, from simple leaflet send-outs to complex roost visits. For the purposes of reporting for 2017, all enquiries have been grouped together into these 10 categories, although the individual enquiries were often recorded in much more detail.

Table 1: Helpline enquiry categories.

Category	Includes
General Information / Education	Bat boxes, roost creation, encouraging bats, bat detectors, the NBMP, education, bat sightings during the day and other general queries.
Crime Related	Cases where an offence or probable offence may have taken place.
Bat Welfare	Grounded and exposed bats, baby bats, bats caught by cats and illegal landings.
Planning & Development	Planning and development cases that are not located within England such as planning applications, licences, wind turbines, lighting and ecological consultancy.
Bats in Buildings	Bats in houses and other buildings, and bats setting off alarms outside of England; this includes grounded and flying bats found inside buildings.
Roosts	Information about enquirers' roosts, visits and potential roosts outside of England.
Bat Groups	Enquiries from bat group contacts e.g. leaflet requests and enquirers looking for bat group information.
Pest Control	Pest control including rodent control, cluster flies, timber treatment outside of England.
Rabies/Bat Bites	Requests for tubes for passive testing of dead bats, questions about rabies, bat bites and possible exposures.
NE Casework	Enquiries within England regarding planning/development, consultants, enquirers' roosts, potential roosts and arrangement of roost visits.

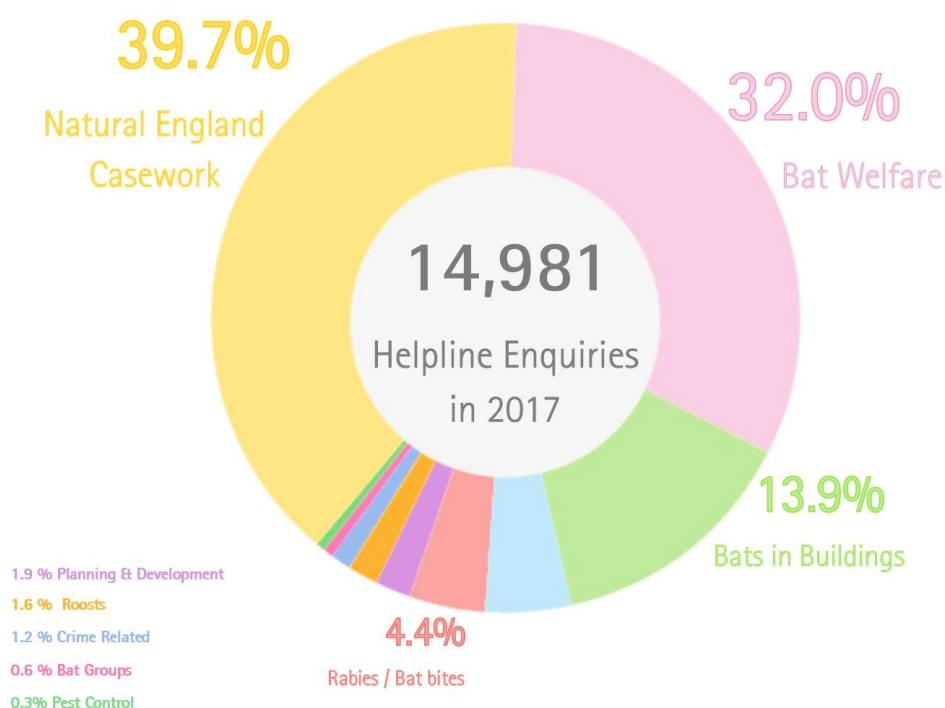


Figure 4: The proportion of enquiries associated with each category that the Helpline received in 2017.

The pie chart in figure 4 illustrates the variety of enquiries that the Helpline deals with over the year. As shown in the chart, Natural England casework and Bat Welfare are important parts of the work that

the Helpline does. 39.7% of enquiries taken were regarding a roost in England for which BCT organises visits on behalf of Natural England and 32% of enquiries were regarding bat welfare.

## 1.5 Bat Care Enquiries

In the UK we are very fortunate to have a network of bat care contacts (carers, ambulance drivers, hospitals and regional Helplines). These are experienced volunteers who give their free time and resources to help bats, and are willing to have Helpline calls referred to them. In addition to the enquiries that they receive through the BCT Helpline, many also receive enquiries directly through their local bat group and regional bat helplines.

The Helpline coordinates these volunteers via the UK Bat Care Network. All volunteers who register with the Network are vaccinated against rabies and must provide up to date proof of rabies vaccination status as required. Contacts who have additional help outside those we know (Regional Helplines and Wildlife Hospitals) are provided with declarations to sign, ensuring that those assisting with a referred BCT call have the relevant experience and vaccinations to deal with the situation at that time.

Volunteers dedicate significant time to driving around to pick up bats, giving training in bat care to other group members, talking to members of the public, collecting supplies and feeding very young bats throughout the day and night. As well as being bat care contacts, some volunteers are also Volunteer Bat Roost Visitors and/or OOH volunteers.

Helpline staff advise anyone who finds a bat not to handle it with bare hands. We explain how to contain a bat without touching it at all, making them aware of the small risk of a type of rabies and emphasising that they should be wearing gloves as a precaution.

**8,141** Helpline enquires were bat welfare related, compared with 7,309 in 2016.

This made up **54.3%** of all enquiries received on the Helpline in 2017.

**3.7%** of these enquiries related to baby bats, compared with 3.1% in 2016.

Bat welfare calls include bat bites, illegal landings and bats flying inside buildings as well as grounded and injured bats and bats exposed on walls. An overall breakdown of the bat care enquiries we received is illustrated in figure 5 below.

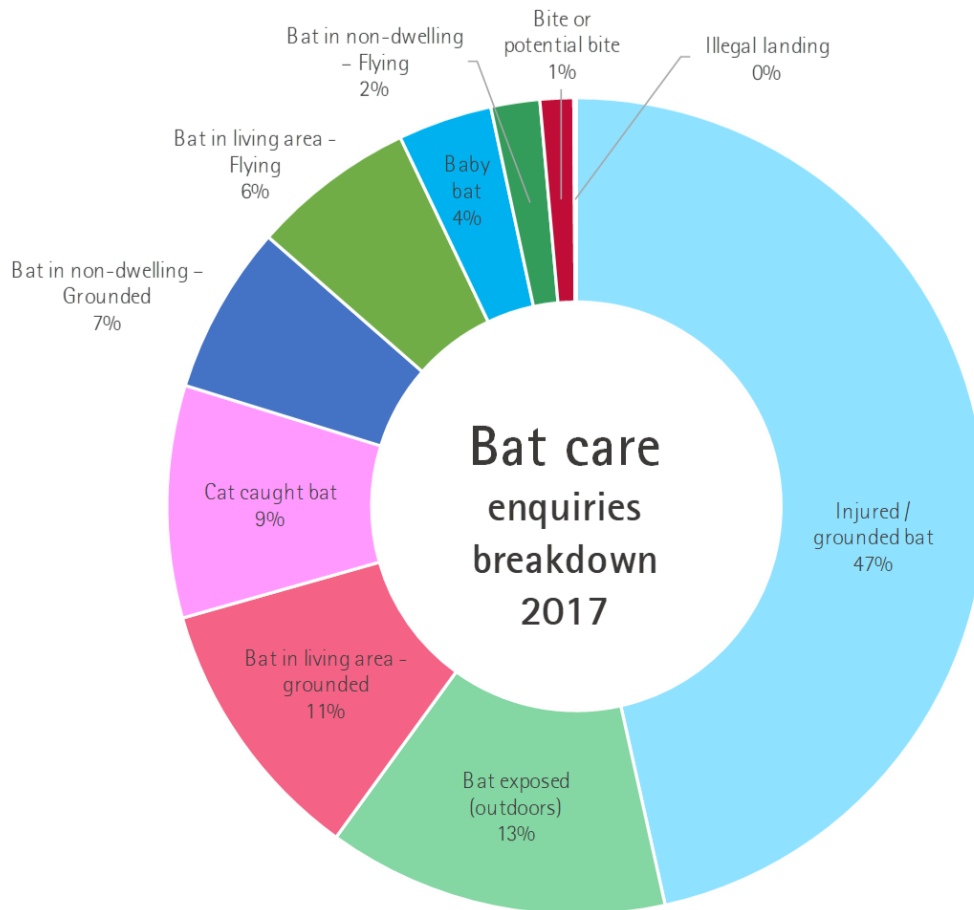


Figure 5: A breakdown of the types of bat care enquiries received by the Helpline in 2017.

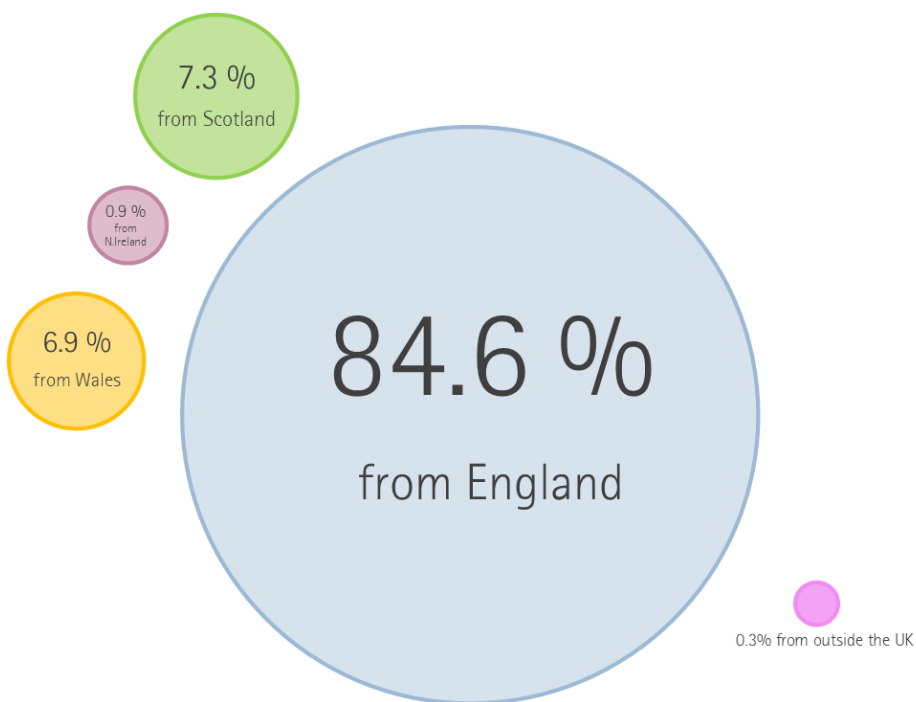
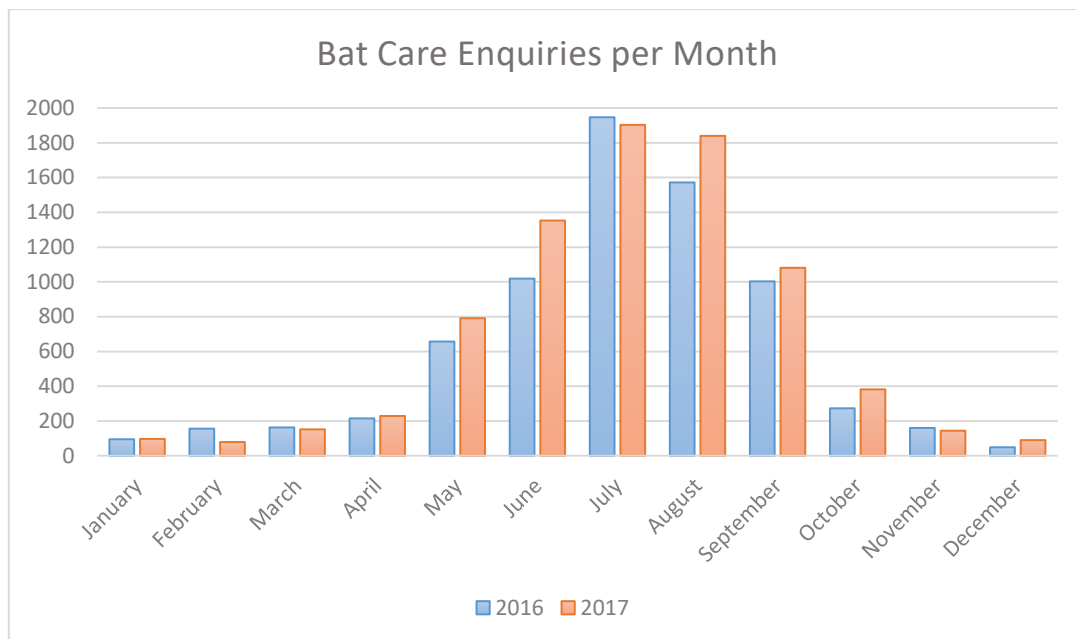


Figure 6: Breakdown of 2017 bat care enquiries by country.

The majority of bat care enquiries taken were in England (see figure 6). Bat care enquiries from non-UK countries included Thailand, Portugal and Italy.



**Figure 7: Comparison of 2016 and 2017 bat care enquiry numbers by month.**

As demonstrated in figure 7, the number of bat care enquiries peaked in July. In both 2016 and 2017, the height of the maternity/active season. During all summer months, more bat care enquiries were received in 2017 than the previous year, with the exception of July where 2016 numbers were marginally higher.

The autumn, moving into winter sees a sharp decline as bats disperse from maternity sites, eventually settling down for hibernation. Bat care enquiries don't cease however, with bats still being found during every month of the year. Bats occasionally leaving hibernation to feed if their energy resources are dwindling, to move roost or during disturbance could explain why bats were still being found throughout the year.

If you would like to register with the BCT UK Bat Care Network, or would like a bit more information about the current service, please contact the Network Co-ordinator Laura Brown, at [lbrown@bats.org.uk](mailto:lbrown@bats.org.uk) or on 0345 1300 228.



## *1.6 Rabies and Animal Plant Health Agency (APHA) testing packs*

Since 1987 over 15,000 bats have been tested via APHA (formerly Animal and Health Veterinary Laboratories Agency) passive surveillance programme, and through active surveillance work. At the end of 2017 only 15 bats (all Daubenton's bats) had been found to have the live EBLV2 rabies virus. The 15th bat to test positive was identified in England in September 2017 via APHA.

Test tubes, submission forms and freepost envelopes for submitting dead bats to APHA can be obtained by contacting the BCT Helpline (0345 1300 228). 470 APHA testing packs were distributed to 532 individuals during 2017.

Part of our work on the Helpline is to ensure that all bat bite incidents are dealt with quickly and that the correct procedure is followed. In 2017, 123 bat bites were recorded. There were also many rabies-related enquiries, such as the public needing reassurance about the rabies risk.

Further information about bats and rabies can be found on the BCT website at [http://www.bats.org.uk/pages/-bats\\_and\\_rabies-1099.html](http://www.bats.org.uk/pages/-bats_and_rabies-1099.html).

## 1.7 Bat crime

BCT's Investigations Project has been working to prevent bat crime since its inception in 2001 as a two-year collaboration with RSPB. The Project was re-launched in 2004 and has been running ever since with Peter Charleston leading the project as part-time Investigations Officer since 2010. In November 2016, BCT's successful application to Esmée Fairbairn Foundation (EFF) for funding allowed for an expansion of Pete's role and the project. Pete is now BCT's Conservation Wildlife Crime Officer for the Bearing Witness for Wildlife: Conservation Wildlife Crime Project. The key priorities of the project include preventing criminal offences, providing advice to people dealing with such offences, as well as accurately recording cases of bat related crime.

The BCT Helpline is often the first point of contact for members of the public and bat workers reporting allegations of criminal offences involving bats. When receiving crime related enquiries, the Helpline gathers as much information about the situation as possible, assess whether or not the report is likely to relate to a genuine crime and quickly decide on the most appropriate action to take.

There are a number of different types of crime-related incidents involving bats that may be reported to BCT. After gathering some more information about the situation, Helpline are able to ascertain if a report relates to the disturbance of bats or damage of a roost, or a breach of licence conditions for example. Calls reporting the unexpected finding of bats during building works are not usually responded to in the same way as a call reporting a bat crime, with Helpline always aiming to ensure the welfare of the bat(s) involved and providing advice about how the caller should proceed with regard to the works.

3.95%\* of all enquiries to the Helpline in 2017 were crime-related or reports of bat(s) disturbed during works. Of the 359 calls reporting bats disturbed during works, it was possible to arrange a Natural England roost visit for 150 (41.8%) of these, as shown in Figure 8. The remaining 209 (58.2%) callers were advised to contact a consultant or their SNCO, advised on work by Natural England without a visit, refused to provide contact details for the arrangement of a visit, or were reports from concerned members of the public who were advised on how to respond appropriately.

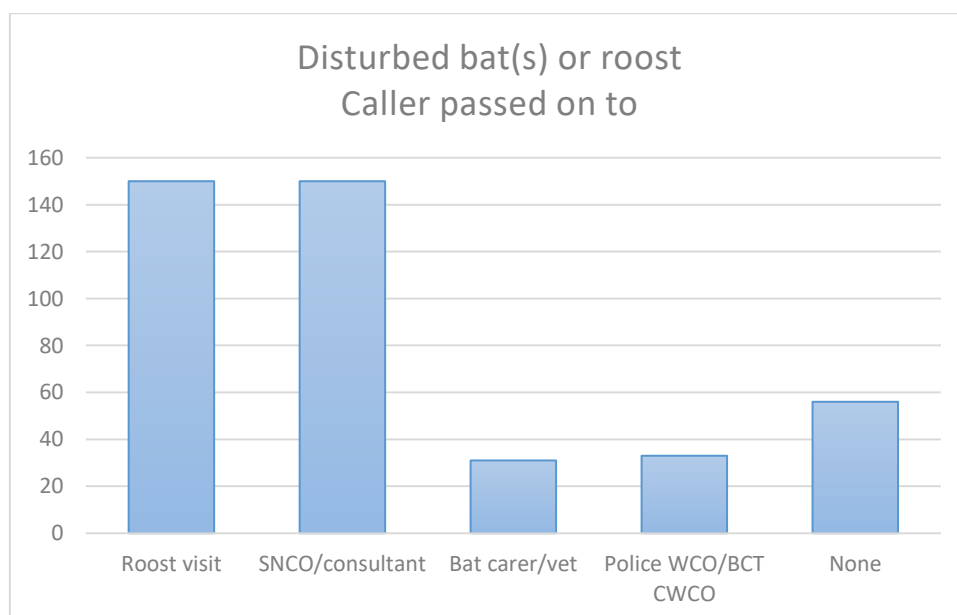


Figure 8: Chart showing where callers were passed on to after calling to report a disturbed bat or roost.

43 of the 150 bat(s) disturbed during works calls, which resulted in a roost visit, were made by the building contractors who discovered the bat(s). The majority (100 [66.6%]) of the calls were made by the homeowners and 6 visits were organised as a result of Volunteer Bat Roost Visitors calling the Helpline directly.

212 of the calls that the Helpline received in 2017 were reporting bat related crime, the majority (77.8%) of which came from concerned members of the public. Wildlife Crime Officers were the second most common enquirer type calling the Helpline for advice about bat crime, making up 9.4% of the calls (20 calls), followed by Ecological Consultants (2.8%) and members of the building and allied industries (1.9%).

Of all the calls to the Helpline reporting a disturbed bat or roost, 41.8% resulted in a Natural England visit, and 41.2% of callers were referred on to seek further advice regarding works from their SNCO or an ecological consultant, as seen in Figure 8. Helpline passed 35 (9.7%) of these calls on for further investigation by the police, Local Planning Authority or Conservation Wildlife Crime Officer. On 3.1% of these calls, Helpline were only able to pass the caller on to a contact to assist with care for the bat(s) involved and 15.6% of the calls were not referred to any contact for various reasons including callers ending the conversation before advice could be given.

All crime related calls and reports of bat(s) disturbed during building works are referred onto Conservation Wildlife Crime Officer Pete Charleston for recording and further investigation if necessary. The Helpline passed 25.4% of crime related calls over to him, as seen in Figure 9, for urgent advice on the matter.

BCT's bat crime reports can be viewed on the [website](#).

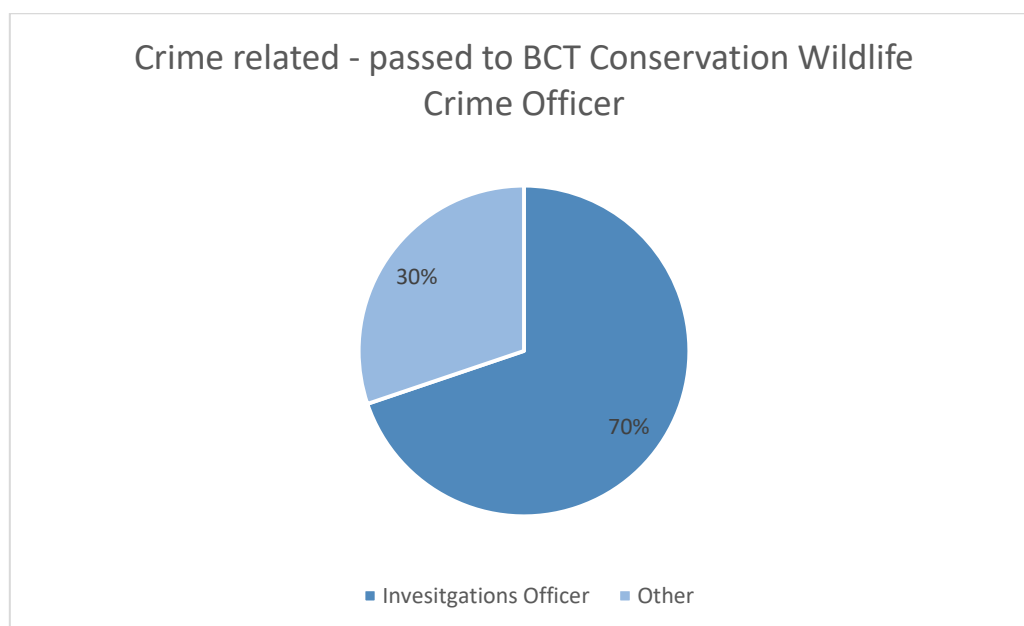


Figure 9: Chart showing the proportion of crime related calls which are referred on to the BCT Conservation Wildlife Crime Officer Pete Charleston.

## 1.8 The Out of Hours Service

Through the generosity and dedication of volunteers, BCT is able to run an OOH Helpline at evenings and weekends from May until the end of September, providing a vital service to the public over the summer period, with 2017 being the project's 14th year of service.

Every evening and weekend during the summer, the BCT Helpline is diverted to a dedicated volunteer (or two during peak periods) who will receive any urgent enquiries. The enquirer is given the option of leaving a message for non-urgent enquiries or speaking to a volunteer for urgent advice. In the auto-attendant message we stress that this is a voluntary service for emergency enquiries only and give examples of what this means.

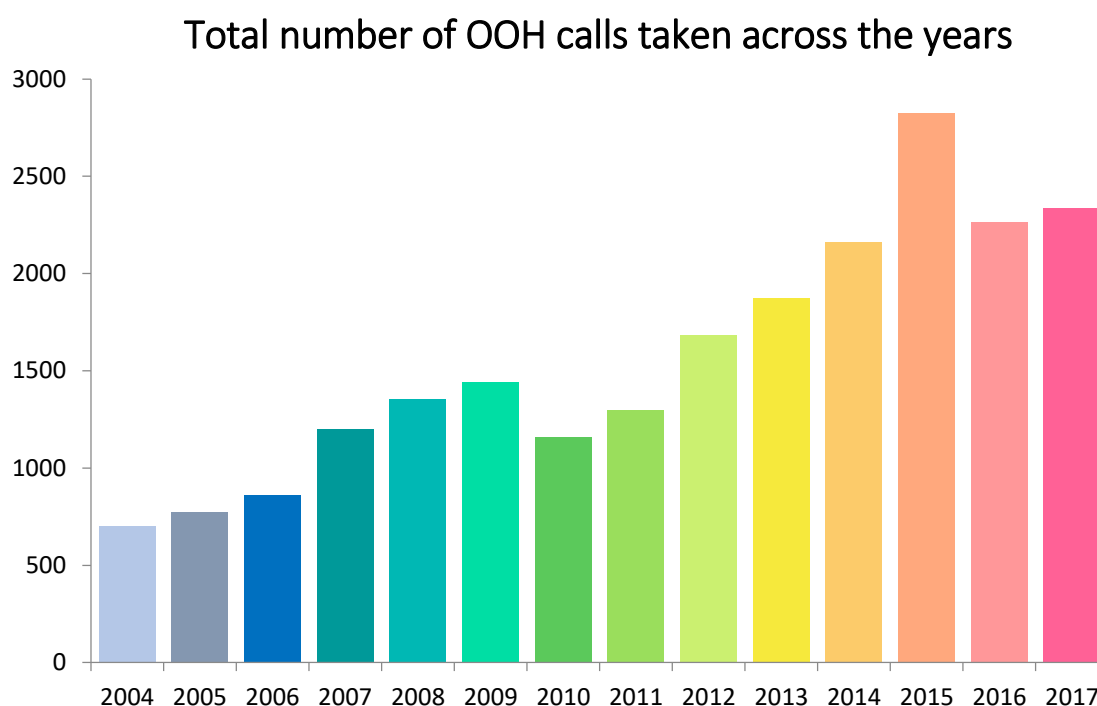


Figure 10: Comparison of enquiries taken through the OOH service, by month.

In 2017, 38 volunteers participated in the OOH Helpline project, compared to 28 in 2016. Volunteers answered a total of 2,337 enquiries making this the second busiest year for the OOH to date. 96.7% of all OOH enquiries were bat care related. In these instances our OOH volunteers were able to provide enquirers with advice on handling and containing bats and pass on volunteer bat care contact numbers where possible.

Being able to run an evening and weekend service which provides support to concerned and interested members of the public is an invaluable tool. As such BCT would once again like to thank all of our volunteers for making the OOH service possible.

If you have any questions regarding the OOH Service please contact Hannah Van Hesteren at [outofhours@bats.org.uk](mailto:outofhours@bats.org.uk) or on 0345 1300 228. A report detailing the OOH Helpline project for 2017 is available on the BCT website at: [www.bats.org.uk/pages/bat\\_Helpline.html](http://www.bats.org.uk/pages/bat_Helpline.html).

## 1.9 Helpline emails and BCT website

Alongside phone and postal enquiries, we respond to enquiries which arrive by email. In 2017, we received 2,533 enquiries in this way. These were mainly from people who sent an email directly to [enquiries@bats.org.uk](mailto:enquiries@bats.org.uk). However, we also receive messages via our website, where people can fill in an on-line enquiry form. In addition to e-mails from the UK, we had several enquiries from across the world, as seen in figure 11 below. We respond to each enquirer individually and attach a selection of BCT's relevant publications where appropriate.

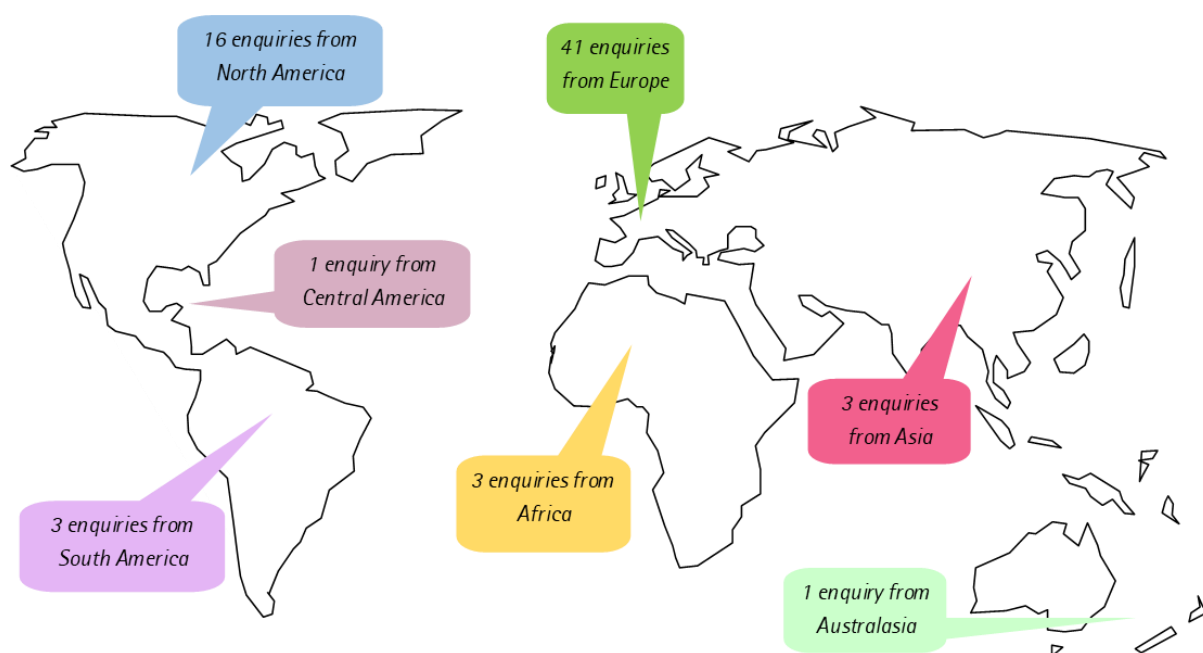


Figure 11: Helpline enquiries received from outside of the UK.

The BCT website contains a wealth of information about bats. The '[Need Help with a Bat?](#)' section answers a lot of the questions that the Helpline deals with regularly, such as what to do if you find a bat, threats to bats, and information about helping bats. We often direct enquirers to specific pages on our website to help with their queries e.g. research on wind turbines, bat detectors and finding the local bat group for the area. The site also has a form where people can register details of a planning case that they think may affect bats and download our advice leaflets on how to contact their Local Planning Authority. 58 planning cases were dealt with through this medium in 2017 that would usually be dealt with via email.

Our engagement with the public on social media continued to grow. At the end of 2017 BCT had:

**109,645** Facebook followers, **39,141** Twitter followers and **3,777** LinkedIn group members.

## 1.10 Leaflets

As part of the BCT Helpline service, we send out information to enquirers who are interested in learning more about bats or seeking further advice. Many of our responses are accompanied by our general information leaflets (such as *Living with Bats*, *Encouraging Bats* and *Amazing Bats*). Wherever possible we try to send these out as electronic attachments to emails to reduce environmental impact and the cost of printing and postage to BCT. However, the Helpline also happily processes leaflet requests from bat groups and bat walk organisers. We also have a 'bats and the built environment' series (including our *Bats and Buildings* leaflet) and a professional support series covering topics such as planning and development, and pest control.

Publication updates in 2017 included the amended size of BCT's membership magazines *Bat News* and *The Young Batworker*, which were reduced from A4 to A5 size. An updated version of the *Join Us* membership leaflet was also produced to be circulated amongst new potential BCT members.



Figure 12: The Bat Conservation Trust's membership magazines.

## 1.11 Promoting Bat Conservation

The Helpline continued with its increased effort to promote BCT membership. Once again, an incentive called 'The Big Bat Race' was run at the start of the summer to incentivise the team. This raised £2808.70 in membership fees and donations by the start of September.

This project, which involved a Helpline Staff member researching how much the team had achieved, was discontinued in September following a review of staff workload. Staff continued to be trained and encouraged to promote membership as per individual targets.

## 2. Natural England Casework

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From 2013, BCT has been contracted by Natural England to organise and oversee the bat casework in all 10 of its lots (divided into 28 regions). Grounded bat and general information enquiries are not included as Natural England work, even if they originated within England, since BCT answers these as part of its general Helpline service. This chapter gives an overview of the Natural England casework and the following chapter provides specific information about our contract work in each of the regions.

From July 2012, Natural England has enabled BCT to have access to the Volunteer Database so that Lot Co-ordinators can check and update the details we hold for current Volunteer Bat Roost Visitors and keep updated on any who have become newly licensed.

Natural England bat casework is broken down into two types of enquiry; those which require a roost visit and those which do not. For more information about the Natural England free roost visit service, please see our *Guide to the Natural England Roost Visiting Service*.

### 2.1 Type 1 enquiries

These are enquiries which relate to a roost or a potential roost that can be dealt with over the phone or by email, and with follow up leaflets. A roost visit by a Natural England Volunteer Bat Roost Visitor is therefore not required. Examples of these enquiries include information or reassurance needed about a newly discovered bat roost, planning and development concerns and requests for consultant details for works such as a barn or loft conversion.

These also include providing roost owners with standard Natural England advice leaflets or letters regarding rodent pest control (where no holes are to be blocked) and loft insulation (roll down insulation only) without the need for a visit where appropriate.

### 2.2 Type 2 enquiries

These are enquiries which require a roost visit by a Natural England Volunteer Bat Roost Visitor. There is a range of reasons why members of the public who contact the Bat Conservation Trust may require one of these visits. Some enquirers are experiencing an issue related to their roost such as bats entering the living areas, noise or droppings. Other enquirers require advice on planned building work or pest control that could affect bat roosts at the property. Table 2 gives a description of the subject categories under which roost visits were organised in 2017.

Under the Natural England contract, roost visits can only be undertaken at a dwelling place or church, however, sometimes they can be organised to look at roosts in public buildings such as schools and hospitals where there are bat issues; and occasionally Volunteer Bat Roost Visitors may assess the bat potential of trees in gardens and church yards. Visits can also be organised if bats are found during commercial and large scale building works and tree pruning/felling works, where there is a bat welfare issue.

Being able to provide a service whereby enquirers can get help and advice about bats is an invaluable tool in promoting conservation and protecting bats and their roosts.

We encourage Volunteer Bat Roost Visitors to send in their roost report forms as soon after the visit as they can as this enables Helpline staff to write and send a Natural England advice letter to the roost owner as promptly as possible. The Helpline aims to send these letters within 2 weeks of receiving the roost report form and we will always send a copy to Volunteer Bat Roost Visitors for their reference.

**Table 2: Descriptions of the 12 subject categories of roost visits which can be organised.**

<b>Category</b>	<b>Includes</b>
Building work	Many types of building repairs and maintenance, for example, loft and cavity wall insulation, soffit or gutter replacement, roof repairs and the discovery of a roost during work.
Timber treatment	Treating wood in the loft space for prevention of rot or to eradicate wood worm and other wood-related invertebrates.
Information /reassurance	Visits for individuals who need further reassurance or information about sharing their property or church with a bat roost, beyond what is provided by Helpline staff.
Droppings / urine / smell	Concerns about the quantity or location of droppings. This category also includes urine staining and issues with smell.
Bat(s) found outside their roost	Predominantly used during the peak summer months when baby bats may be found and could indicate the presence of a roost. This also includes help with bats trapped in the living area or indoor area on a regular basis and where it is not possible to prevent this from happening from following advice from the advice leaflet.
Noise	This is sometimes a problem when a large maternity roost is located near to a bedroom and thus the bats are keeping the home owner awake during the night.
Rodent control	The roost owner has problem with rodents such as mice, rats and sometimes squirrels or edible dormice where there is a bat roost.
Cluster flies	Cluster flies are becoming a problem and treatment is needed where the bats roost.
Wasps / bees / hornets	Wasps, bees or hornets are nesting where the bats roost and advice is needed as to how treatment may be undertaken.
Exclusion	In very rare circumstances a licence for an exclusion of bats may be granted by NE. This is for when all other solutions to issues have been exhausted and these cases usually require multiple visits.
Trees	Used when there is potential for bats to be roosting in a tree and situations where a bat roost is disturbed during felling or pruning activities. Trees can only be surveyed from the ground in these visits.
Other	Any other reason for a visit not mentioned in the other categories.



## *2.3 Natural England Casework Updates*

We work closely with Natural England and Volunteer Bat Roost Visitors to ensure that our advice is up-to-date and pragmatic. The Helpline and Natural England continue to have regular meetings with NE's Contract Manager to review our advice and processes to improve the efficiency of the free advice service.

Updates to Natural England casework in 2017 were as follows:

- Helpline managers were invited to start attending conference calls every few months with licensing and technical advisors at NE to understand and discuss the latest complex casework, mitigation issues and give a helpline view on dealing with NE casework, licences etc.
- Technical advisors and volunteers were given the opportunity to review the letter templates and paragraphs used on the Helpline for letter writing to ensure these were up to date.
- Managers held a meeting with NE's Licensing team to explain our processes for complicated cases.
- Updated advice regarding use of lighting in roosts.
- Updated guidance about clearing up of bat droppings.
- Draft bat access diagrams were created for cladding replacement as well as horseshoe bats.

### 3. Natural England Casework Statistics

This part of the report will present the information and statistics for Natural England casework, starting firstly with the country as a whole and then with a section for each region. The statistics will be presented as follows:

- Pie chart of the breakdown of the total number of enquiries (Type 1s, Type 2s and non-NEs).
- Bar graph of the breakdown of Type 1 enquiries.
- Pie chart of the breakdown of building work-related roost visits.

In 2017, BCT organised 1,050 roost visits (7% of all enquiries) in England. We also answered a further 3,656 Natural England enquiries (24.4%) which did not require a visit, such as planning enquiries or information about an enquirer's roost. There were an additional 10,168 non-Natural England enquiries (67.9%), including 5,997 bat care enquiries (40%) during this year.

**20.8%** of visits were conducted in churches.

**70%** of visits were conducted in dwellings.

**2.2%** of visits were conducted in other buildings.

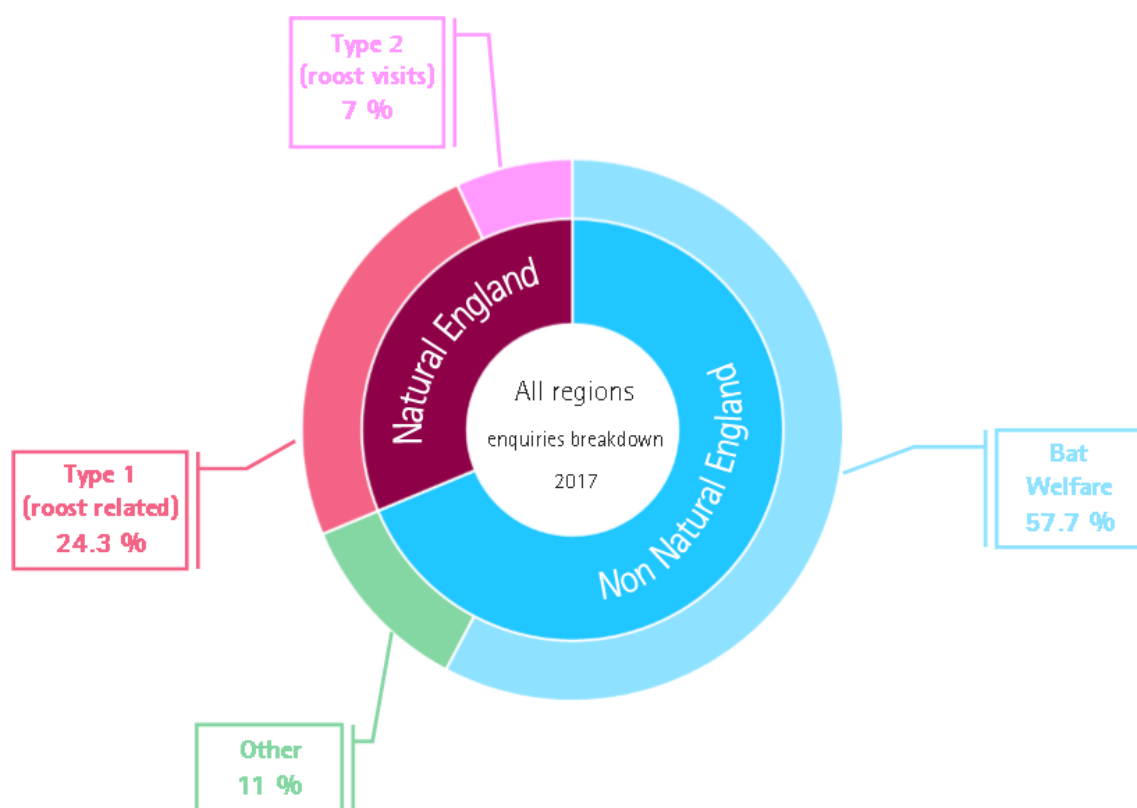


Figure 13: Breakdown of the total number of enquiries from across England.

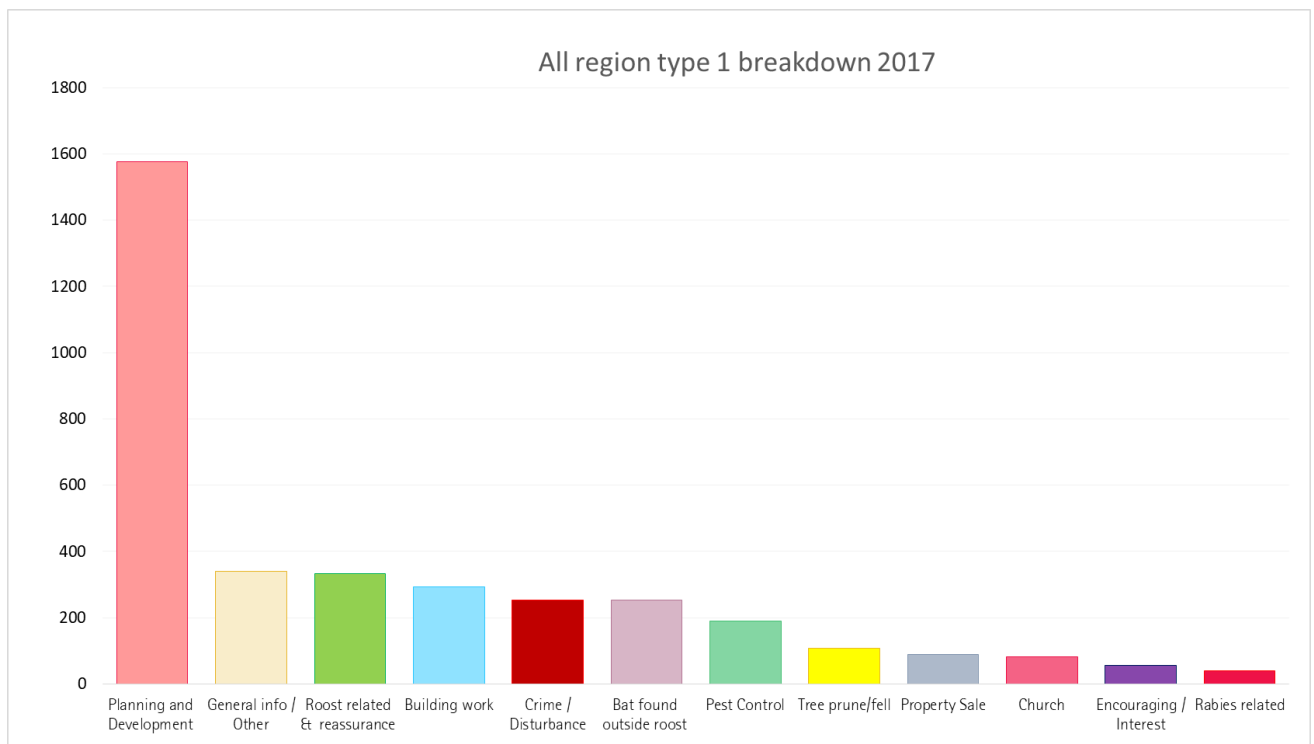


Figure 14: Breakdown of enquiries not requiring a roost visit (Type 1) from All Regions in England.

### Roost visit breakdown for all regions (type 2)

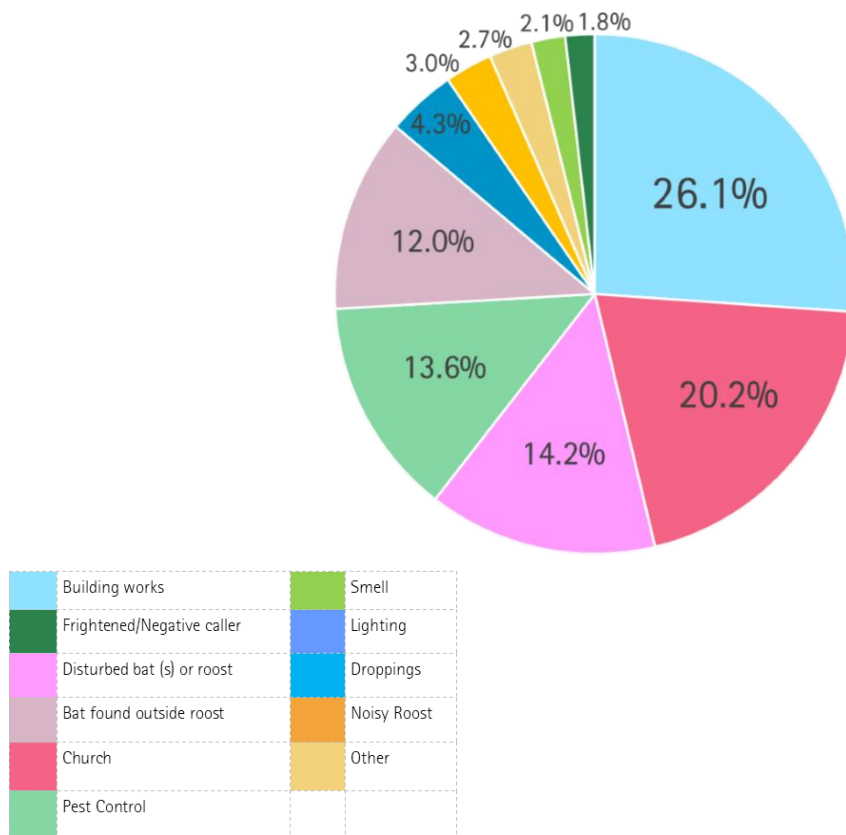


Figure 15: Subject of roost visits (Type 2) in England.

### All Regions - Type 2 Building Works

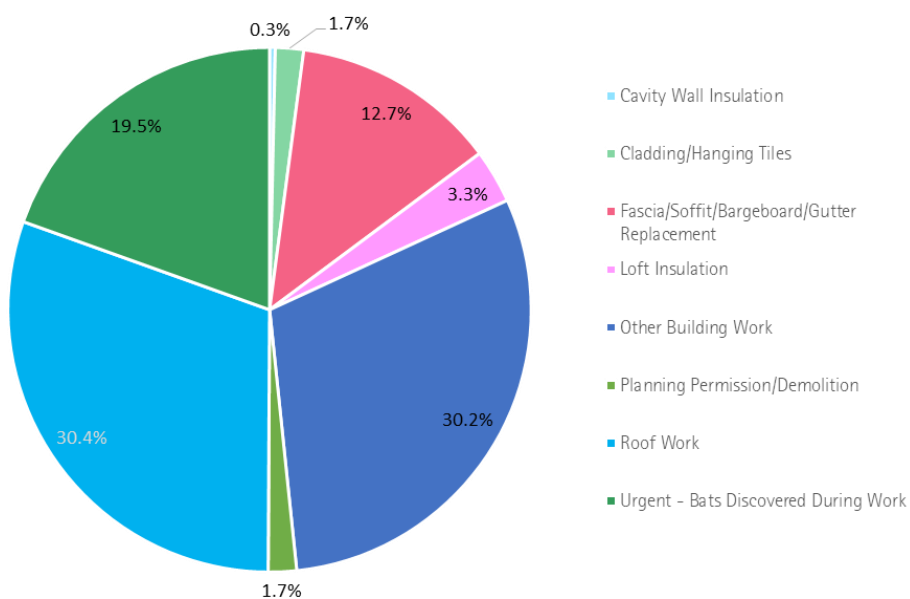
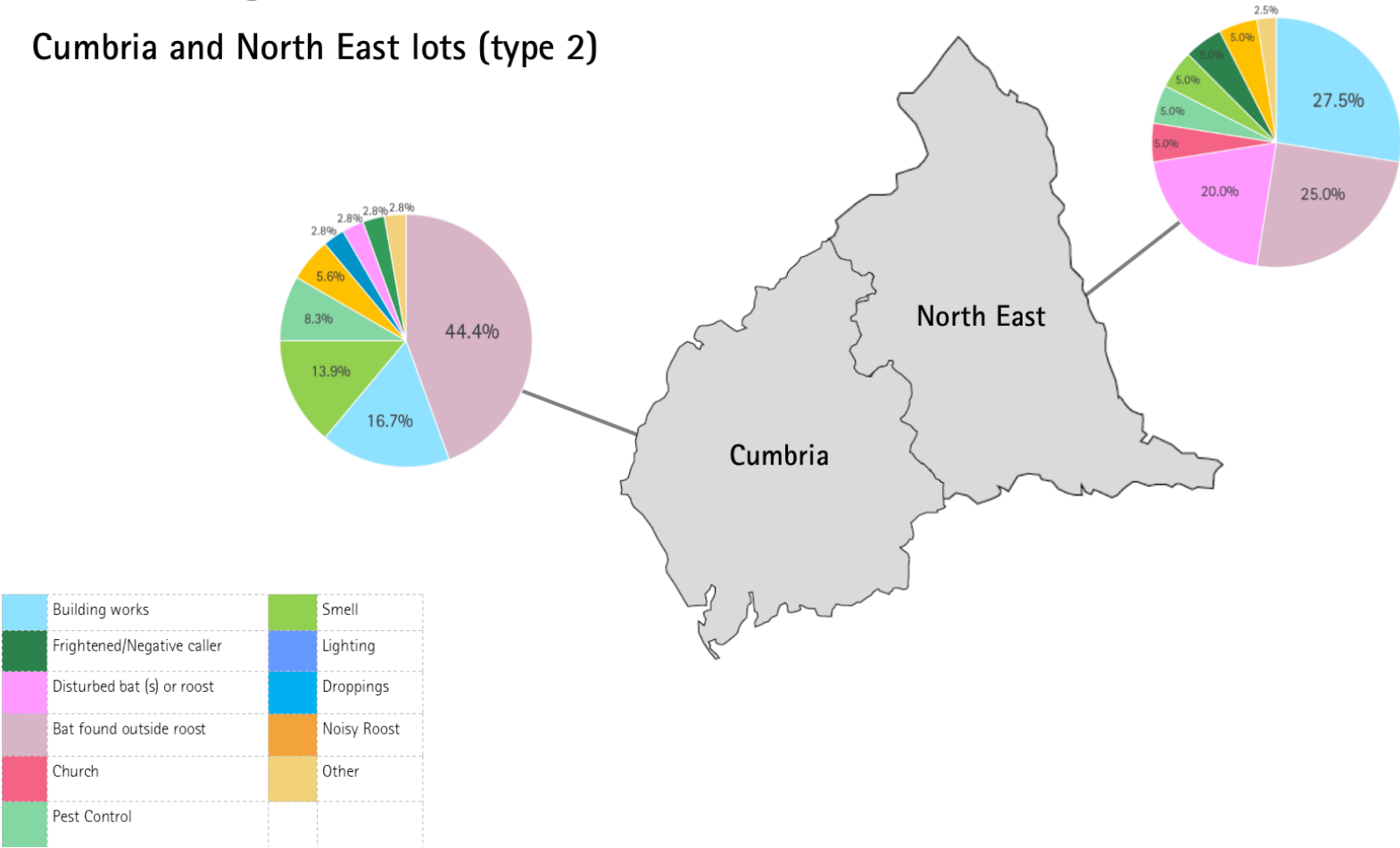


Figure 16: Breakdown of building work visits in England.

3.1 Northern England

Roost visit breakdown for regions in the Cumbria and North East lots (type 2)



### 3.1.1 Cumbria lot

BCT has been carrying out the Natural England bat casework contract for the Cumbria lot since 1 January 2013, when it was taken over from Sally Phillips.

In 2017, BCT organised **36 roost visits** (11.8% of enquiries) in Cumbria. We also answered a further **75 Natural England enquiries** (24.7%) which did not require a visit, such as planning enquiries or information about an enquirer's roost. There were an additional **193 non-Natural England enquiries** (63.5%) in this lot, including **179 bat care enquiries** (58.9%) during this year.

BCT Lot co-ordinator	Hannah Ryan-Leah	<a href="mailto:enquiries@bats.org.uk">enquiries@bats.org.uk</a>
Natural England support advisor	Susan Lockhart	<a href="mailto:batvolunteers@naturalengland.org.uk">batvolunteers@naturalengland.org.uk</a>

**100%** of visits conducted in Cumbria were in dwellings.

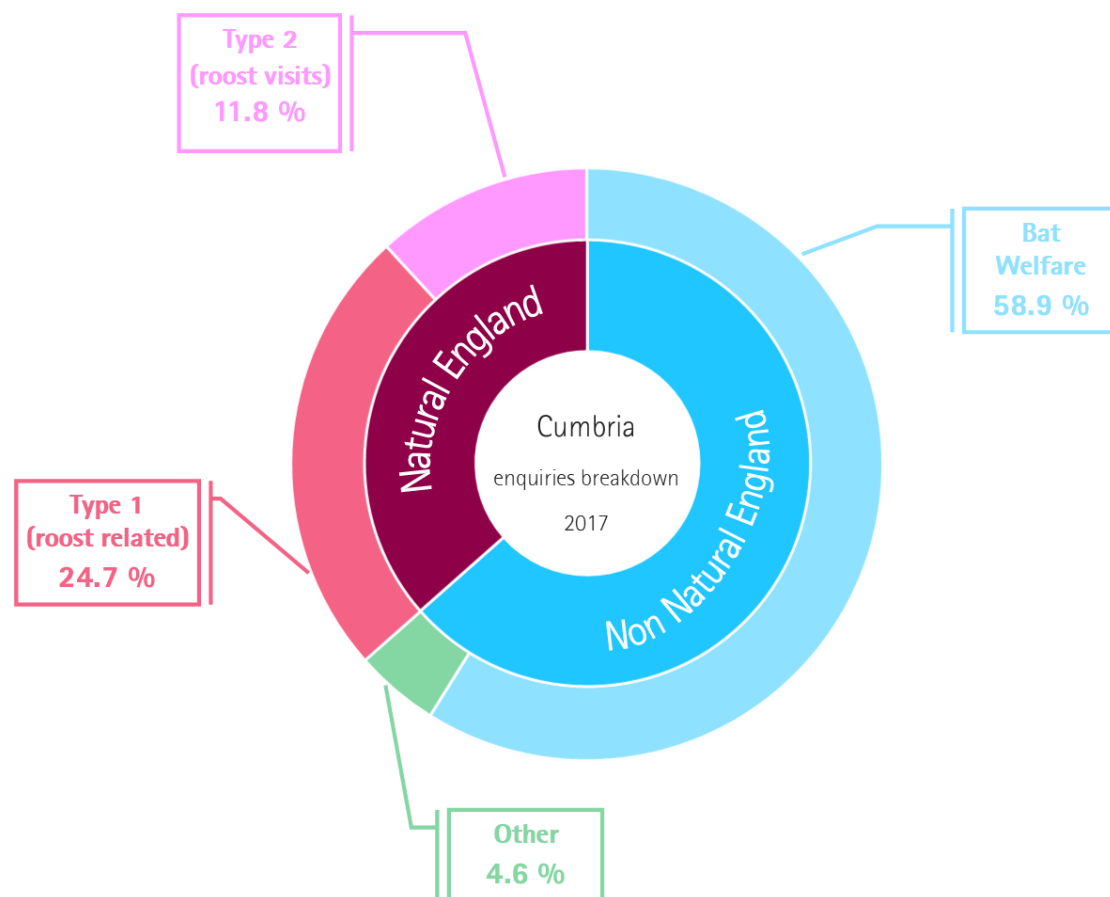


Figure 17: Breakdown of the total number of enquiries from Cumbria.

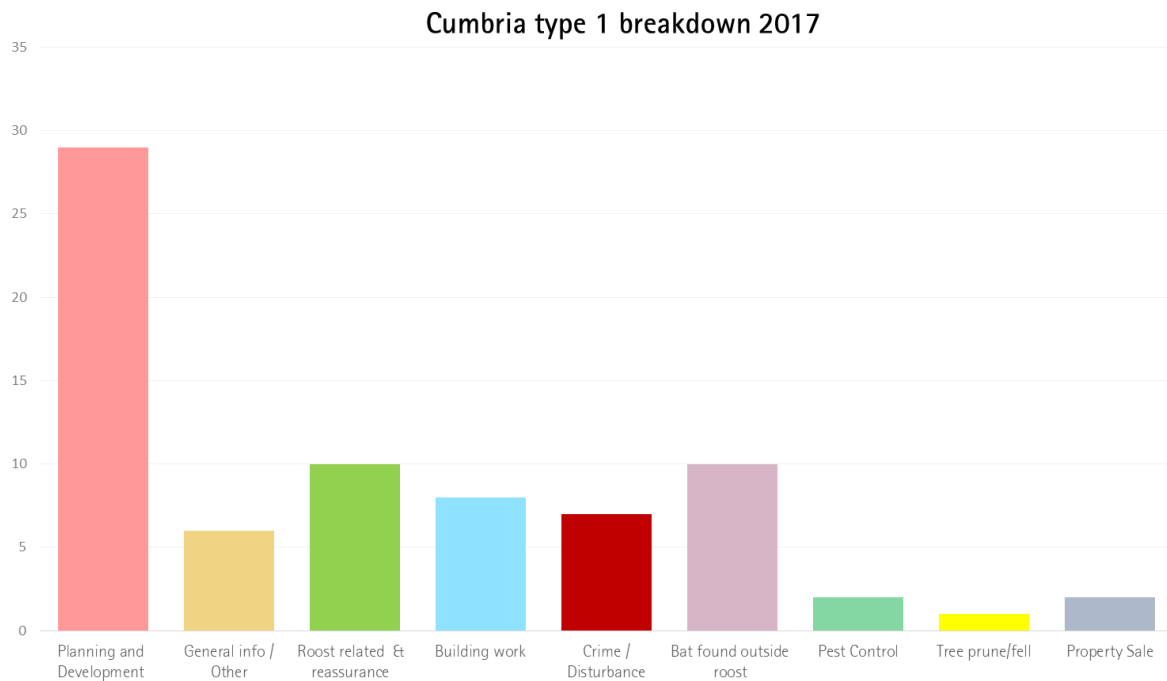


Figure 18: Breakdown of enquiries not requiring a roost visit (Type 1) from Cumbria.

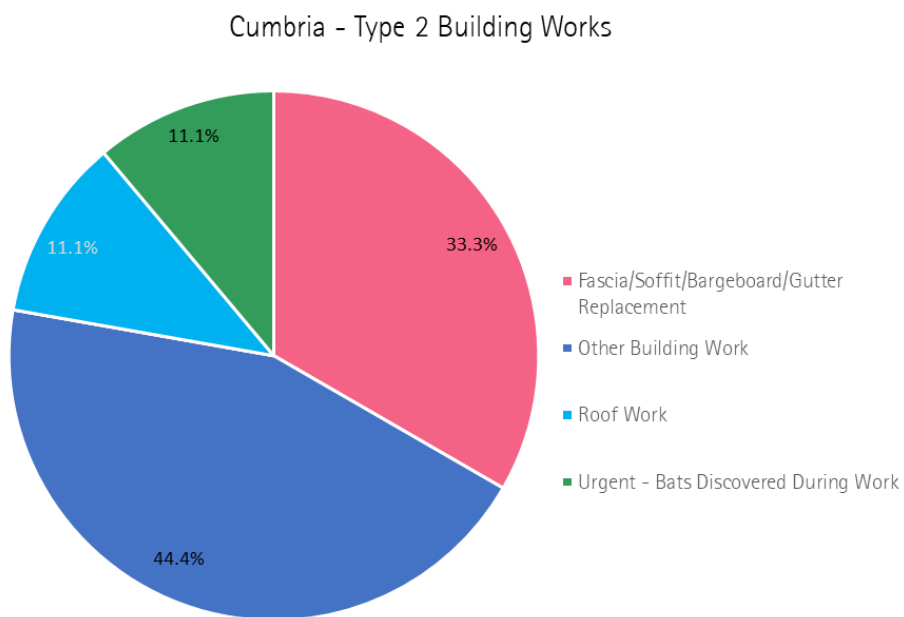


Figure 19: Breakdown of building work visits in Cumbria.

### 3.1.2 North East lot

BCT has been carrying out the Natural England bat casework contract for the North East lot since 2004.

In 2017 BCT organised **40 roost visits** (6.6% of enquiries) in the North East lot. We also answered a further **130 Natural England enquiries** (21.6%) which did not require a visit, such as planning enquiries or information about an enquirer's roost. There were an additional **432 non-Natural England enquiries** (71.7%) from this lot, including **409 bat care enquiries** (67.9%) during this year.

BCT Lot co-ordinator	Hannah Ryan-Leah	<a href="mailto:enquiries@bats.org.uk">enquiries@bats.org.uk</a>
Natural England support advisor	Susan Lockhart	<a href="mailto:batvolunteers@naturalengland.org.uk">batvolunteers@naturalengland.org.uk</a>

With **5%** of visits conducted in Churches, **93%** conducted in dwellings and the remaining **2%** conducted in other buildings.

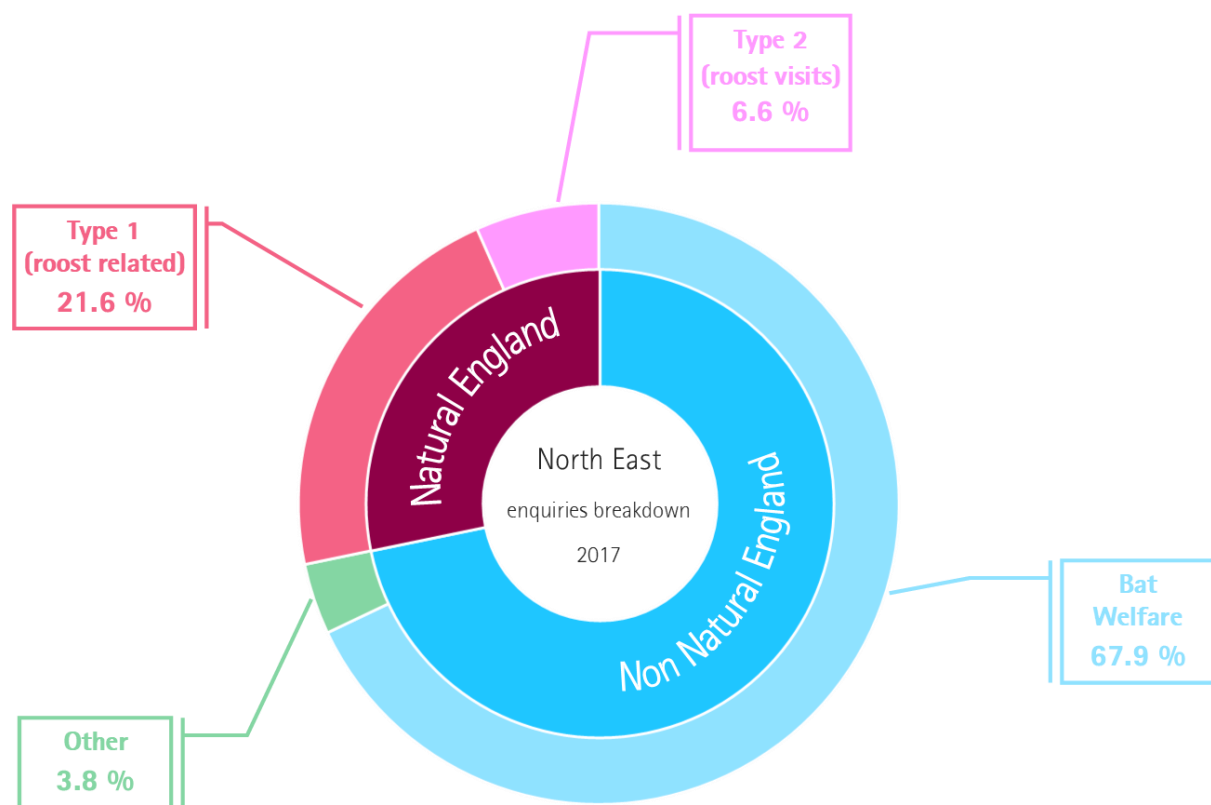


Figure 20: Breakdown of the total number of enquiries from the North East.



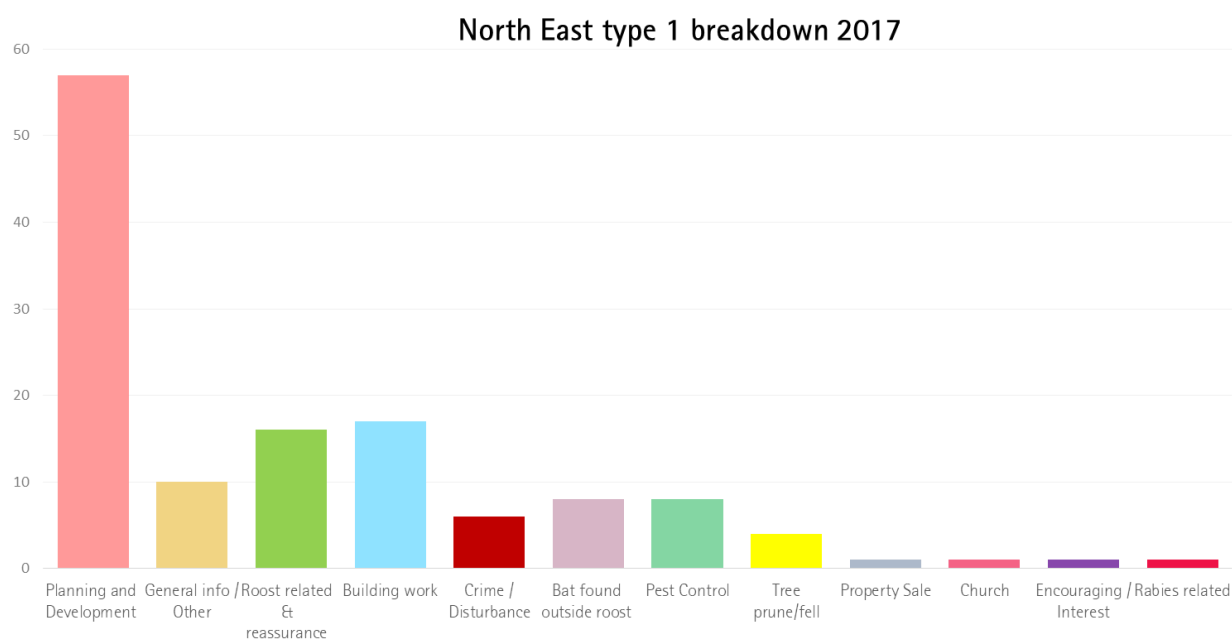


Figure 21: Breakdown of enquiries not requiring a roost visit (Type 1) from the North East.

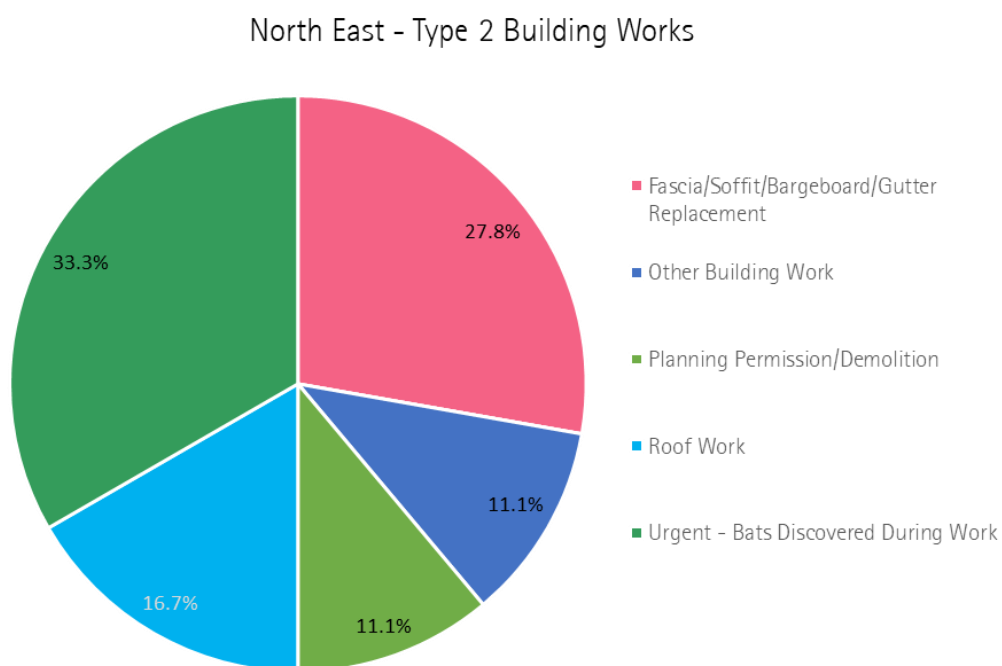
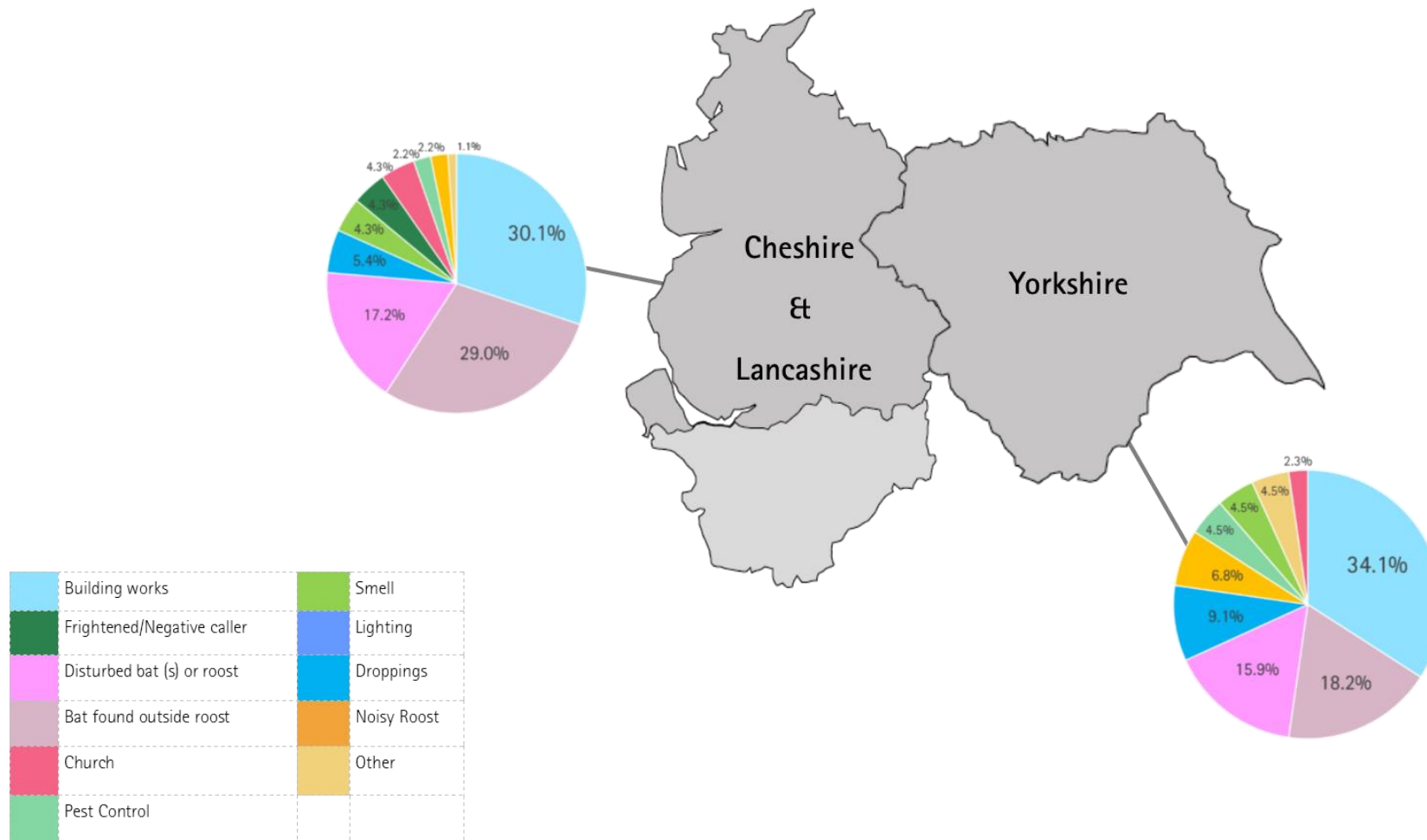


Figure 22: Breakdown of building work visits in the North East.

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# Roost visit breakdown for regions in the Cheshire & Lancashire and Yorkshire lots (type 2)



### 3.1.3 Cheshire and Lancashire lot

BCT has been carrying out the Natural England bat casework contract for the Cheshire and Lancashire lot (previously known as the Northwest) since 2004.

In 2017, BCT organised 93 roost visits (7.5% of enquiries) in Cheshire and Lancashire. We also answered a further 397 Natural England enquiries (32.1%) which did not require a visit, such as planning enquiries or information about an enquirer's roost. There were an additional 839 non-Natural England enquiries (67.8%) in this lot, including 778 bat care enquiries (62.9%) during this year.

<b>BCT Lot co-ordinator</b>	Hannah Ryan-Leah	<a href="mailto:enquiries@bats.org.uk">enquiries@bats.org.uk</a>
<b>Natural England support advisor</b> Cheshire, Lancashire and Greater Manchester	Andrew Dumbleton	<a href="mailto:batvolunteers@naturalengland.org.uk">batvolunteers@naturalengland.org.uk</a>
<b>Natural England support advisor</b> Merseyside	Susan Lockhart	<a href="mailto:batvolunteers@naturalengland.org.uk">batvolunteers@naturalengland.org.uk</a>

**5%** of visits conducted in Churches and **95%** conducted in dwellings.

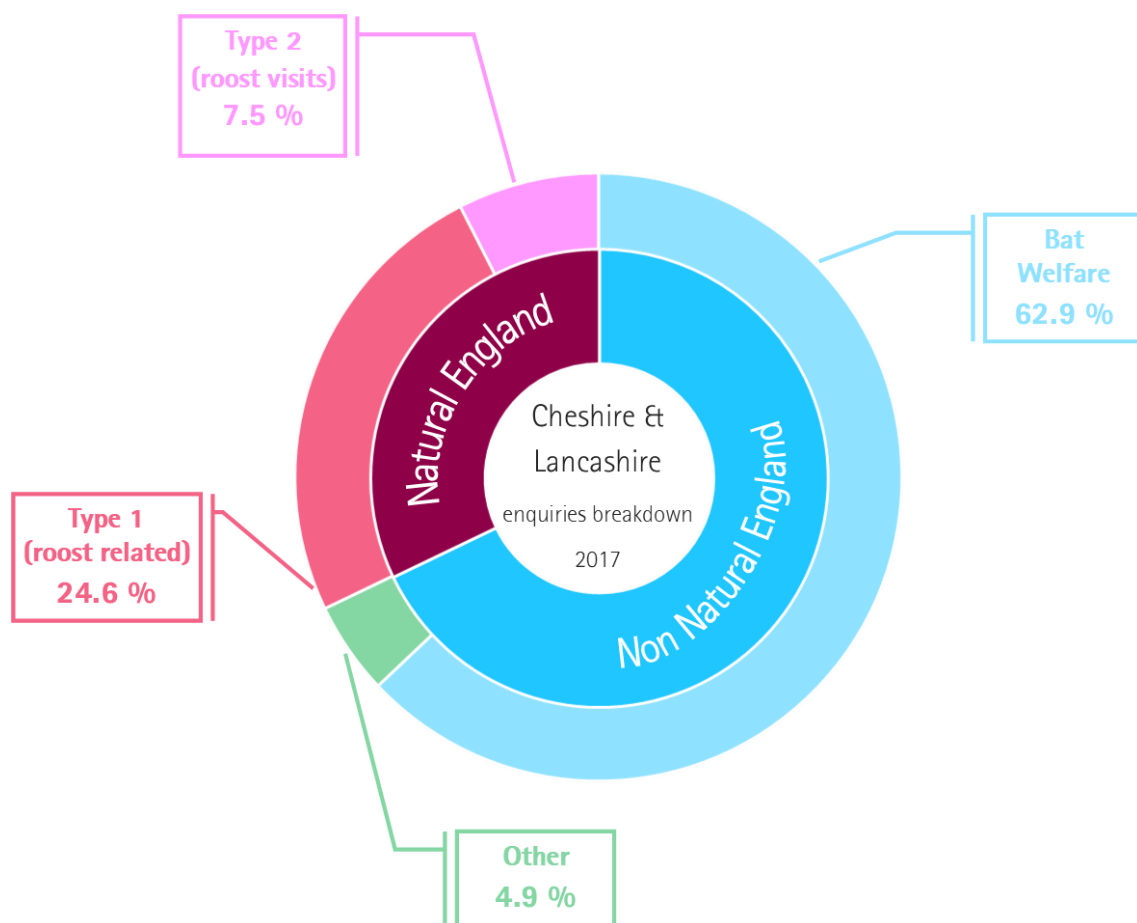


Figure 23: Breakdown of the total number of enquiries from Cheshire and Lancashire.

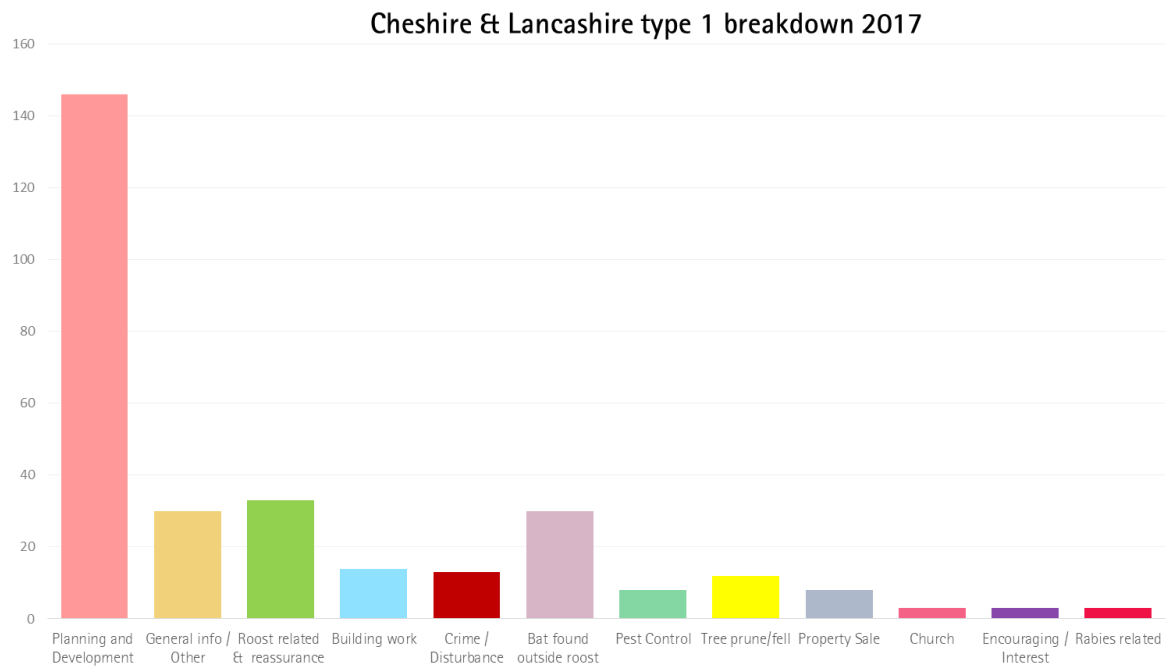


Figure 24: Breakdown of enquiries not requiring a roost visit (Type 1) from Cheshire and Lancashire.

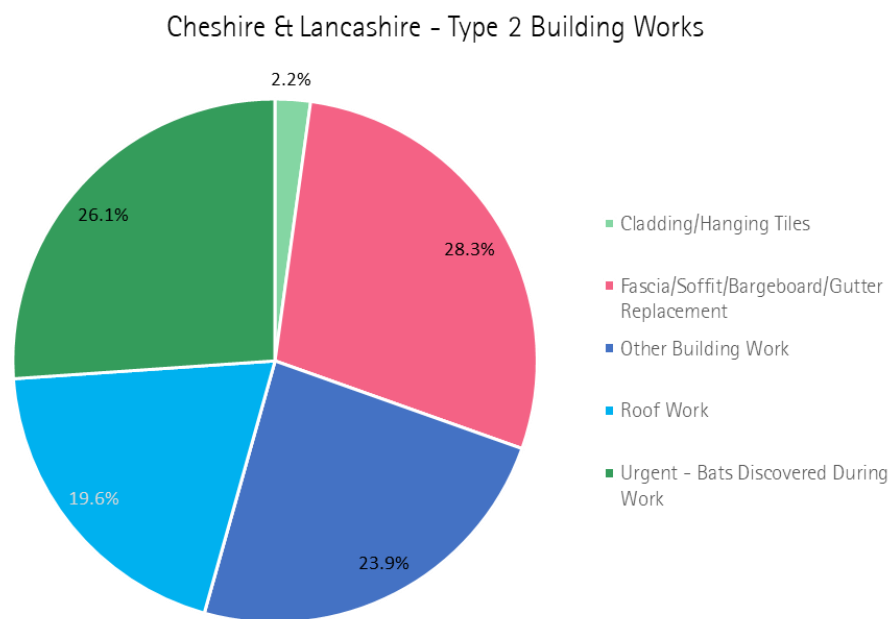


Figure 25: Breakdown of building work visits in Cheshire and Lancashire.

### 3.1.4 Yorkshire lot

BCT has been carrying out the Natural England bat casework contract for the Yorkshire lot (formerly Yorkshire and Humberside) since 1 October 2008, when it was taken over from contractors Liz Higgs and John Drewett.

In 2017, BCT organised 44 roost visits (3.9% of enquiries) in the Yorkshire lot. We also answered a further 301 Natural England enquiries (26.8%) which did not require a visit, such as planning enquiries or information about an enquirer's roost. There were an additional 780 non-Natural England enquiries (69.3%) in this lot, including 721 grounded or injured bat enquiries (64.1%) during this year.

<b>BCT Lot co-ordinator</b>	Hannah Van Hesteren	<a href="mailto:hvanhesteren@bats.org.uk">hvanhesteren@bats.org.uk</a>
<b>Natural England support advisor</b> North, East and South Yorkshire	Susan Lockhart	<a href="mailto:batvolunteers@naturalengland.org.uk">batvolunteers@naturalengland.org.uk</a>
<b>Natural England support advisor</b> West Yorkshire	Andrew Dumbleton	<a href="mailto:batvolunteers@naturalengland.org.uk">batvolunteers@naturalengland.org.uk</a>

With **2.2%** of visits conducted in Churches, **95.5%** conducted in dwellings and the remaining **2.2%** conducted in other buildings.

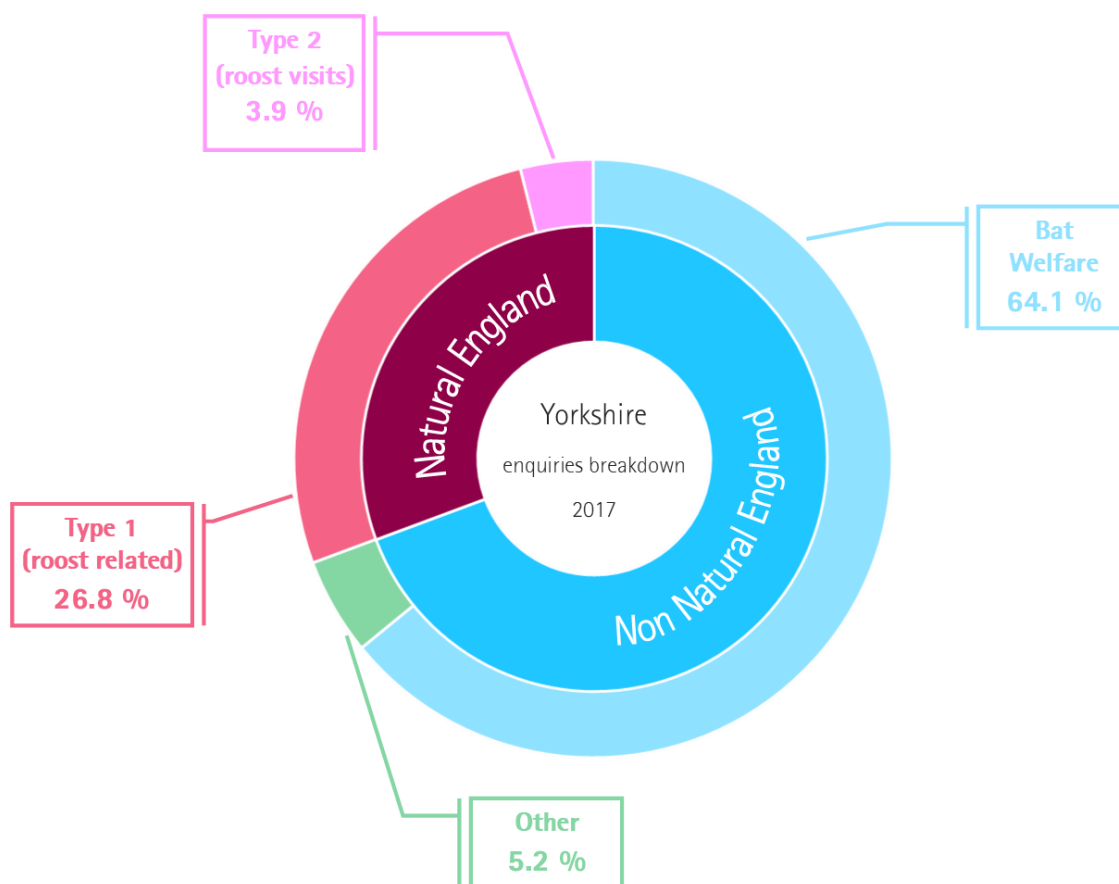


Figure 26: Breakdown of the total number of enquiries from Yorkshire.

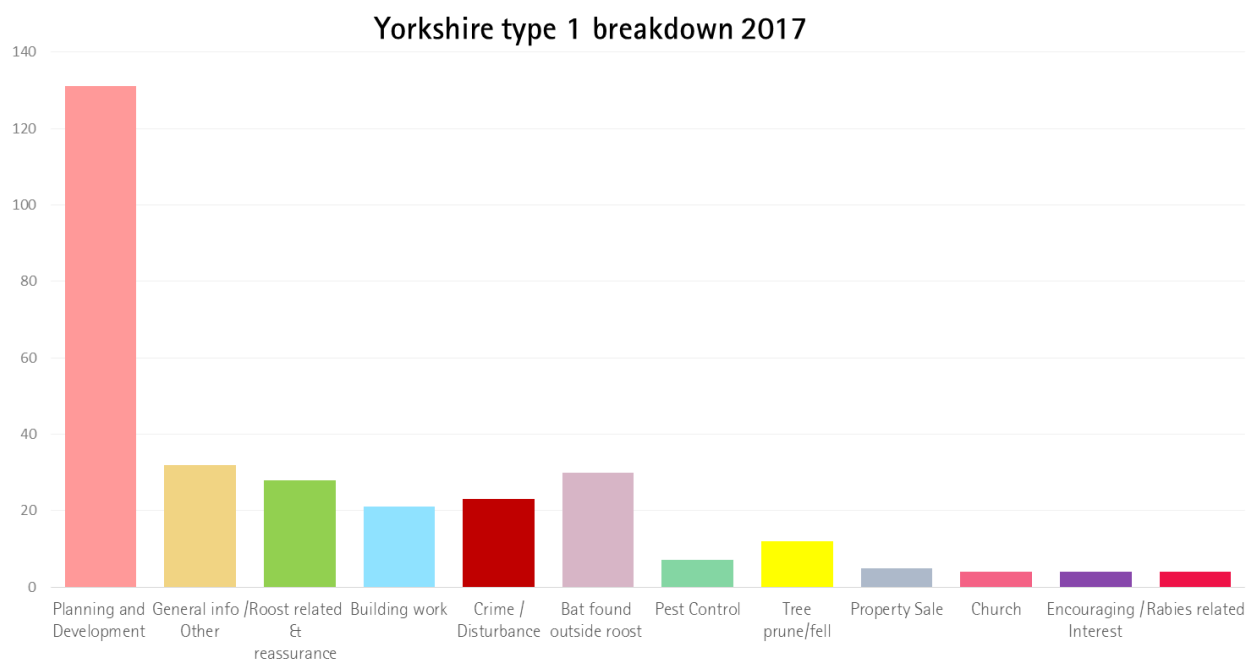


Figure 27: Breakdown of enquiries not requiring a roost visit (Type 1) from Yorkshire.

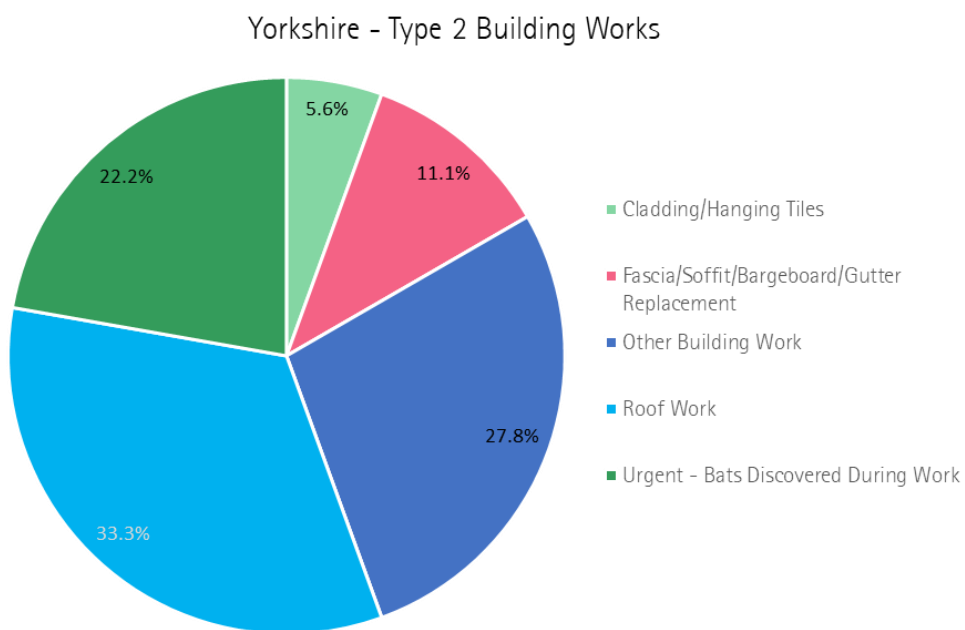


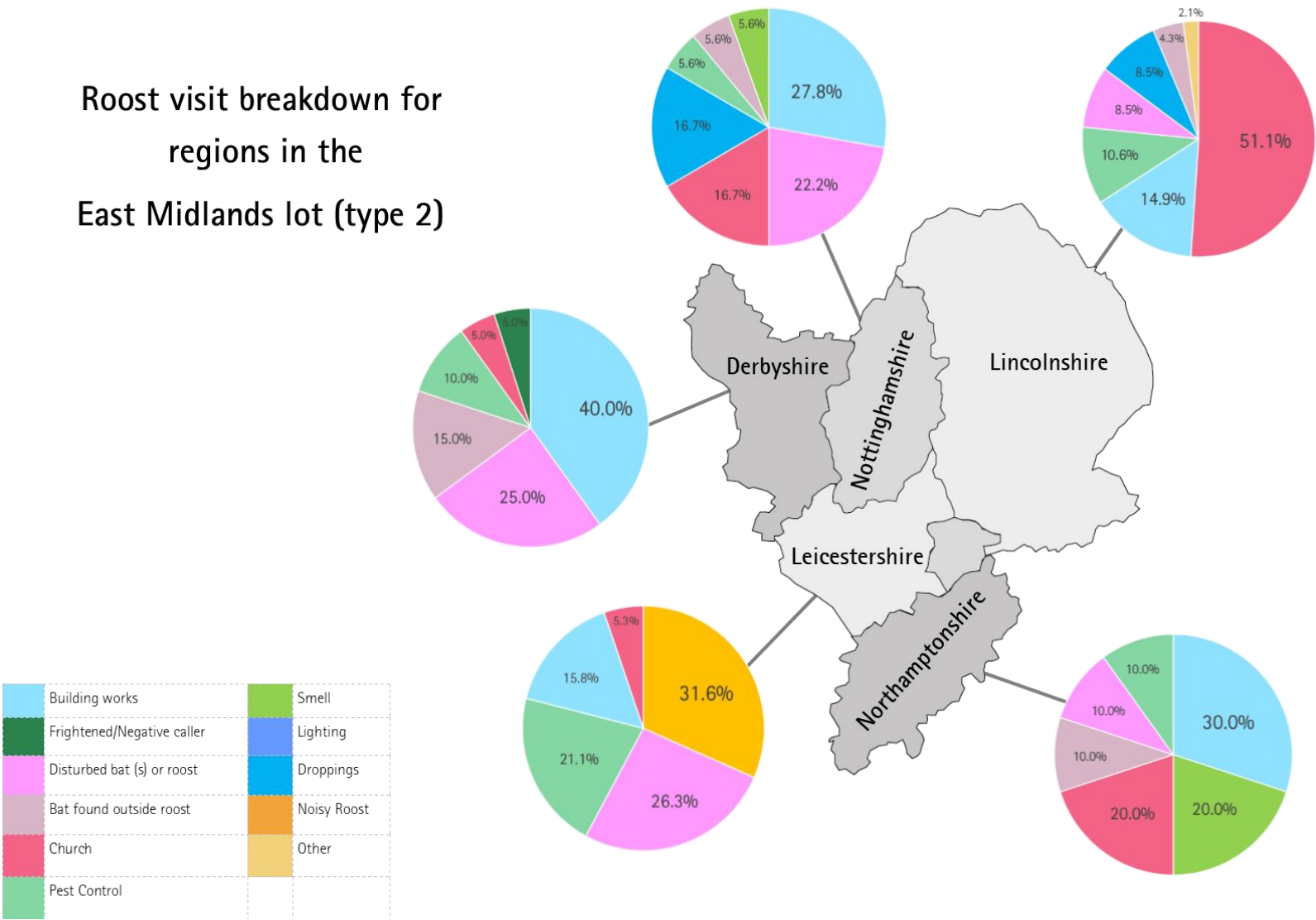
Figure 28: Breakdown of building work visits in Yorkshire.

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3.2 East Midlands lot

Roost visit breakdown for regions in the East Midlands lot (type 2)



### 3.2.1 Derbyshire

BCT has been carrying out the Natural England bat casework contract for the Derbyshire region since 1 January 2013, when it was taken over from FPCR.

In 2017, BCT organised 20 roost visits (6% of enquiries) in Derbyshire. We also answered a further 80 Natural England enquiries (24.2%) which did not require a visit, such as planning enquiries or information about an enquirer's roost. There were an additional 231 non-Natural England enquiries (69.8%) in this lot, including 221 bat care enquiries (56.2%) this year.

BCT Lot co-ordinator	Hannah Van Hesteren	<a href="mailto:hvanhesteren@bats.org.uk">hvanhesteren@bats.org.uk</a>
Natural England support advisor	Andrew Dumbleton	<a href="mailto:batvolunteers@naturalengland.org.uk">batvolunteers@naturalengland.org.uk</a>

With **5%** of visits conducted in Churches, **90%** conducted in dwellings and the remaining **5%** conducted in other buildings.

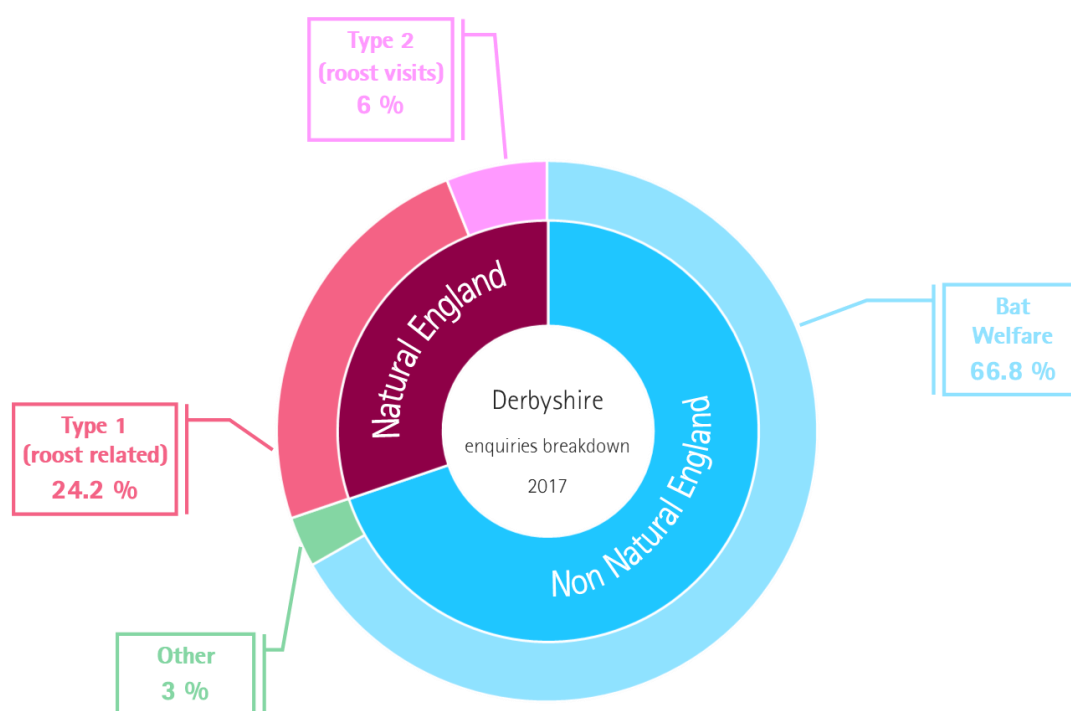


Figure 29: Breakdown of the total number of enquiries from Derbyshire.

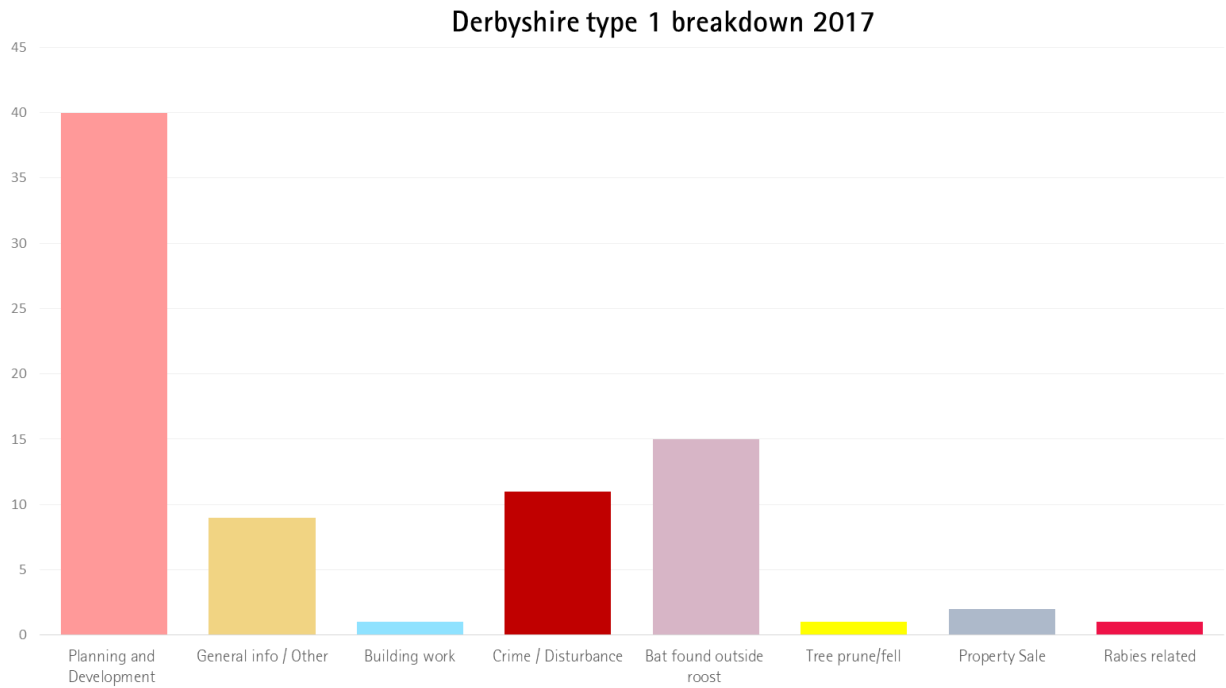


Figure 30: Breakdown of enquiries not requiring a roost visit (Type 1) from Derbyshire.

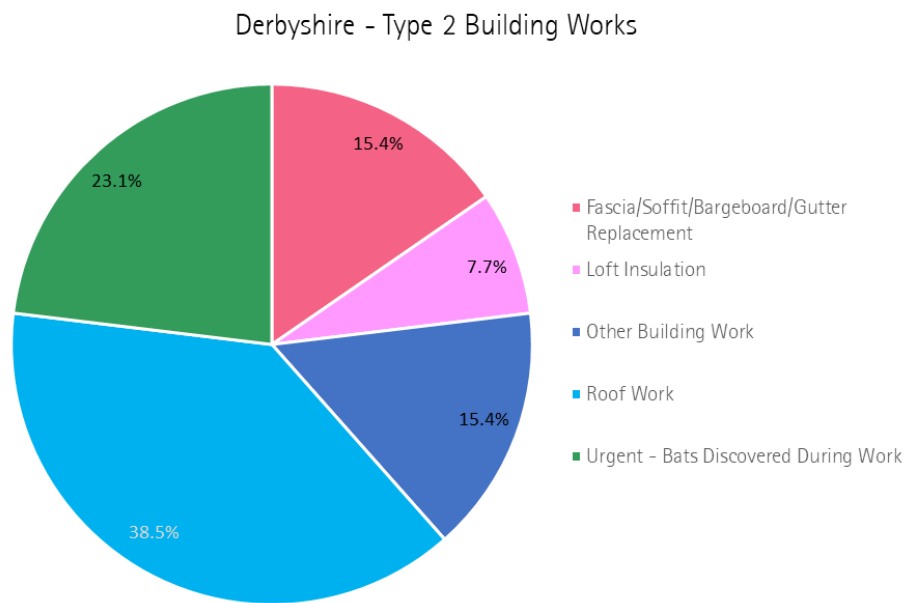


Figure 31: Breakdown of building work visits in Derbyshire.

### 3.2.2 Leicestershire

BCT has been carrying out the Natural England bat casework contract for the Leicestershire & Rutland region since 1 January 2013, when it was taken over from FPCR.

In 2017, BCT organised 19 roost visits (10.6% of enquiries) in Leicestershire & Rutland. We also answered a further 51 Natural England enquiries (28.3%) which did not require a visit, such as planning enquiries or information about an enquirer's roost. There were an additional 110 non-Natural England enquiries (61.1%) in this lot, including 93 bat care enquiries (51.7%) during this year.

BCT Lot co-ordinator	Hannah Van Hesteren	<a href="mailto:hvanhesteren@bats.org.uk">hvanhesteren@bats.org.uk</a>
Natural England support advisor	Andrew Dumbleton	<a href="mailto:batvolunteers@naturalengland.org.uk">batvolunteers@naturalengland.org.uk</a>

With **10.5%** of visits conducted in Churches, **89.5%** conducted in dwellings.

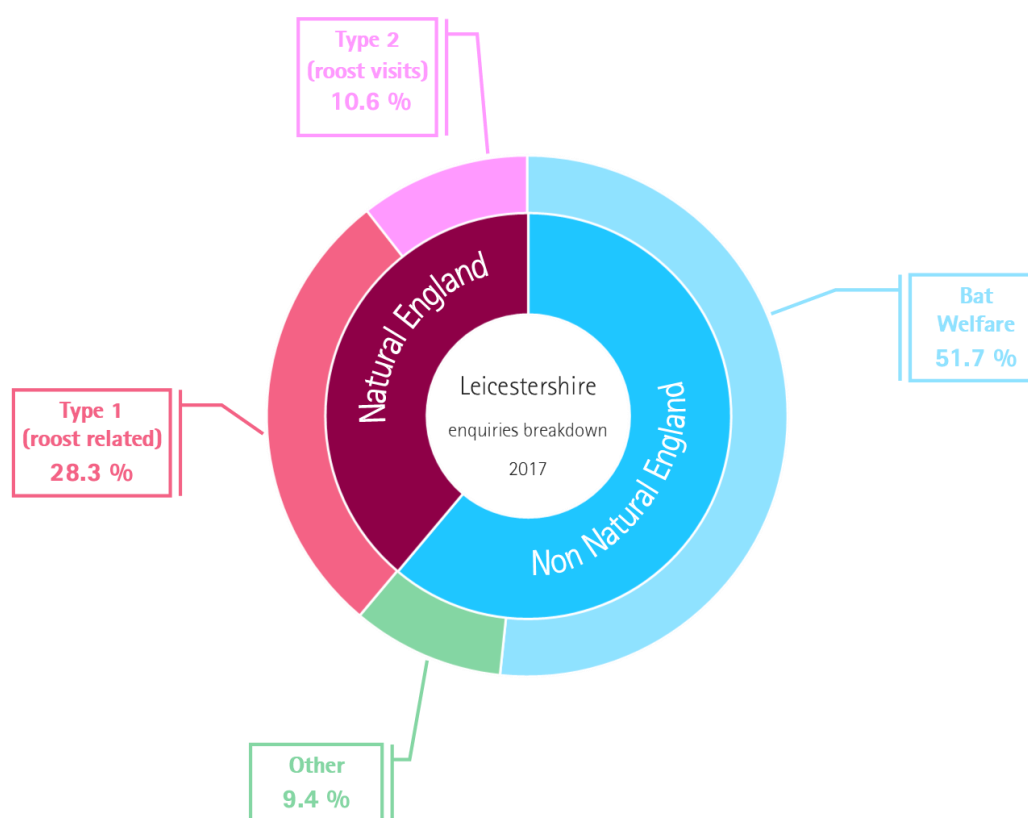


Figure 32: Breakdown of the total number of enquiries from Leicestershire.

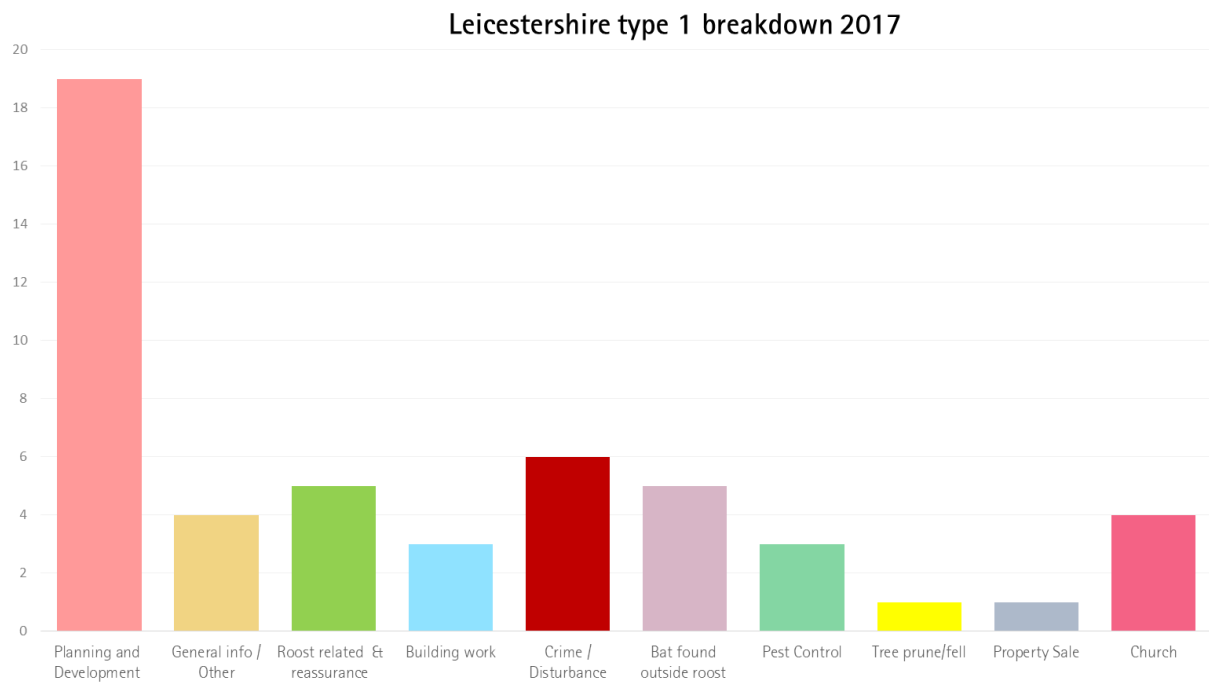


Figure 33: Breakdown of enquiries not requiring a roost visit (Type 1) from Leicestershire & Rutland.

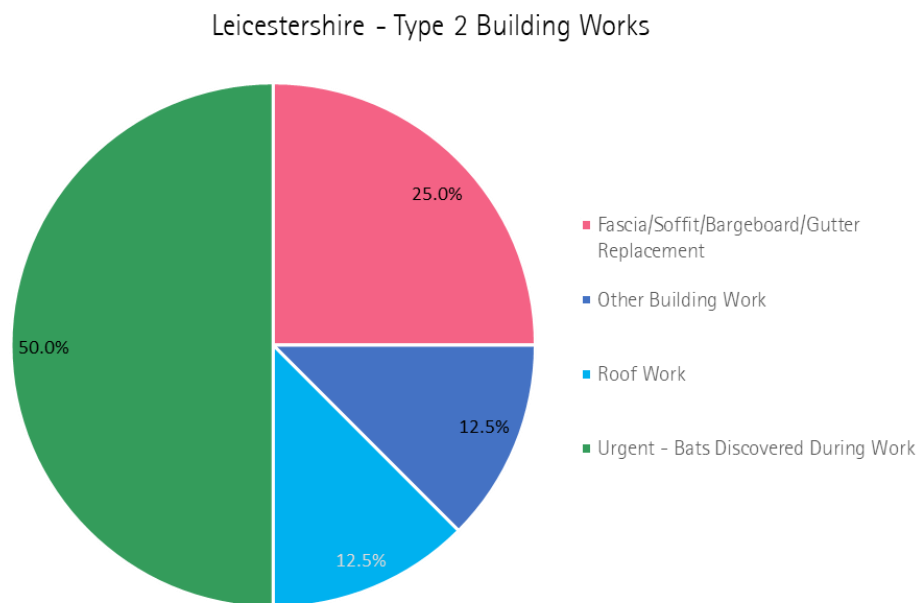


Figure 34: Breakdown of building work visits in Leicestershire & Rutland.

### 3.2.3 Lincolnshire

BCT has been carrying out the Natural England bat casework contract for the Lincolnshire region since 1 January 2013, when it was taken over from FPCR.

In 2017, BCT organised 47 roost visits (19% of enquiries) in Lincolnshire. We also answered a further 72 Natural England enquiries (29.1%) which did not require a visit, such as planning enquiries or information about an enquirer's roost. There were an additional 128 non-Natural England enquiries (51.9%) in this lot, including 116 bat care enquiries (47%) over the year.

BCT Lot co-ordinator	Hannah Van Hesteren	<a href="mailto:hvanhesteren@bats.org.uk">hvanhesteren@bats.org.uk</a>
Natural England support advisor	Andrew Dumbleton	<a href="mailto:batvolunteers@naturalengland.org.uk">batvolunteers@naturalengland.org.uk</a>

With **54%** of visits conducted in Churches, **43%** conducted in dwellings and the remaining **3%** conducted in other buildings.

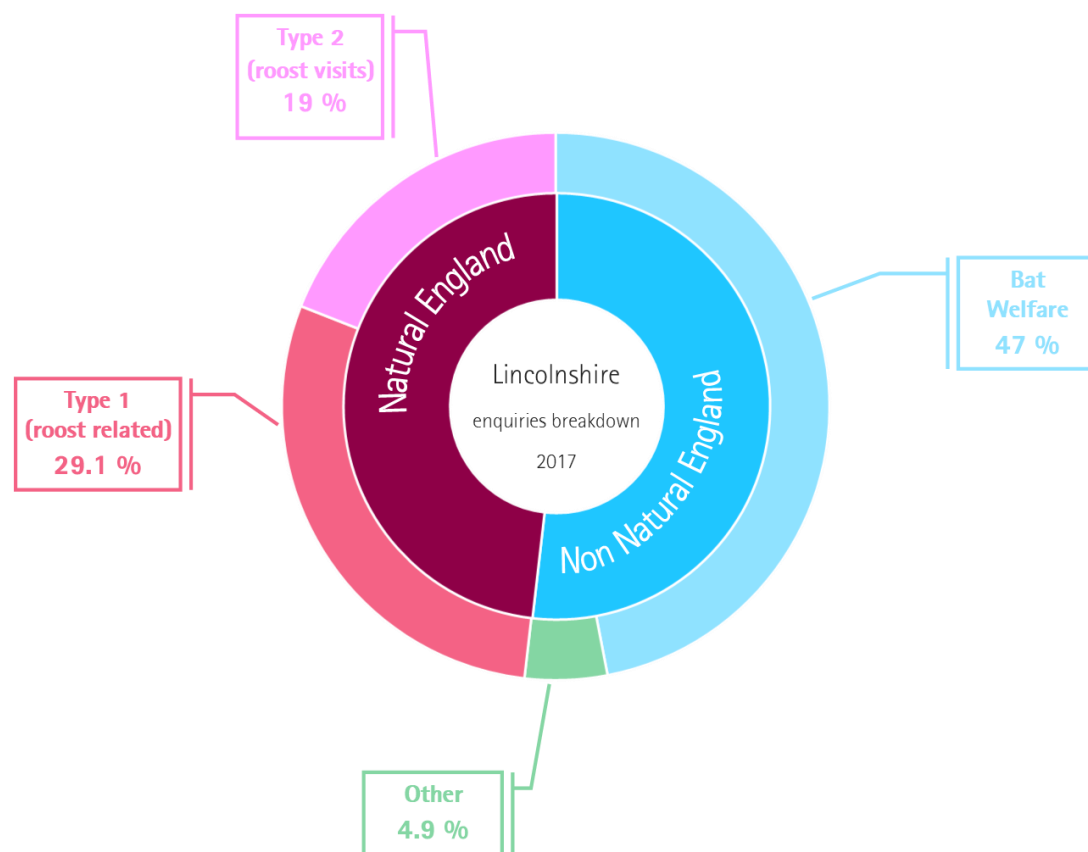
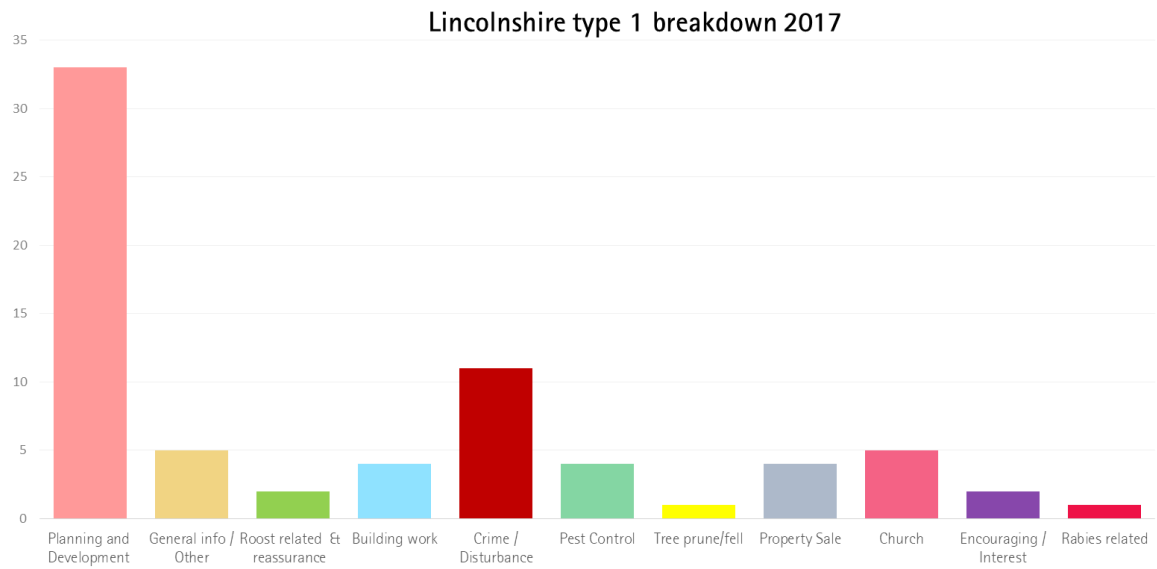
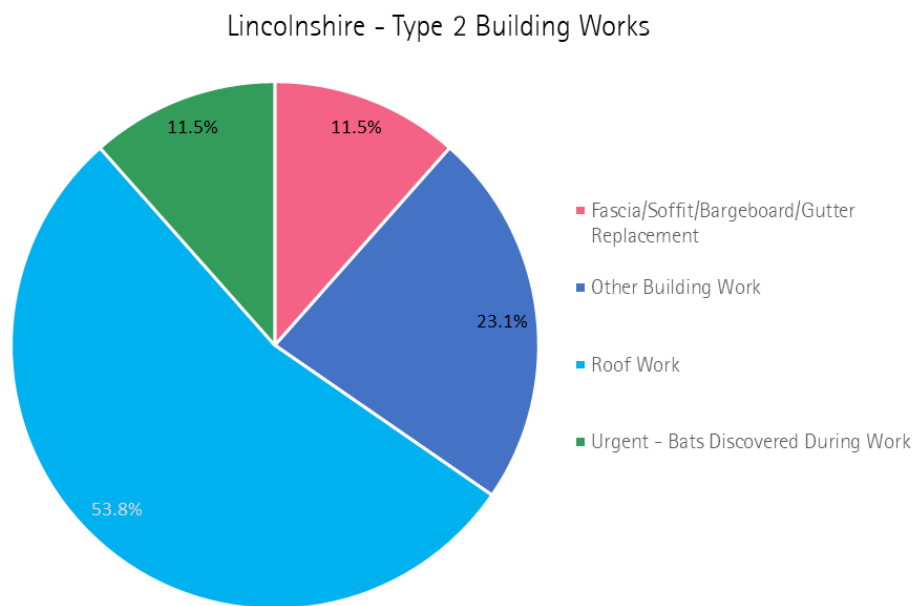


Figure 35: Breakdown of the total number of enquiries from Lincolnshire.



**Figure 36: Breakdown of enquiries not requiring a roost visit (Type 1) from Lincolnshire.**



**Figure 37: Breakdown of building work visits in Lincolnshire.**

### 3.2.4 Northamptonshire

BCT has been carrying out the Natural England bat casework contract for the Northamptonshire region since 1 January 2013, when it was taken over from FPCR.

In 2017, BCT organised 10 roost visits (5.2% of enquiries) in Northamptonshire. We also answered a further 55 Natural England enquiries (28.6%) which did not require a visit, such as planning enquiries or information about an enquirer's roost. There were an additional 127 non-Natural England enquiries (66.2%) in this lot, including 115 grounded or injured bat enquiries (59.9%) this year.

BCT Lot co-ordinator	Hannah Van Hesteren	<a href="mailto:hvanhesteren@bats.org.uk">hvanhesteren@bats.org.uk</a>
Natural England support advisor	Andrew Dumbleton	<a href="mailto:batvolunteers@naturalengland.org.uk">batvolunteers@naturalengland.org.uk</a>

With **20%** of visits conducted in Churches, **80%** conducted in dwellings.

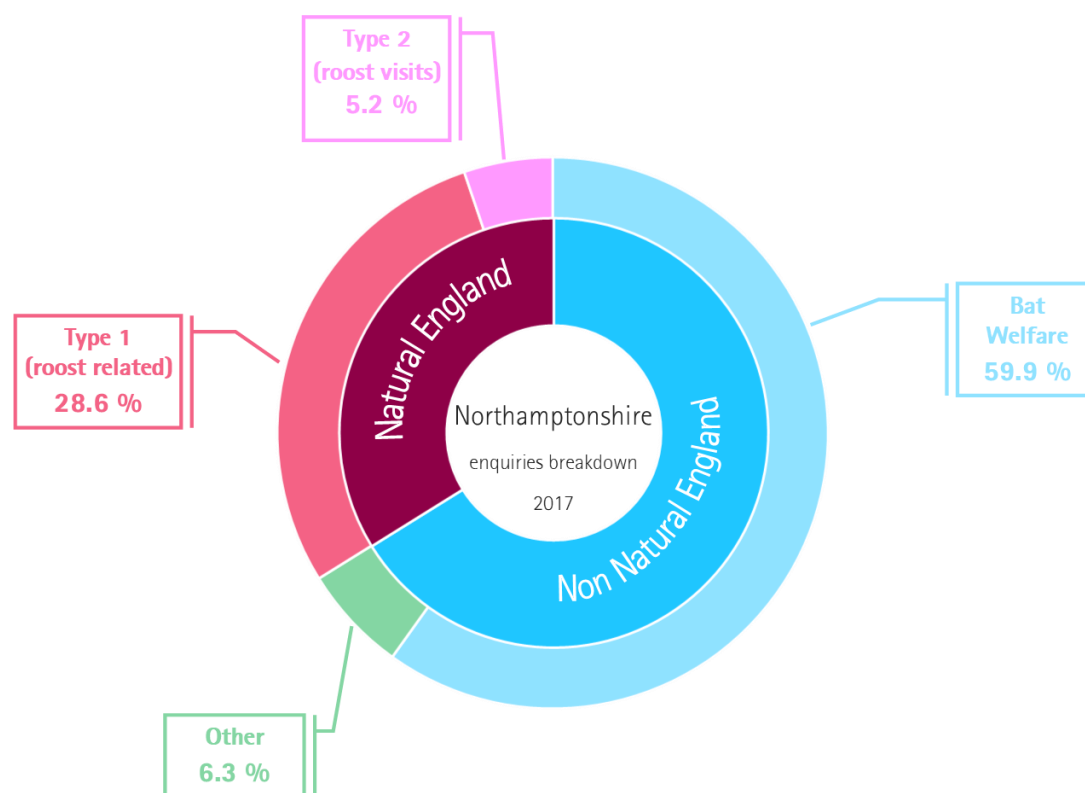
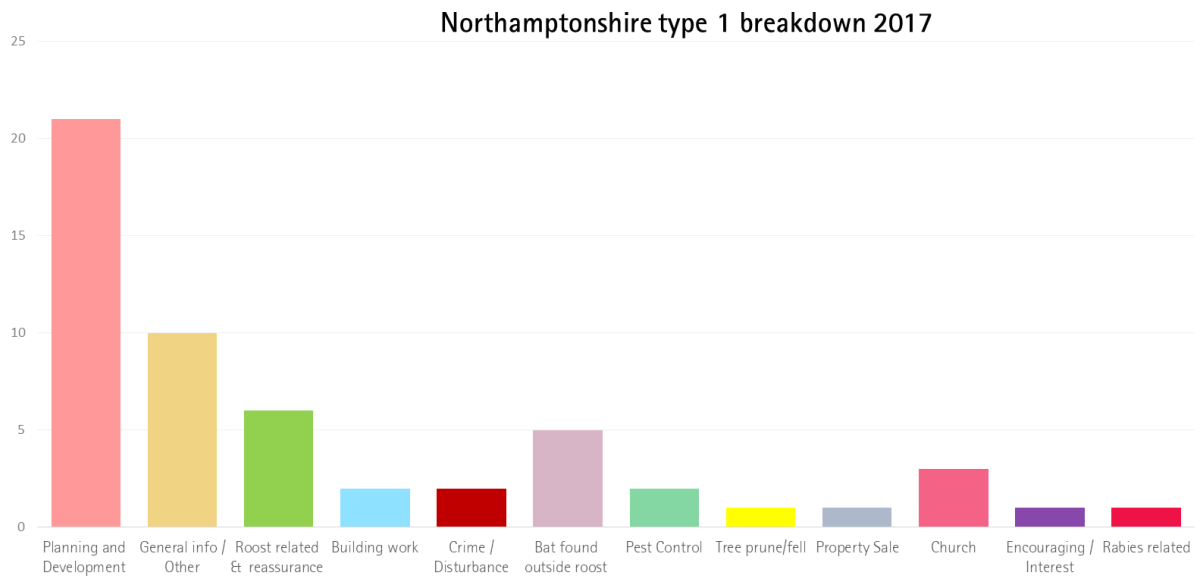
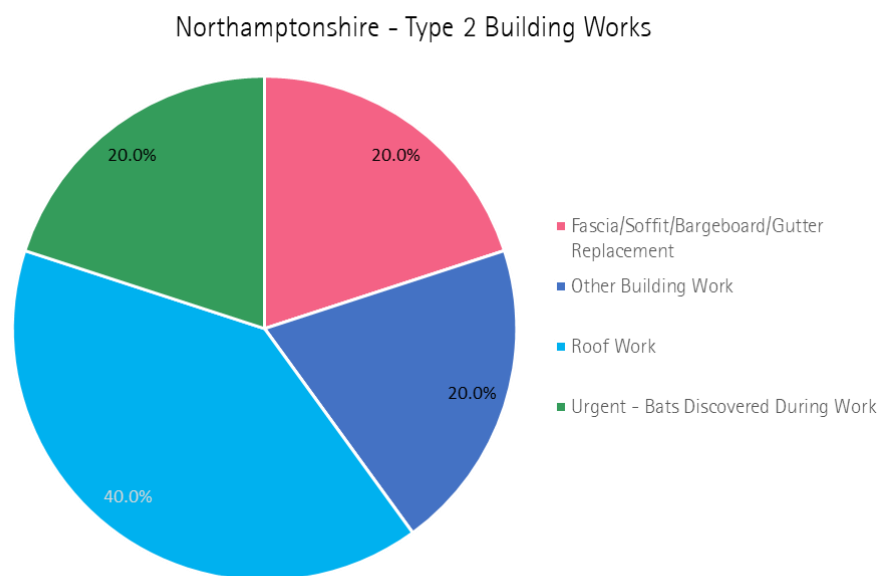


Figure 38: Breakdown of the total number of enquiries from Northamptonshire.





**Figure 39: Breakdown of enquiries not requiring a roost visit (Type 1) from Northamptonshire.**



**Figure 40: Breakdown of building work visits in Northamptonshire.**

### 3.2.5 Nottinghamshire

BCT has been carrying out the Natural England bat casework contract for the Nottinghamshire region since 1 January 2013, when it was taken over from FPCR.

In 2017, BCT organised 18 roost visits (9% of enquiries) in Nottinghamshire. We also answered a further 45 Natural England enquiries (22.4%) which did not require a visit, such as planning enquiries or information about an enquirer's roost. There were an additional 138 non-Natural England enquiries (68.7%) in this lot, including 126 bat care enquiries (62.7%) this year.

BCT Lot co-ordinator	Hannah Van Hesteren	<a href="mailto:hvanhesteren@bats.org.uk">hvanhesteren@bats.org.uk</a>
Natural England support advisor	Andrew Dumbleton	<a href="mailto:batvolunteers@naturalengland.org.uk">batvolunteers@naturalengland.org.uk</a>

With **25%** of visits conducted in Churches, **70%** conducted in dwellings and the remaining **5%** conducted in other buildings.

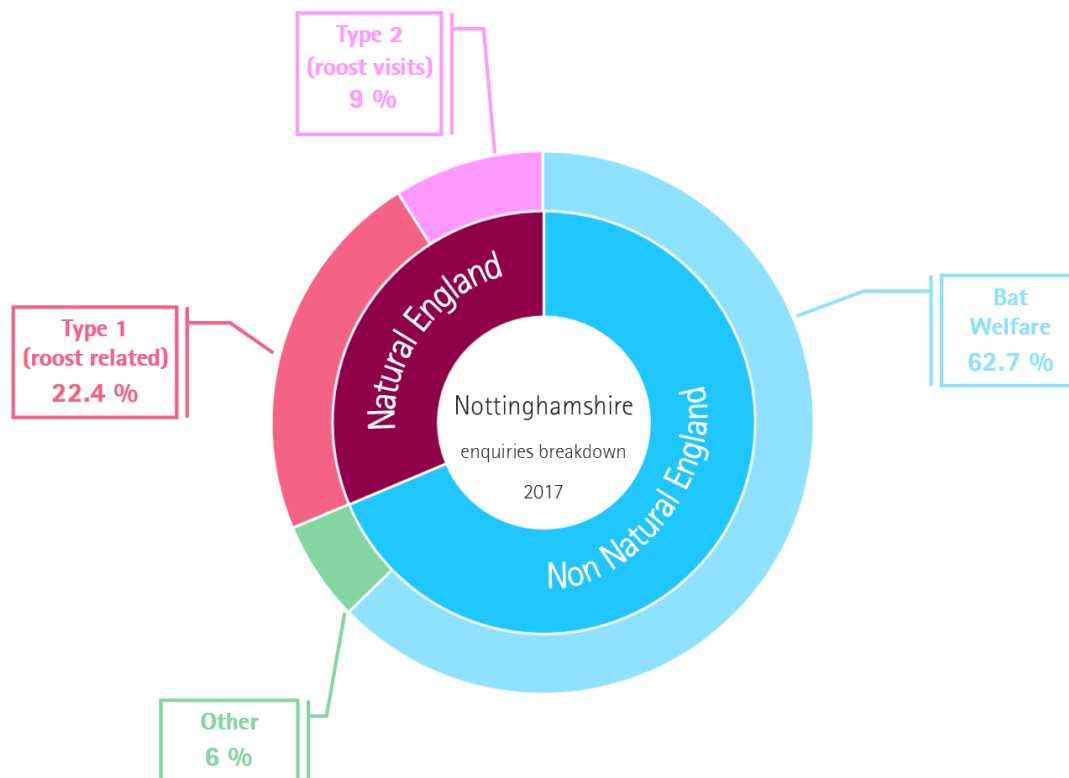
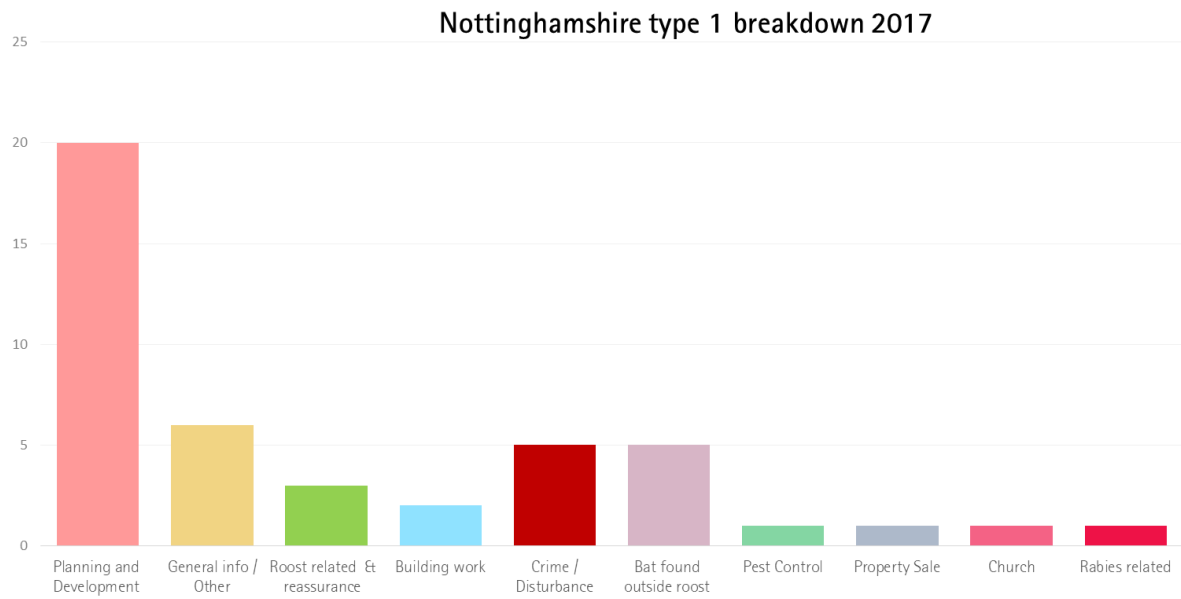
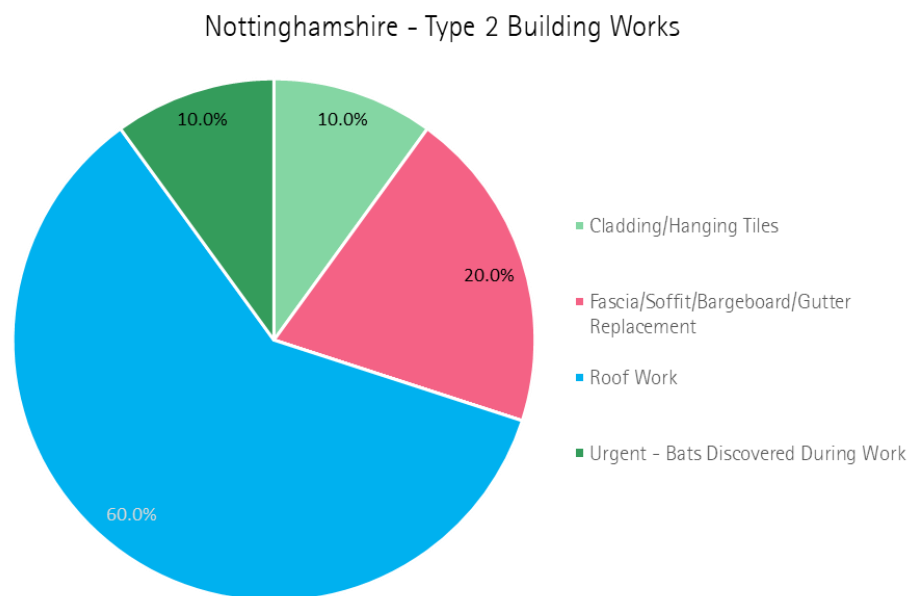


Figure 41: Breakdown of the total number of enquiries from Nottinghamshire.



**Figure 42: Breakdown of enquiries not requiring a roost visit (Type 1) from Nottinghamshire.**

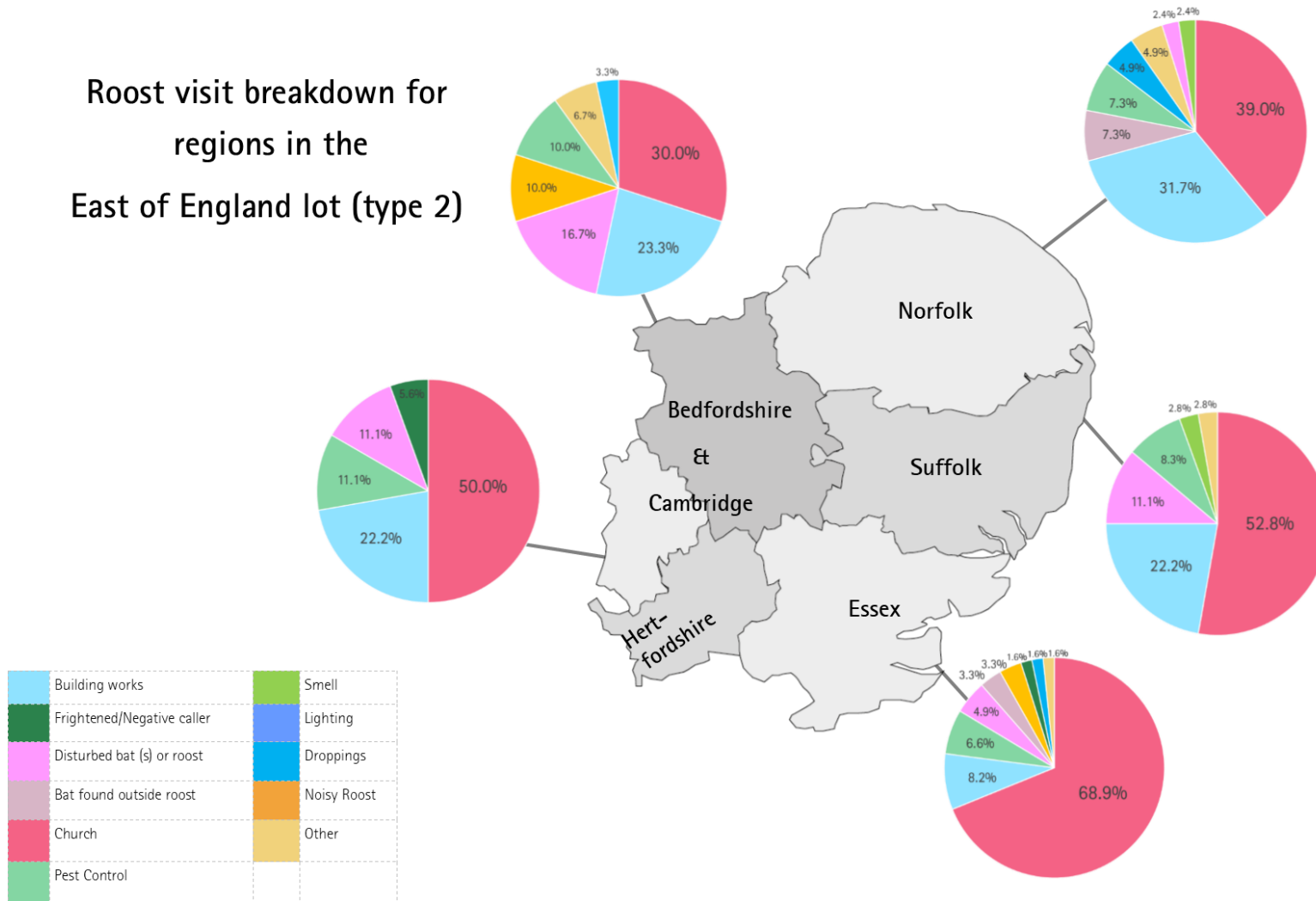


**Figure 43: Breakdown of building work visits in Nottinghamshire.**

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### 3.3 East of England lot

Roost visit breakdown for  
regions in the  
East of England lot (type 2)



### 3.3.1 Bedfordshire and Cambridgeshire

BCT has been carrying out the Natural England bat casework contract for the Bedfordshire region since 1 October 2008, when it was taken over from FPCR.

In 2017, BCT organised 30 roost visits (8.5% of enquiries) in Bedfordshire and Cambridgeshire. We also answered a further 102 Natural England enquiries (28.7%) which did not require a visit, such as planning enquiries or information about an enquirer's roost. There were an additional 223 non-Natural England enquiries (62.8%) in the region, including 205 bat care enquiries (57.7%) during this year.

BCT Lot co-ordinator	Laura Brown	<a href="mailto:lbrown@bats.org.uk">lbrown@bats.org.uk</a>
Natural England support advisor	Andrew Dumbleton	<a href="mailto:batvolunteers@naturalengland.org.uk">batvolunteers@naturalengland.org.uk</a>

With **40%** of visits conducted in Churches, **60%** conducted in dwellings.

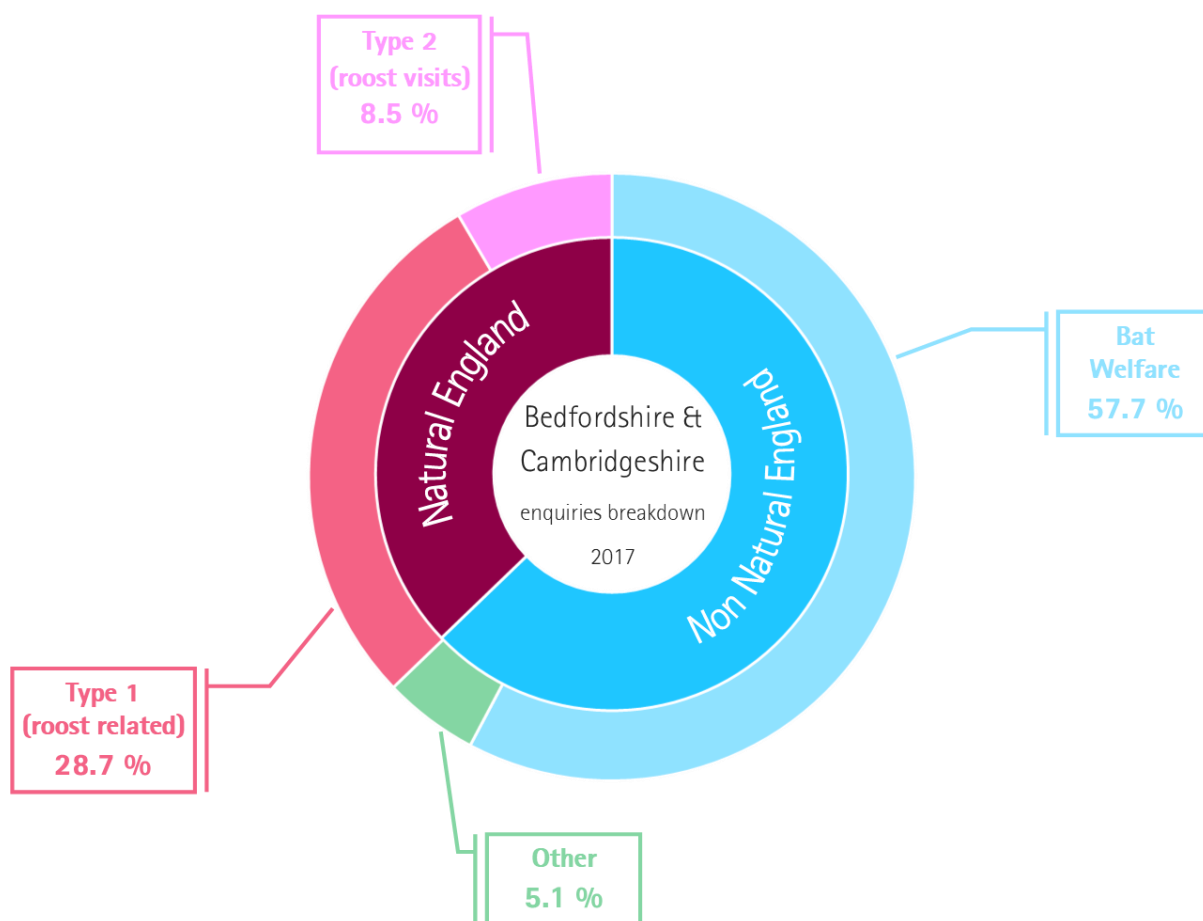
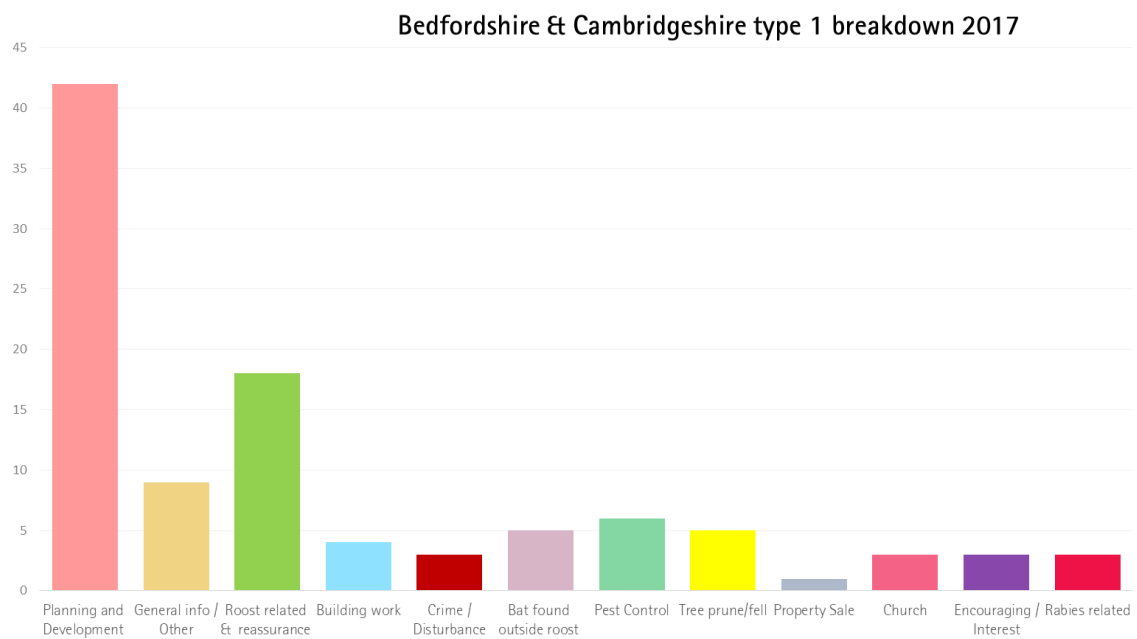
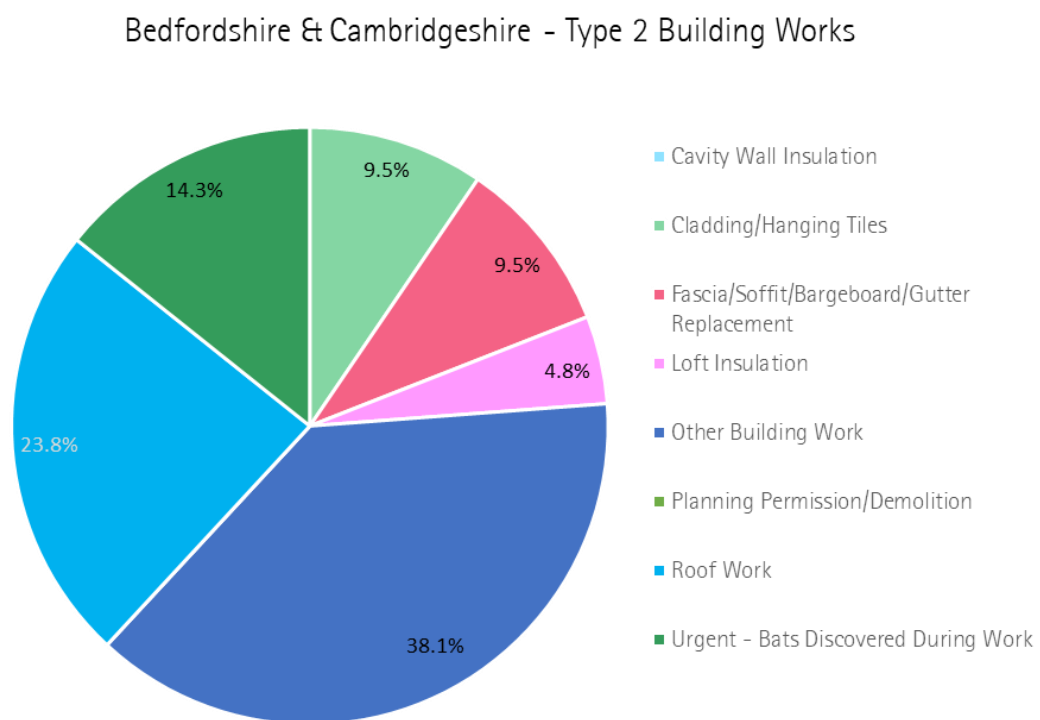


Figure 44: Breakdown of the total number of enquiries from Bedfordshire.



**Figure 45: Breakdown of enquiries not requiring a roost visit (Type 1) from Bedfordshire and Cambridgeshire.**



**Figure 46: Breakdown of building work visits in Bedfordshire and Cambridgeshire.**

### 3.3.2 Essex

BCT has been carrying out the Natural England bat casework contract for the Essex region since 1 October 2008, after taking this region over from the Natural England Essex office.

In 2017, BCT organised 61 roost visits (18% of enquiries) in the Essex region. We also answered a further 120 Natural England enquiries (35.5%) which did not require a visit, such as planning enquiries or information about an enquirer's roost. There were an additional 157 non-Natural England enquiries (46.4%) in the region, including 117 bat care enquiries (34.6%) this year.

BCT Lot co-ordinator	Laura Brown	<a href="mailto:lbrown@bats.org.uk">lbrown@bats.org.uk</a>
Natural England support advisor	Andrew Dumbleton	<a href="mailto:batvolunteers@naturalengland.org.uk">batvolunteers@naturalengland.org.uk</a>

With **70%** of visits conducted in Churches, **28%** conducted in dwellings and the remaining **2%** conducted in other buildings. Unlike other counties, the majority of roost visits in Essex were for churches.

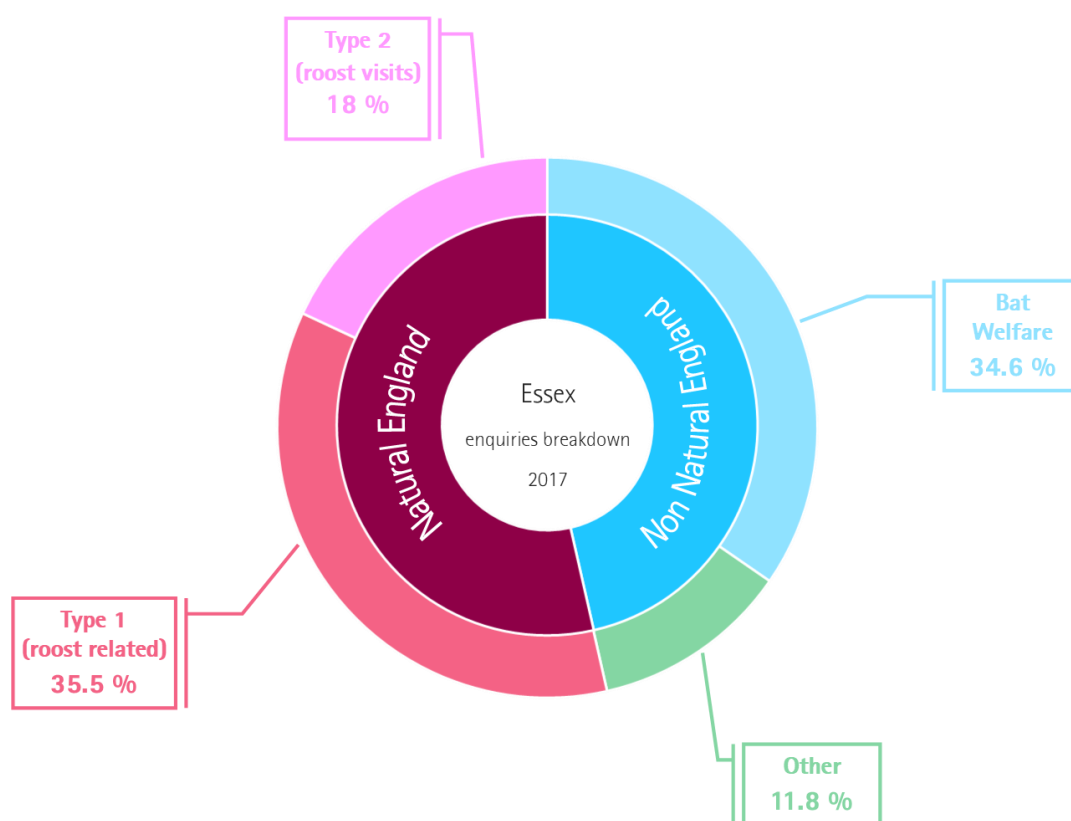


Figure 47: Breakdown of the total number of enquiries from Essex.



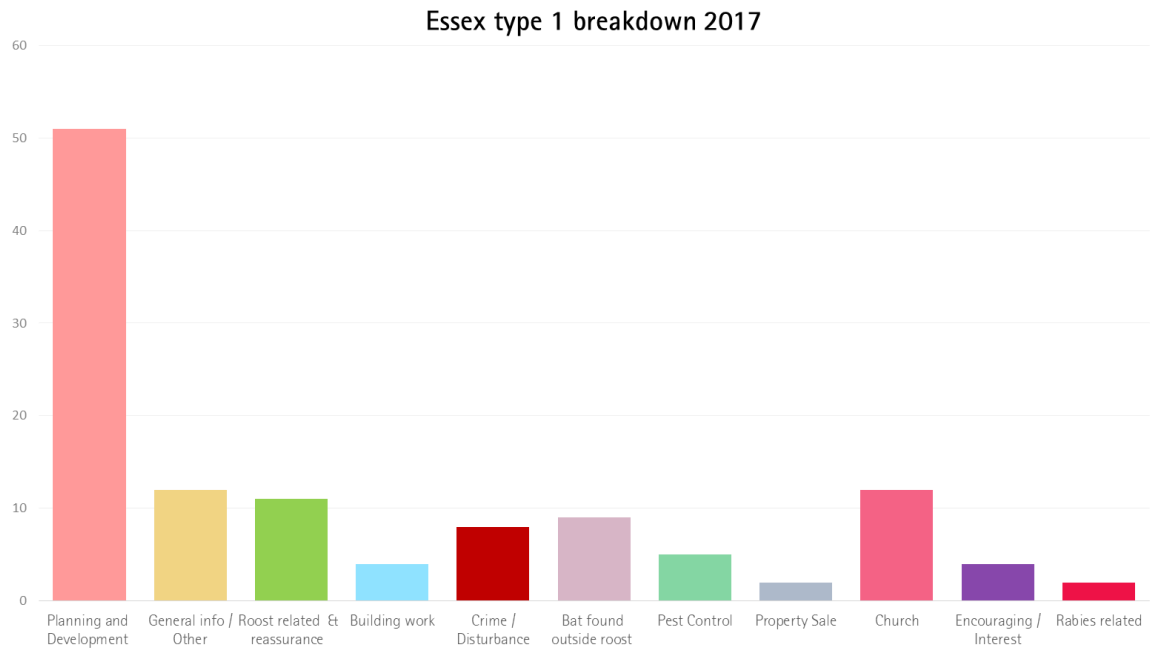


Figure 48: Breakdown of enquiries not requiring a roost visit (Type 1) from Essex.

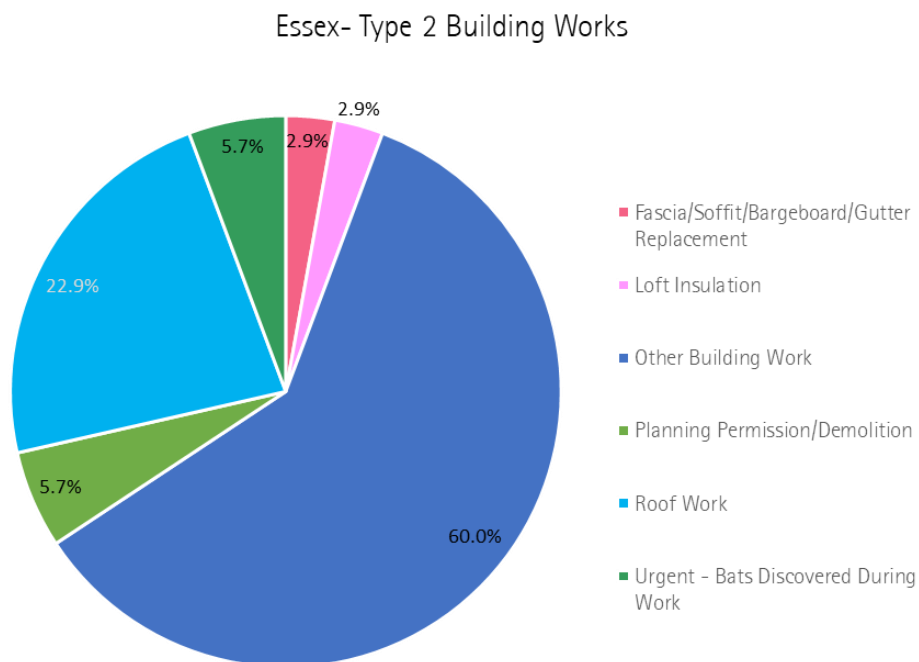


Figure 49: Breakdown of building work visits in Essex.

### 3.3.3 Hertfordshire and Middlesex

BCT has been the sole contractor for Natural England bat casework in Hertfordshire and Middlesex since 2012.

In 2017, BCT organised 18 roost visits (6.1% of all enquiries) in the Hertfordshire and Middlesex region. We also answered a further 85 Natural England enquiries (28.8%) which did not require a visit, such as planning enquiries or information about an enquirer's roost. There were an additional 147 non-Natural England enquiries (49.8%) in the region, including 134 grounded and injured bat enquiries (45.4%) during 2017.

BCT Lot co-ordinator	Laura Brown	<a href="mailto:lbrown@bats.org.uk">lbrown@bats.org.uk</a>
Natural England support advisor	Andrew Dumbleton	<a href="mailto:batvolunteers@naturalengland.org.uk">batvolunteers@naturalengland.org.uk</a>

With **50%** of visits conducted in Churches, **50%** conducted in dwellings.

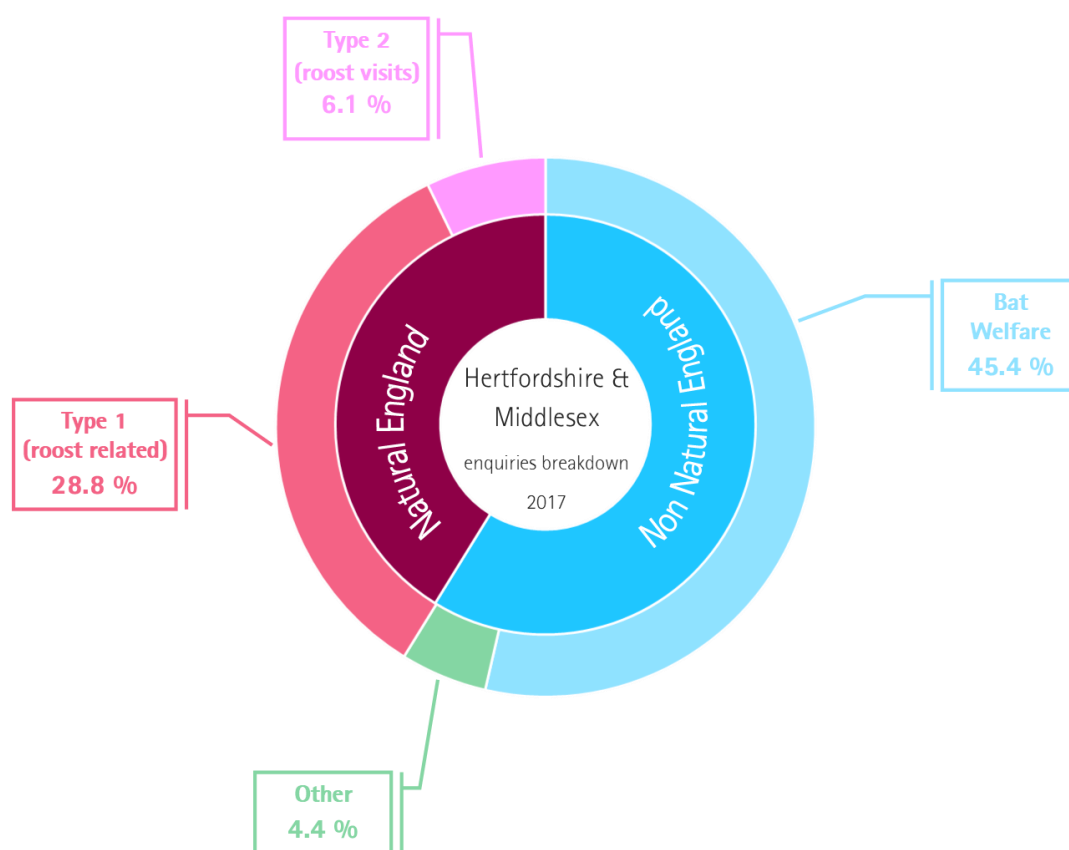
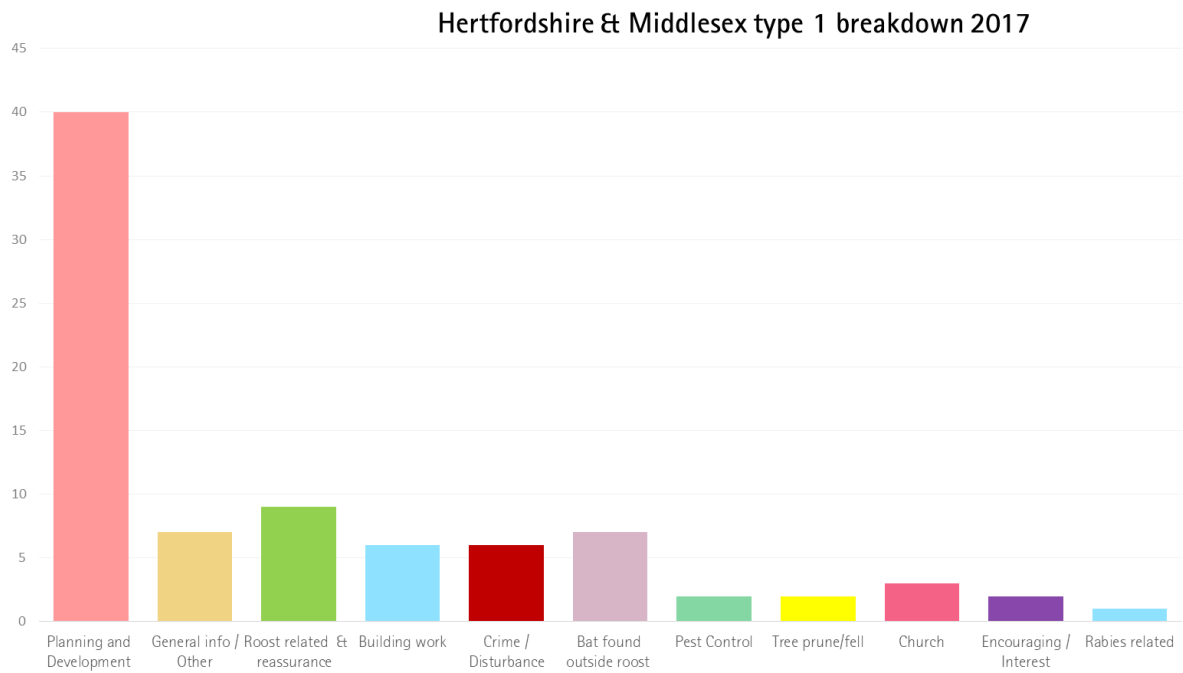
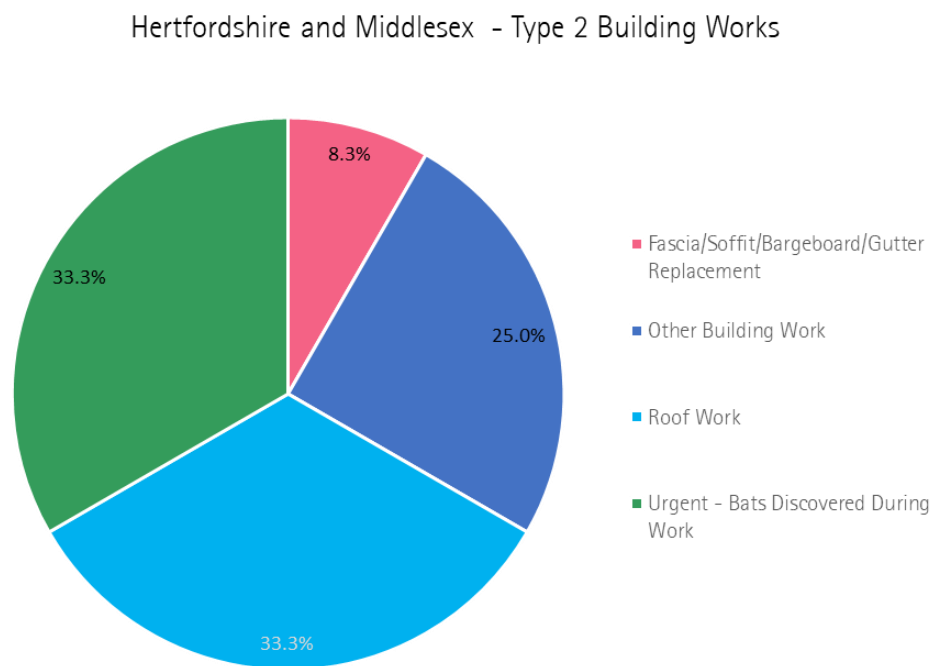


Figure 50: Breakdown of the total number of enquiries from Hertfordshire and Middlesex.



**Figure 51: Breakdown of enquiries not requiring a roost visit (Type 1) from Hertfordshire and Middlesex.**



**Figure 52: Breakdown of building work visits in Hertfordshire and Middlesex.**

### 3.3.4 Norfolk

BCT has been carrying out the Natural England bat casework contract for the Norfolk region since 2004.

In 2017, BCT organised 41 roost visits (11.1% of enquiries) in Norfolk. We also answered a further 103 Natural England enquiries (27.8%) which did not require a visit, such as planning enquiries or information about an enquirer's roost. There were an additional 227 non-Natural England enquiries (61.2%) in the region, including 206 bat care enquiries (55.5%) during 2017.

BCT Lot co-ordinator	Laura Brown	<a href="mailto:lbrown@bats.org.uk">lbrown@bats.org.uk</a>
Natural England support advisor	Andrew Dumbleton	<a href="mailto:batvolunteers@naturalengland.org.uk">batvolunteers@naturalengland.org.uk</a>

With **34.3%** of visits conducted in Churches, **62.9%** conducted in dwellings and the remaining **2.9%** conducted in other buildings.

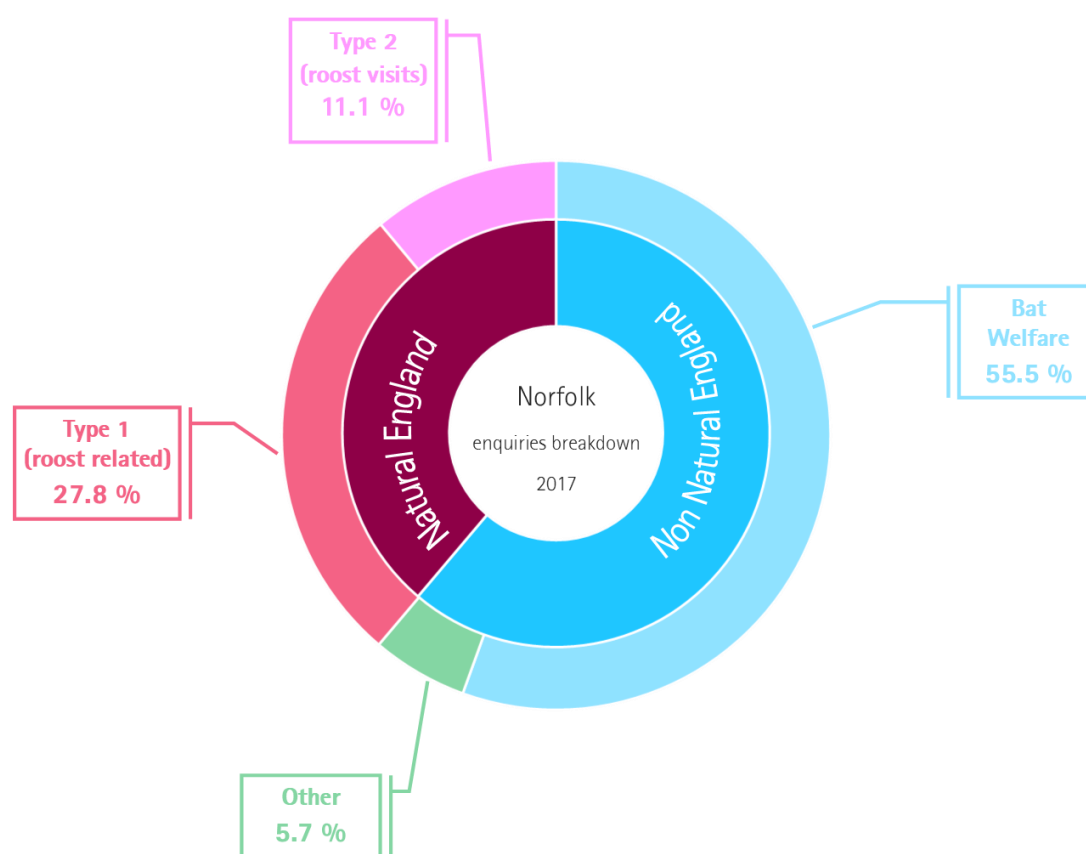


Figure 53: Breakdown of the total number of enquiries from Norfolk.

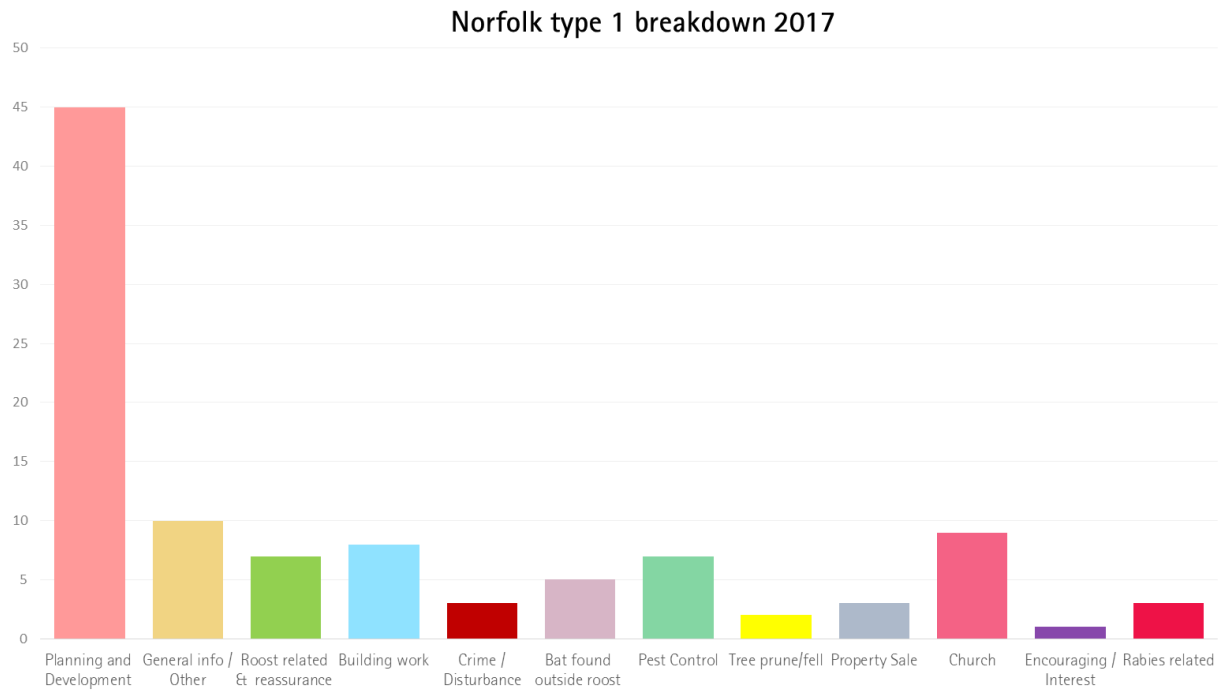


Figure 54: Breakdown of enquiries not requiring a roost visit (Type 1) from Norfolk.

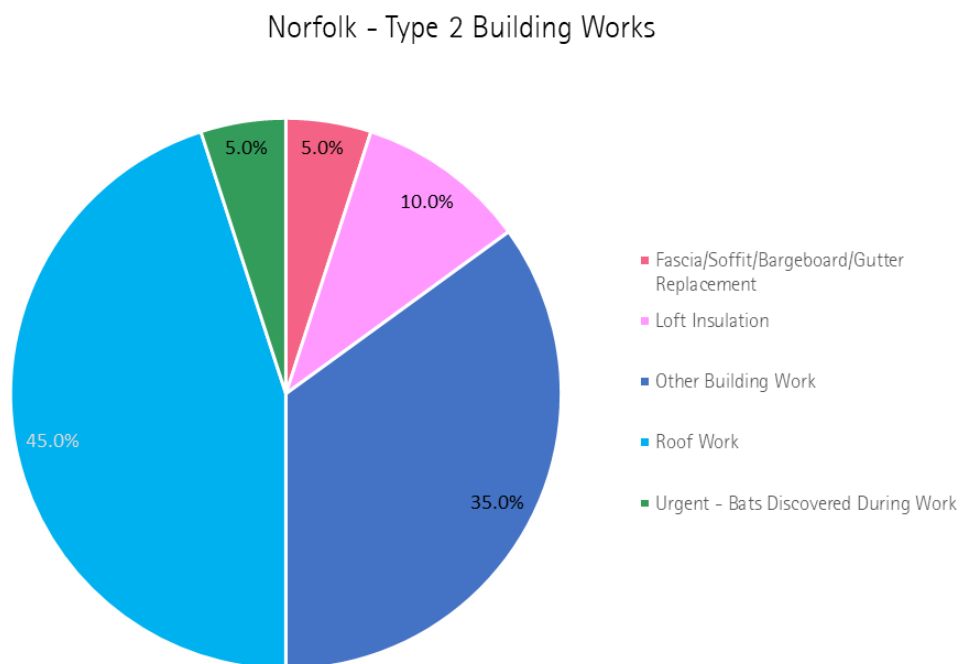


Figure 55: Breakdown of building work visits in Norfolk.

### 3.3.5 Suffolk

BCT has been carrying out the Natural England bat casework contract for the Suffolk region since 1 October 2008, after taking the region over from Natural England staff.

In 2017, BCT organised 36 roost visits (12.2% of enquiries) in the Suffolk region. We also answered a further 81 Natural England enquiries (27.5%) which did not require a visit, such as planning enquiries or information about an enquirer's roost. There were an additional 178 non-Natural England enquiries (60.3%) in the region, including 162 bat care enquiries (54.9%) this year.

BCT Lot co-ordinator	Laura Brown	<a href="mailto:lbrown@bats.org.uk">lbrown@bats.org.uk</a>
Natural England support advisor	Andrew Dumbleton	<a href="mailto:batvolunteers@naturalengland.org.uk">batvolunteers@naturalengland.org.uk</a>

With **53%** of visits conducted in Churches, **47%** conducted in dwellings.

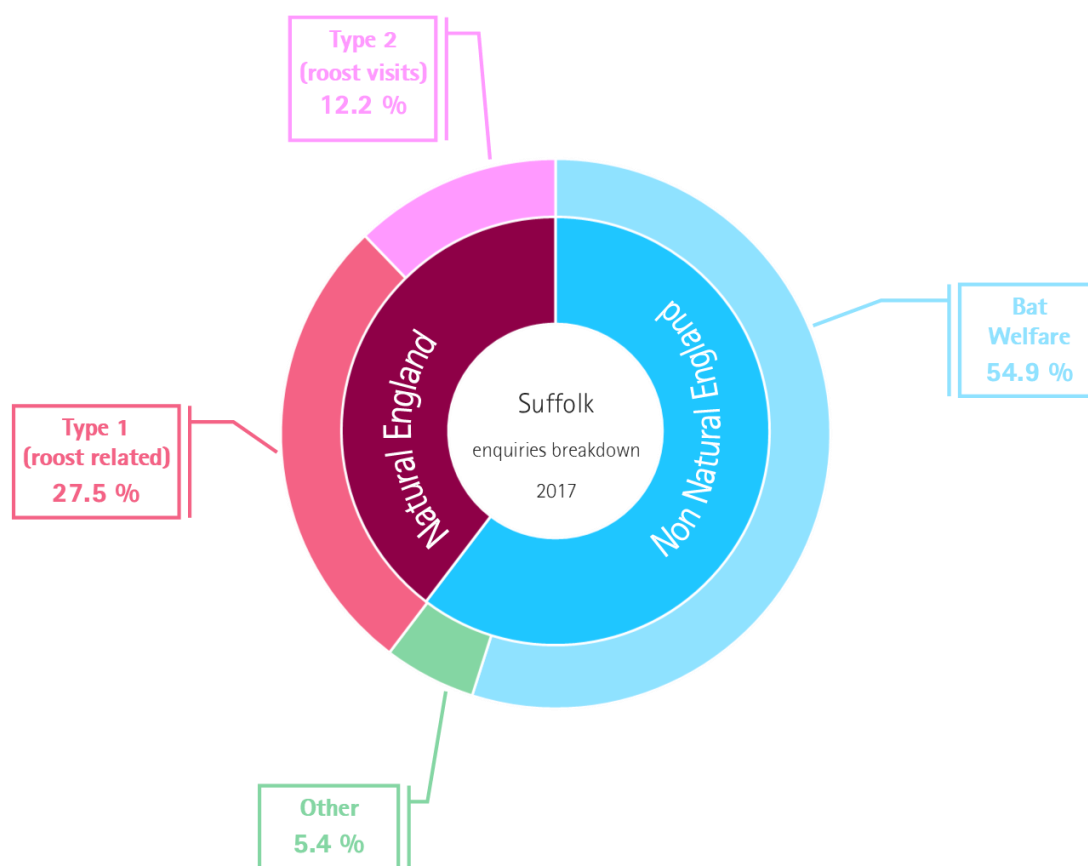


Figure 56: Breakdown of the total number of enquiries from Suffolk.

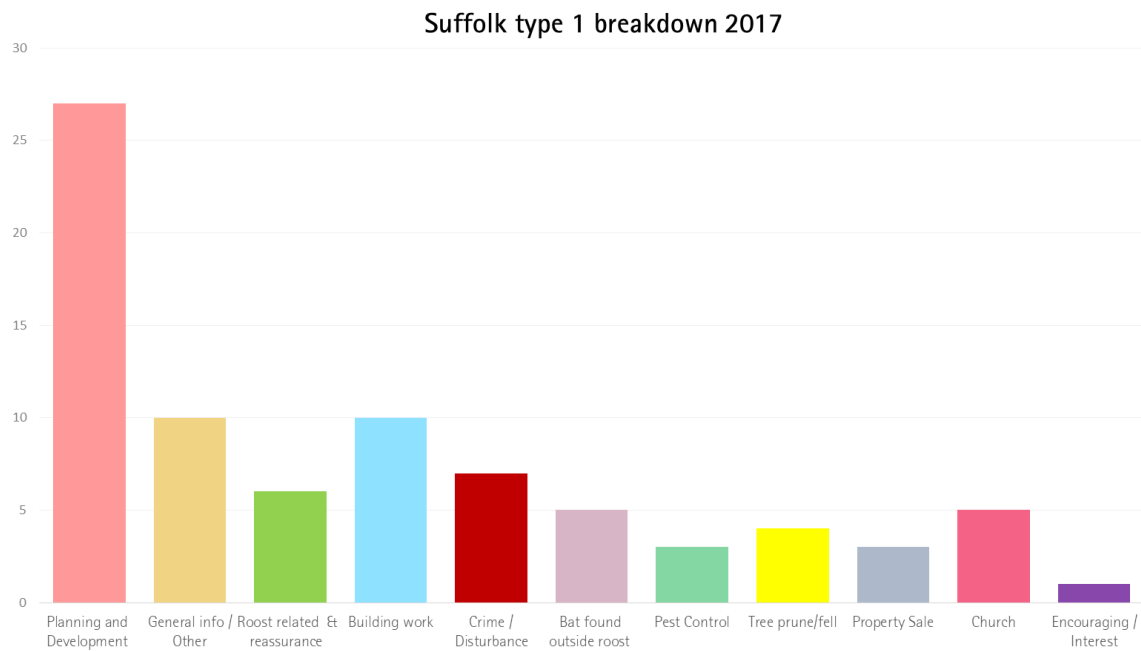


Figure 57: Breakdown of enquiries not requiring a roost visit (Type 1) from Suffolk.

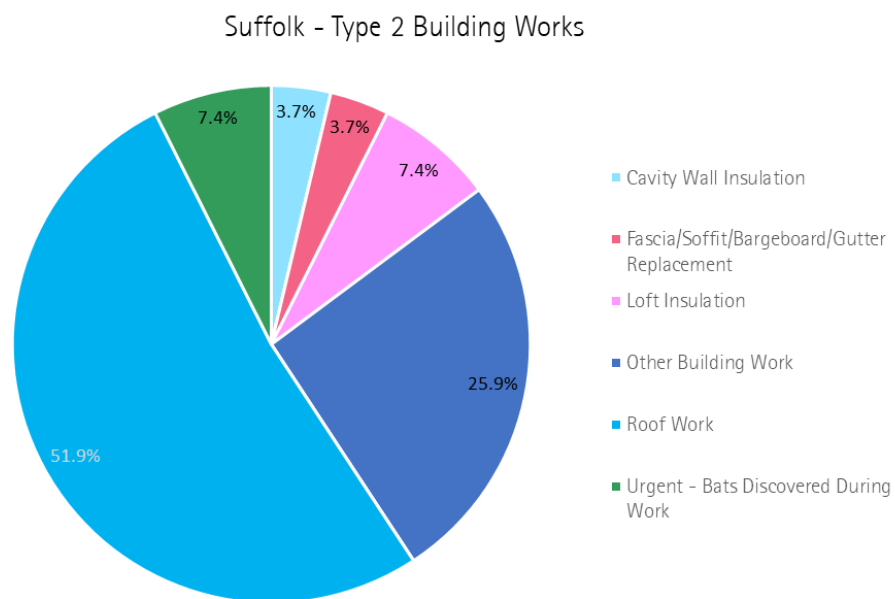


Figure 58: Breakdown of building work visits in Suffolk.

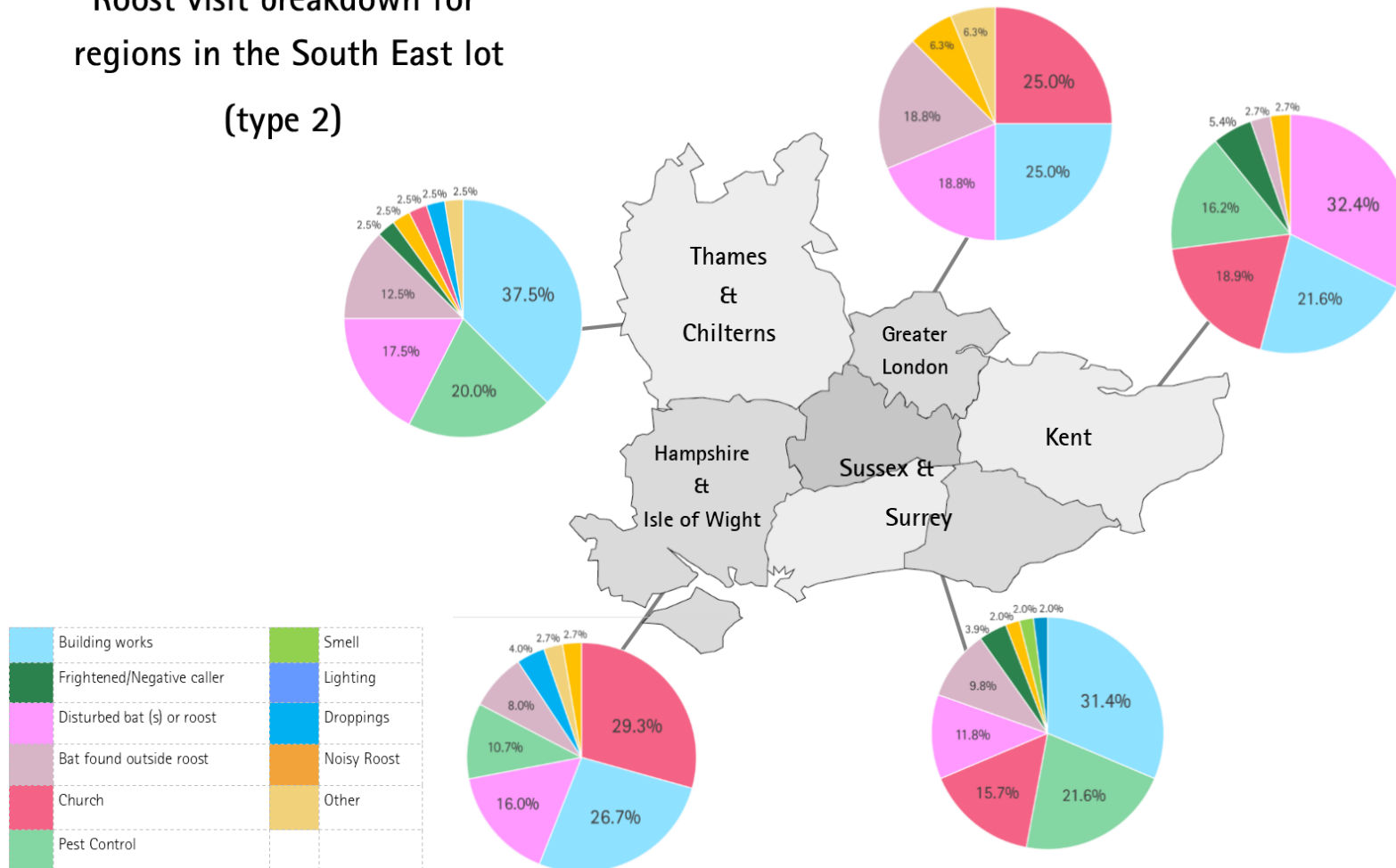
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### 3.4 South East lot

Roost visit breakdown for  
regions in the South East lot

(type 2)



### 3.4.1 Hampshire and the Isle of Wight

BCT has been carrying out the Natural England bat casework contract for Hampshire and the Isle of Wight since 2005.

In 2017, BCT organised 40 roost visits (7.4% of enquiries) in Hampshire and the Isle of Wight. We also answered a further 175 Natural England enquiries (32.3%) which did not require a visit, such as planning enquiries or information about an enquirer's roost. There were an additional 326 non-Natural England enquiries (60.2%) in the region, including 287 grounded and injured bat enquiries (53%) this year.

BCT Lot co-ordinator until Nov	Laura Brown	<a href="mailto:lbrown@bats.org.uk">lbrown@bats.org.uk</a>
BCT Lot co-ordinator from Nov	Grace Johnson	<a href="mailto:gjohnson@bats.org.uk">gjohnson@bats.org.uk</a>
Natural England support advisor	Andrew Dumbleton	<a href="mailto:batvolunteers@naturalengland.org.uk">batvolunteers@naturalengland.org.uk</a>

With **3%** of visits conducted in Churches, **97%** conducted in dwellings.

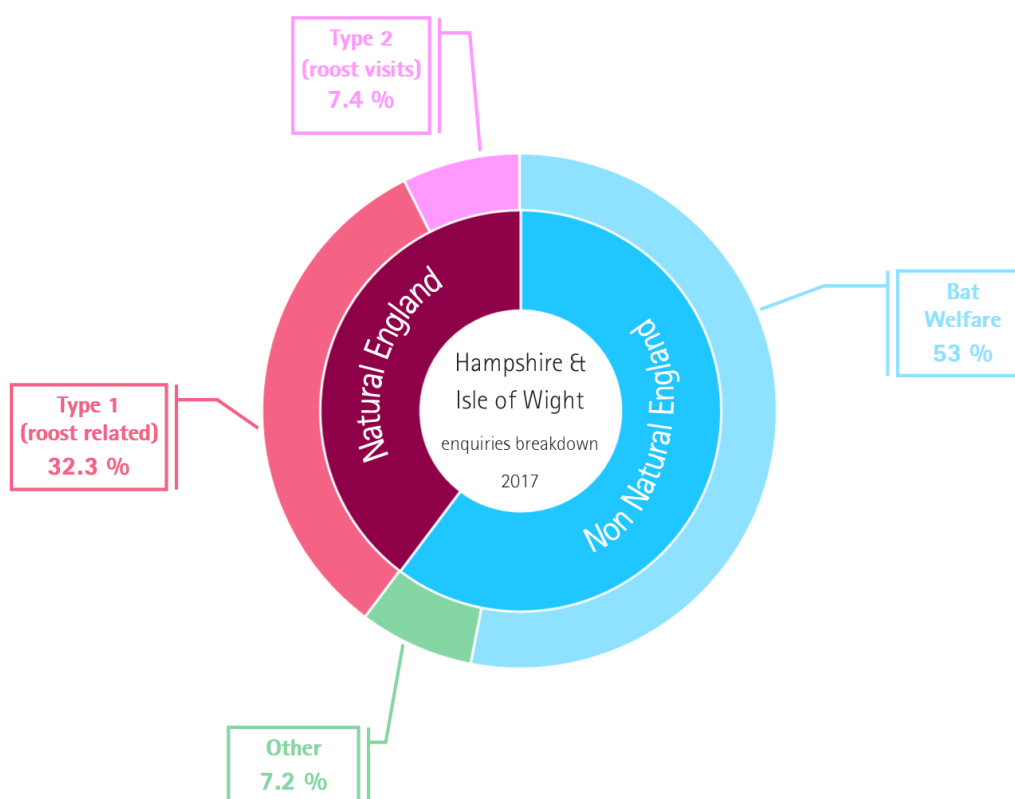


Figure 59: Breakdown of the total number of enquiries from Hampshire and the Isle of Wight.

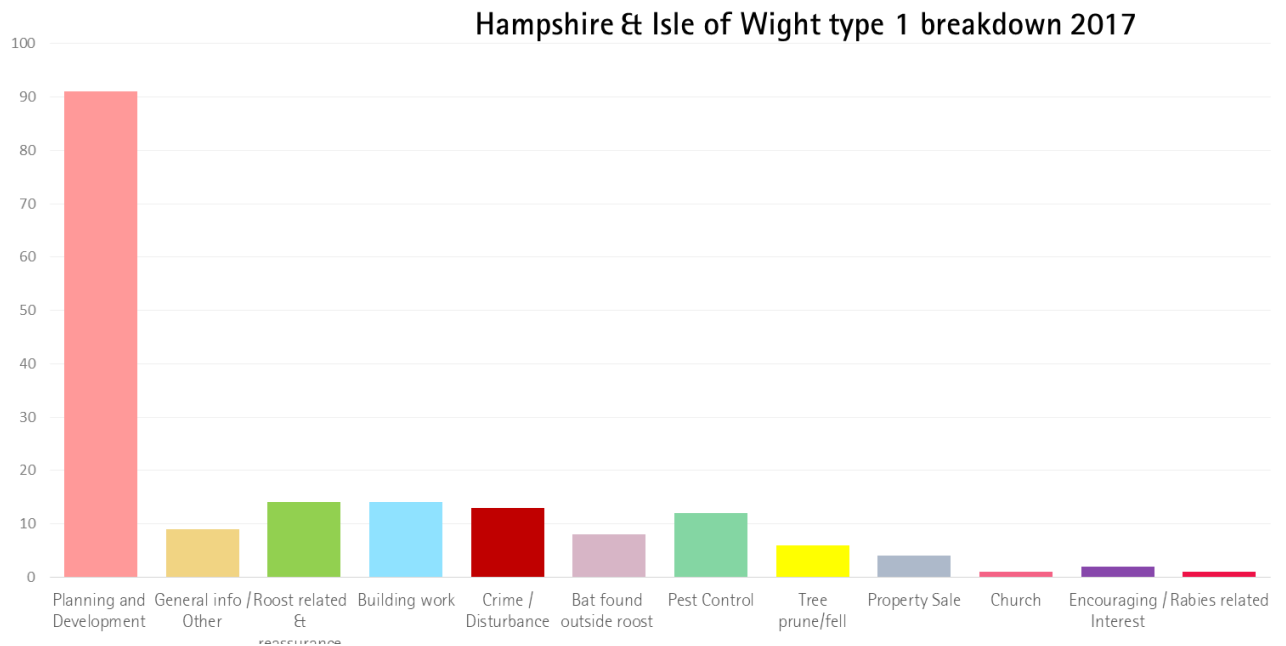


Figure 60: Breakdown of enquiries not requiring a roost visit (Type 1) from Hampshire and the Isle of Wight.

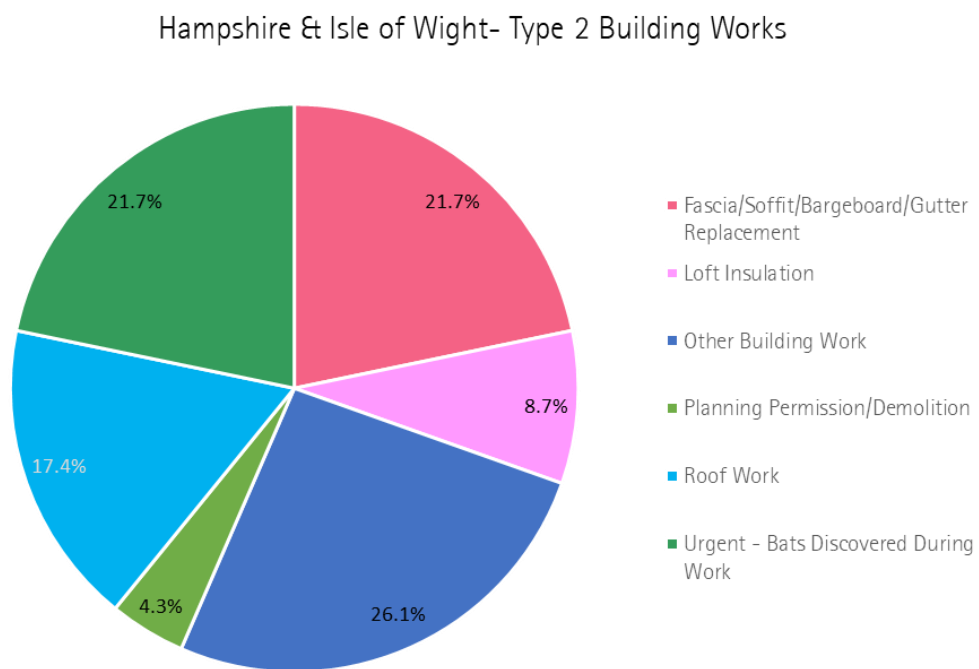


Figure 61: Breakdown of building work visits in Hampshire and the Isle of Wight.

### 3.4.2 Kent

BCT has been carrying out Natural England bat casework for the Kent region since 2004.

In 2017, BCT organised 37 roost visits in the Kent region (8.3% of enquiries). We also answered a further 136 Natural England enquiries which did not require a visit (30.6%), such as planning enquiries or information about an enquirer's roost. There were an additional 271 non-Natural England enquiries (61%) in the region, including 250 bat care enquiries (56.3%) this year.

BCT Lot co-ordinator until Nov	Laura Brown	<a href="mailto:lbrown@bats.org.uk">lbrown@bats.org.uk</a>
BCT Lot co-ordinator from Nov	Grace Johnson	<a href="mailto:gjohnson@bats.org.uk">gjohnson@bats.org.uk</a>
Natural England support advisor	Andrew Dumbleton	<a href="mailto:batvolunteers@naturalengland.org.uk">batvolunteers@naturalengland.org.uk</a>

**25%** of visits conducted in Churches, **75%** conducted in dwellings.

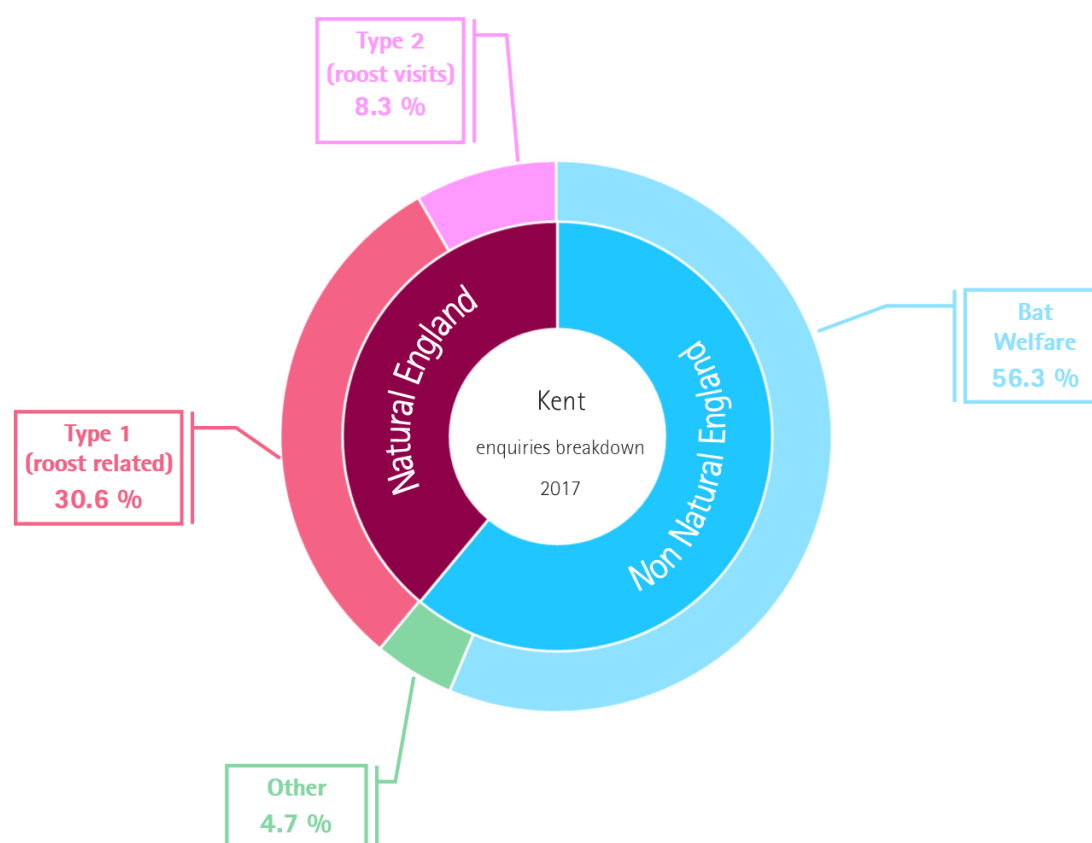


Figure 62: Breakdown of the total number of enquiries from Kent.

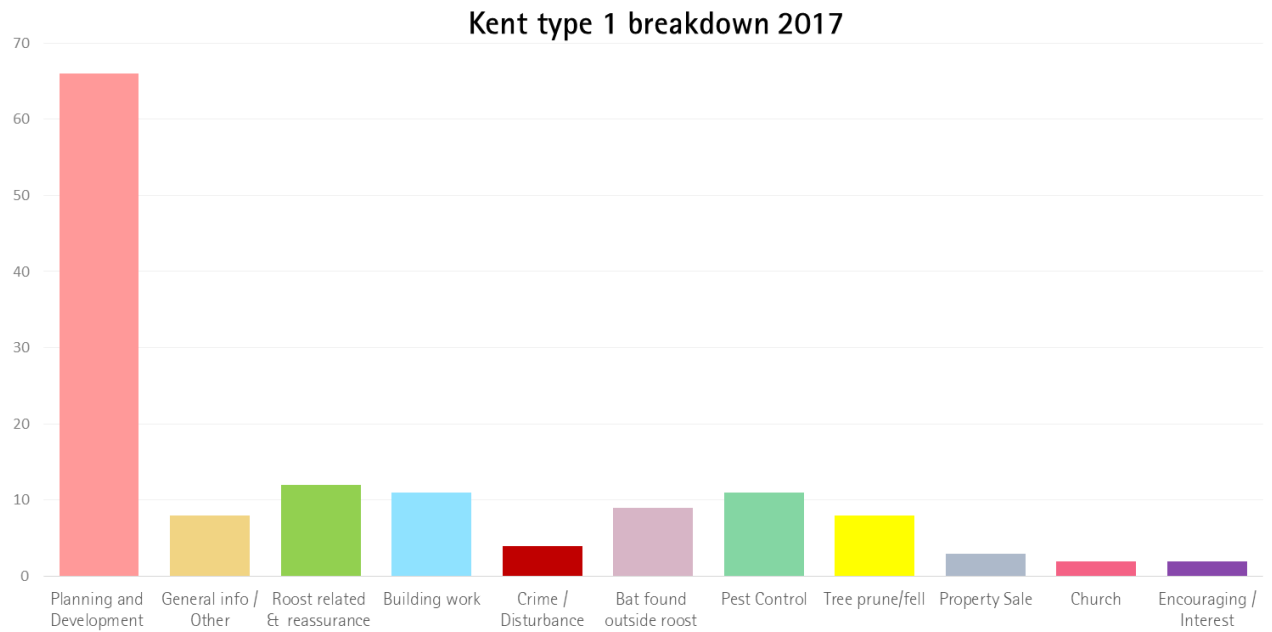


Figure 63: Breakdown of enquiries not requiring a roost visit (Type 1) from Kent.

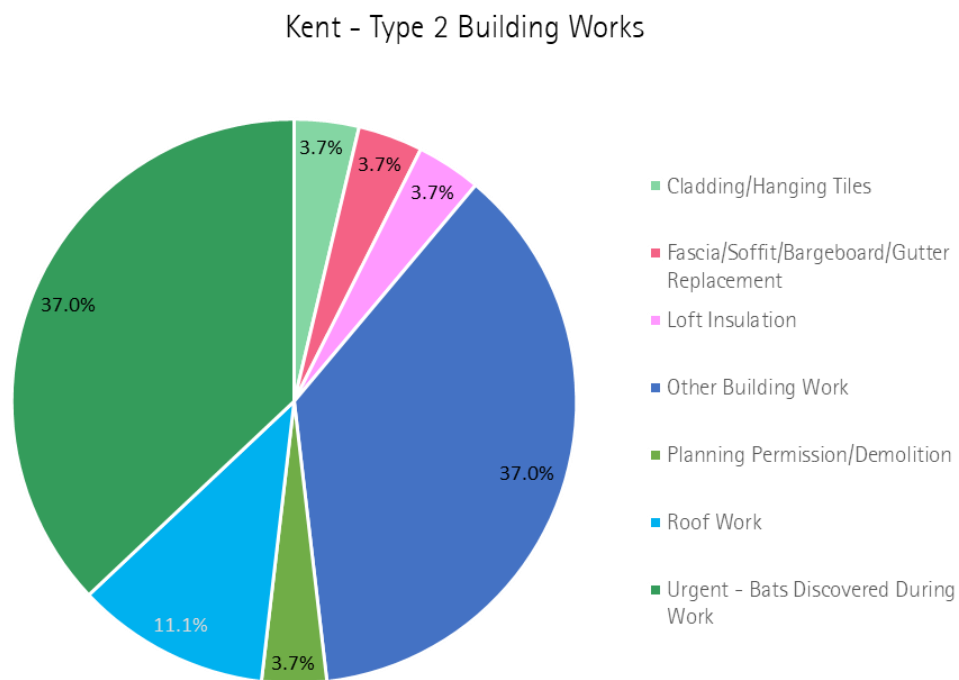


Figure 64: Breakdown of building work visits in Kent.

### 3.4.3 Greater London

BCT has been carrying out the Natural England bat casework contract for the London region since 1 January 2013, when it was taken over from Andrew Dumbleton at Natural England.

In 2017, BCT organised 16 roost visits (4.4% of enquiries) in the London region, the lowest of all regions; all of these visits were to provide advice about building works. We also answered a further 151 Natural England enquiries which did not require a visit (41.5%), such as planning enquiries or information about an enquirer's roost. There were an additional 197 non-Natural England enquiries (54.2%) in the region, including 148 bat care enquiries (40.7%) this year.

BCT Lot co-ordinator until Nov	Laura Brown	<a href="mailto:lbrown@bats.org.uk">lbrown@bats.org.uk</a>
BCT Lot co-ordinator from Nov	Grace Johnson	<a href="mailto:gjohnson@bats.org.uk">gjohnson@bats.org.uk</a>
Natural England support advisor	Andrew Dumbleton	<a href="mailto:batvolunteers@naturalengland.org.uk">batvolunteers@naturalengland.org.uk</a>

With **25%** of visits conducted in Churches, **68.8%** conducted in dwellings and the remaining **6.3%** conducted in other buildings.

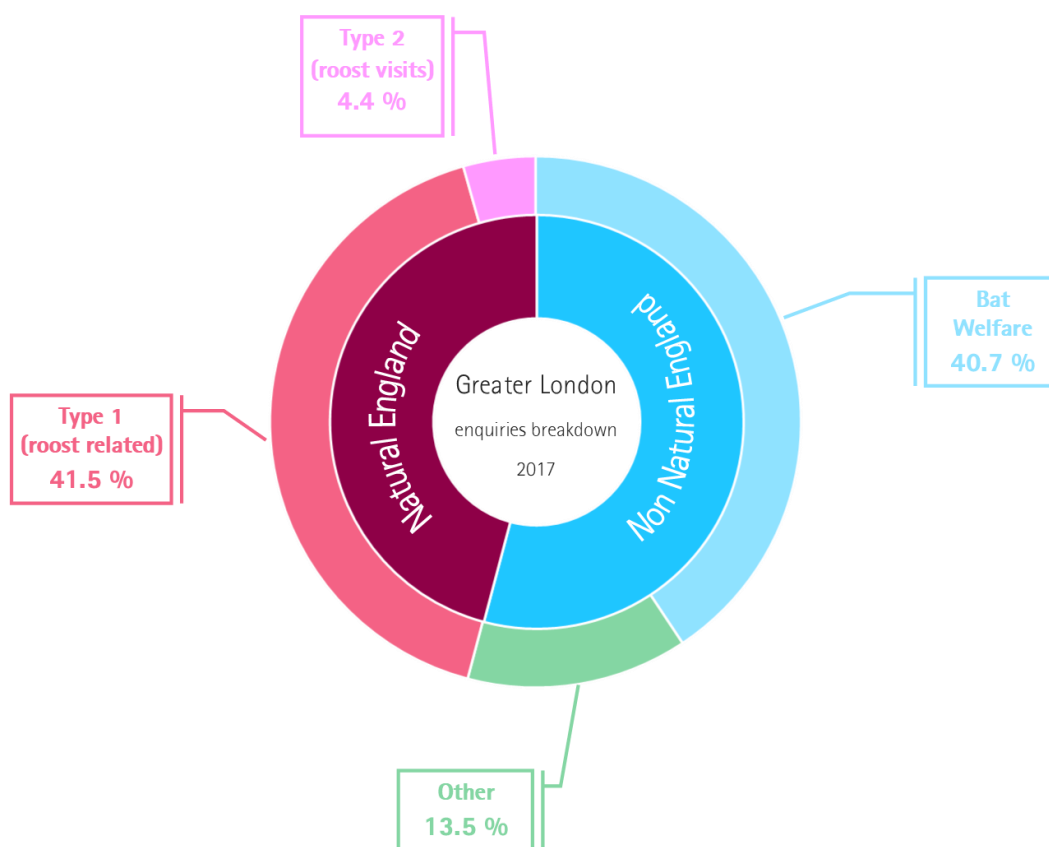


Figure 65: Breakdown of the total number of enquiries from London.

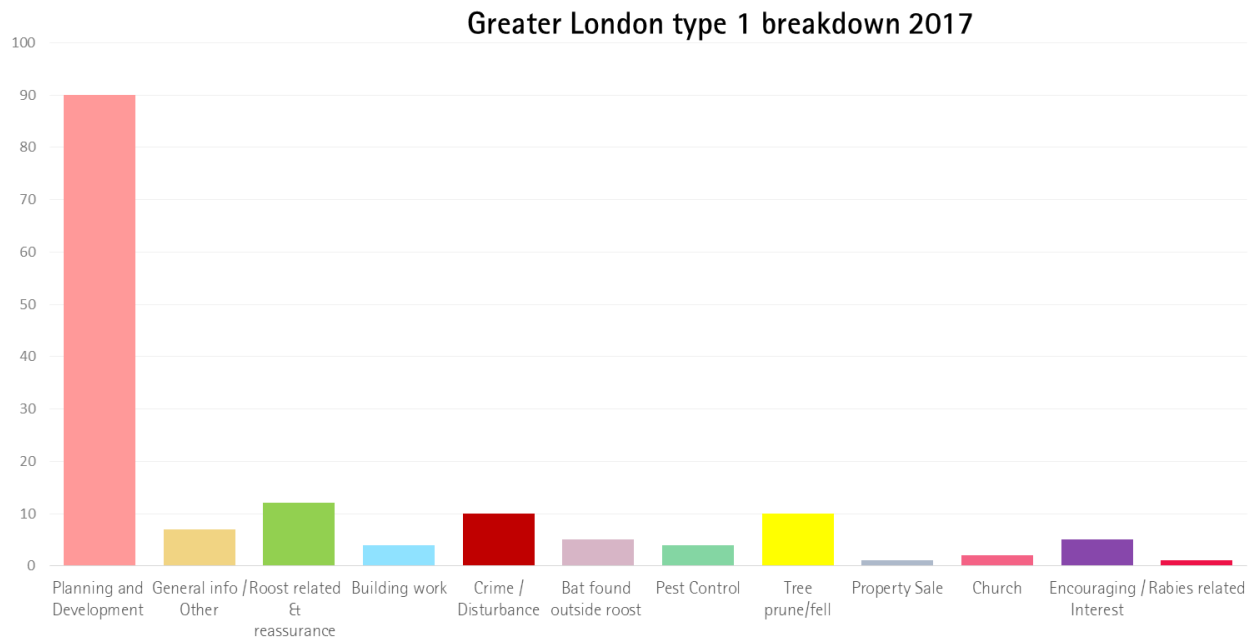


Figure 66: Breakdown of enquiries not requiring a roost visit (Type 1) from London.

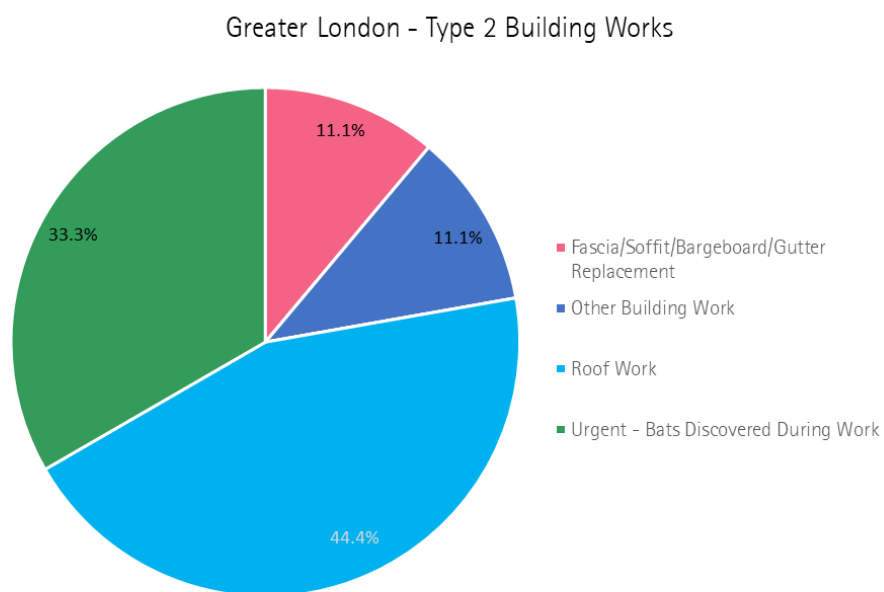


Figure 67: Breakdown of building work visits in London.

### 3.4.4 Sussex and Surrey

BCT has been carrying out Natural England bat casework for the Sussex and Surrey region since 2005.

In 2017, BCT organised 51 roost visits (7.9% of enquiries) in the Sussex and Surrey region. We also answered a further 254 Natural England enquiries which did not require a visit (39.1%), such as planning enquiries or information about an enquirer's roost. There were an additional 344 non-Natural England enquiries (53%) in the region, including 290 bat care enquiries (44.7%) this year.

BCT Lot co-ordinator until Nov	Laura Brown	<a href="mailto:lbrown@bats.org.uk">lbrown@bats.org.uk</a>
BCT Lot co-ordinator from Nov	Grace Johnson	<a href="mailto:gjohnson@bats.org.uk">gjohnson@bats.org.uk</a>
Natural England support advisor	Andrew Dumbleton	<a href="mailto:batvolunteers@naturalengland.org.uk">batvolunteers@naturalengland.org.uk</a>

With **16.7%** of visits conducted in Churches, **79.6%** conducted in dwellings and the remaining **3.7%** conducted in other buildings.

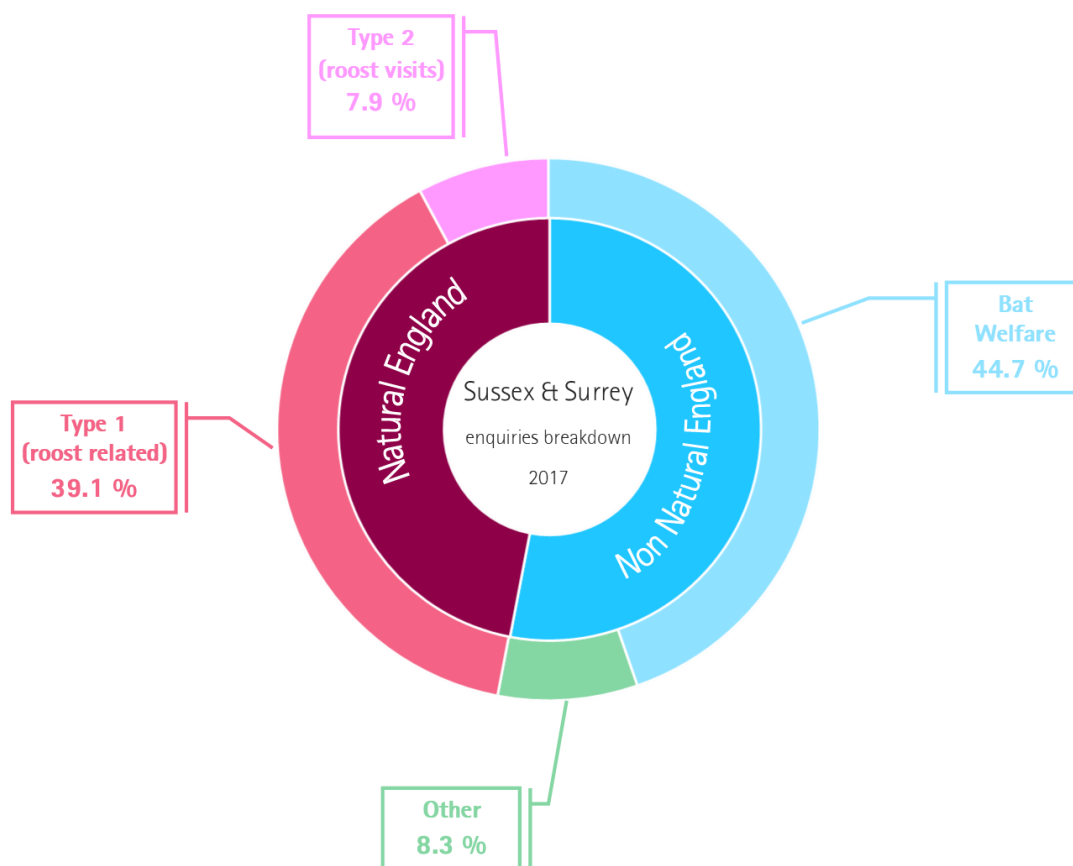


Figure 68: Breakdown of the total number of enquiries from Sussex and Surrey.



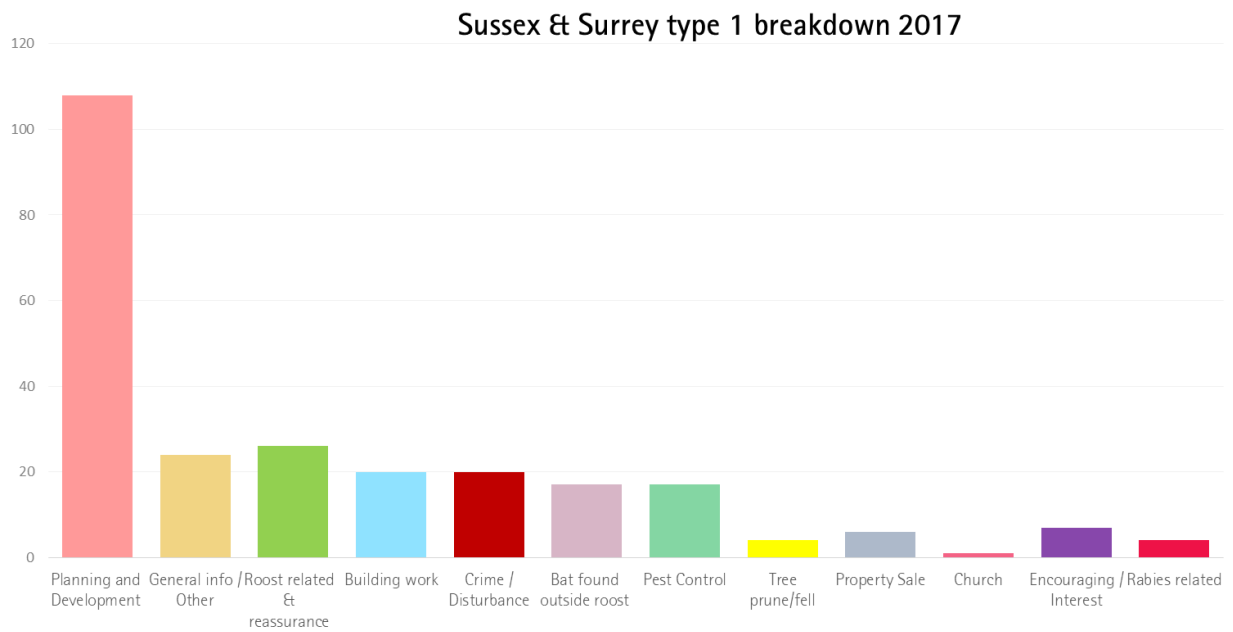


Figure 69: Breakdown of enquiries not requiring a roost visit (Type 1) from Sussex and Surrey.

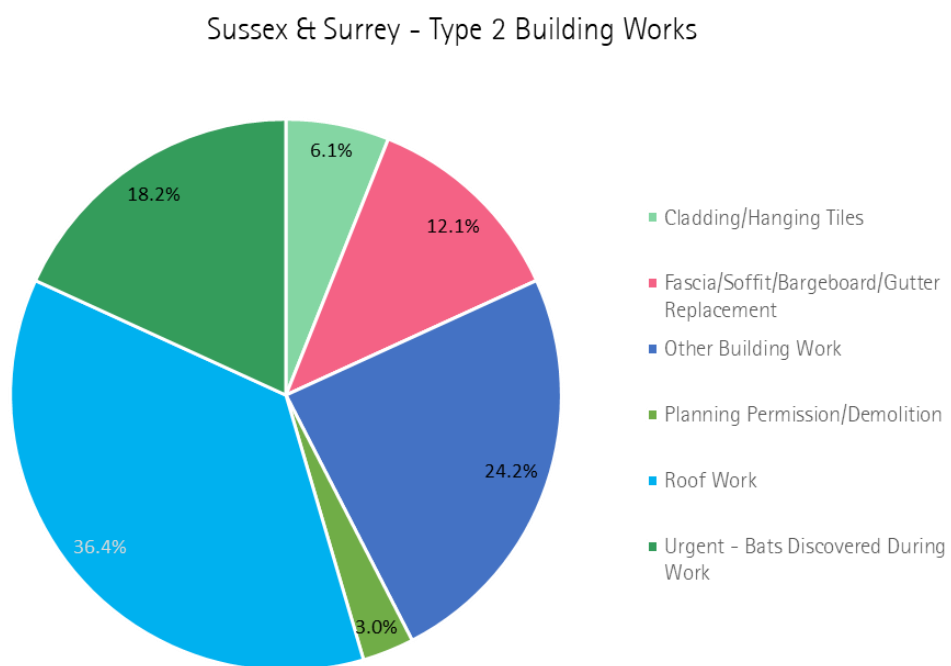


Figure 70: Breakdown of building work visits in Sussex and Surrey.

### 3.4.5 Thames and Chilterns

BCT has been carrying out Natural England bat casework for the Thames and Chilterns region since 2005.

In 2017, BCT organised 75 roost visits in the Thames and Chilterns region (11.2% of enquiries). We also answered a further 220 Natural England enquiries (33%) which did not require a visit, such as planning enquiries or information about an enquirer's roost. There were an additional 372 non-Natural England enquiries (55.7%) in the region, including 333 bat care enquiries (49.9%) this year.

BCT Lot co-ordinator until Nov	Laura Brown	<a href="mailto:lbrown@bats.org.uk">lbrown@bats.org.uk</a>
BCT Lot co-ordinator from Nov	Grace Johnson	<a href="mailto:gjohnson@bats.org.uk">gjohnson@bats.org.uk</a>
Natural England support advisor	Andrew Dumbleton	<a href="mailto:batvolunteers@naturalengland.org.uk">batvolunteers@naturalengland.org.uk</a>

With **27.1%** of visits conducted in Churches, **72.9%** conducted in dwellings.

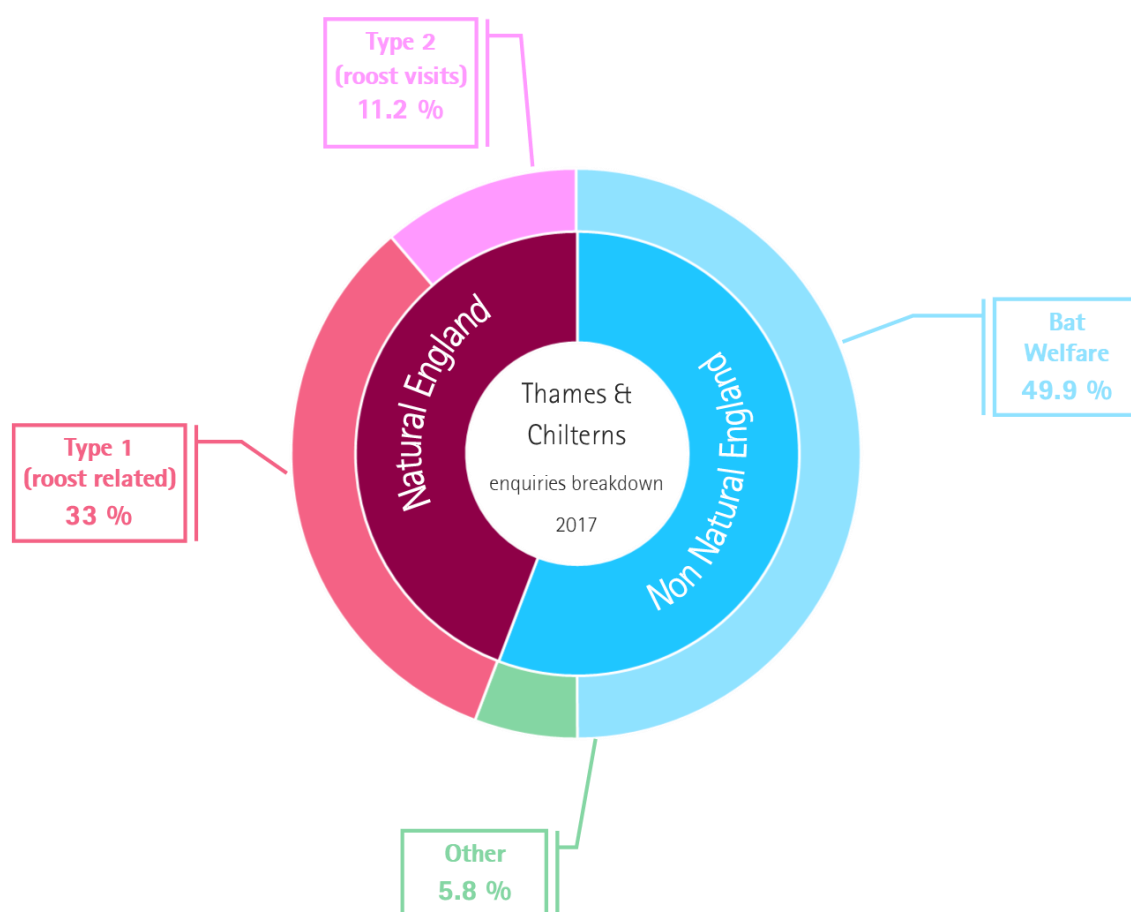
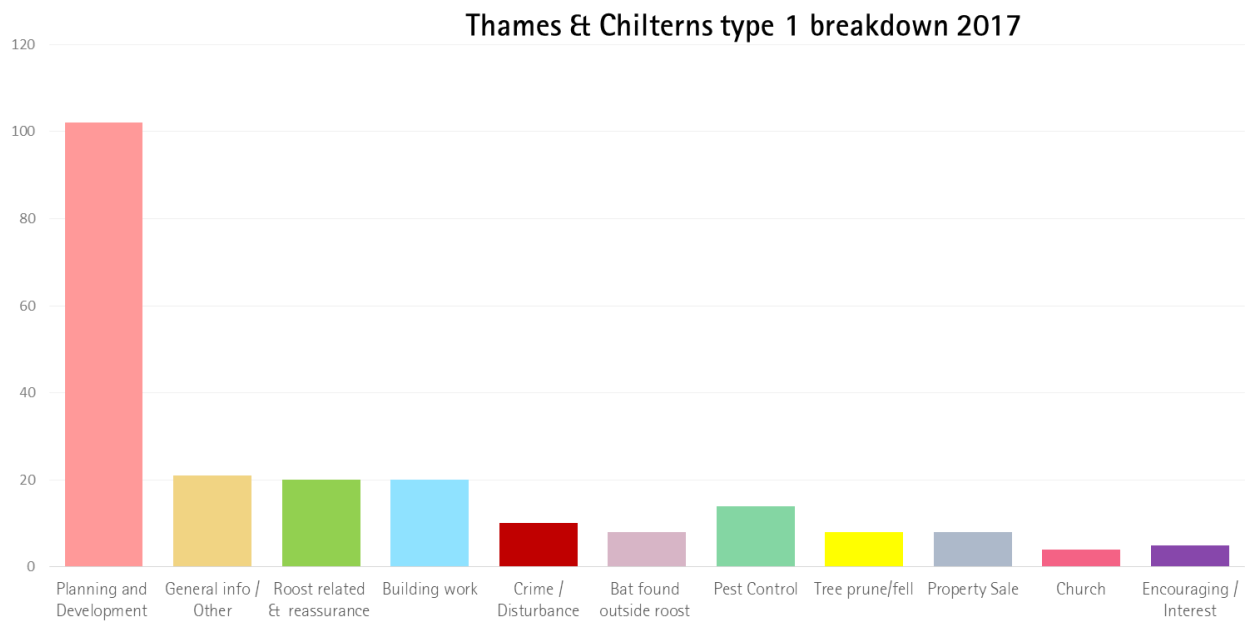
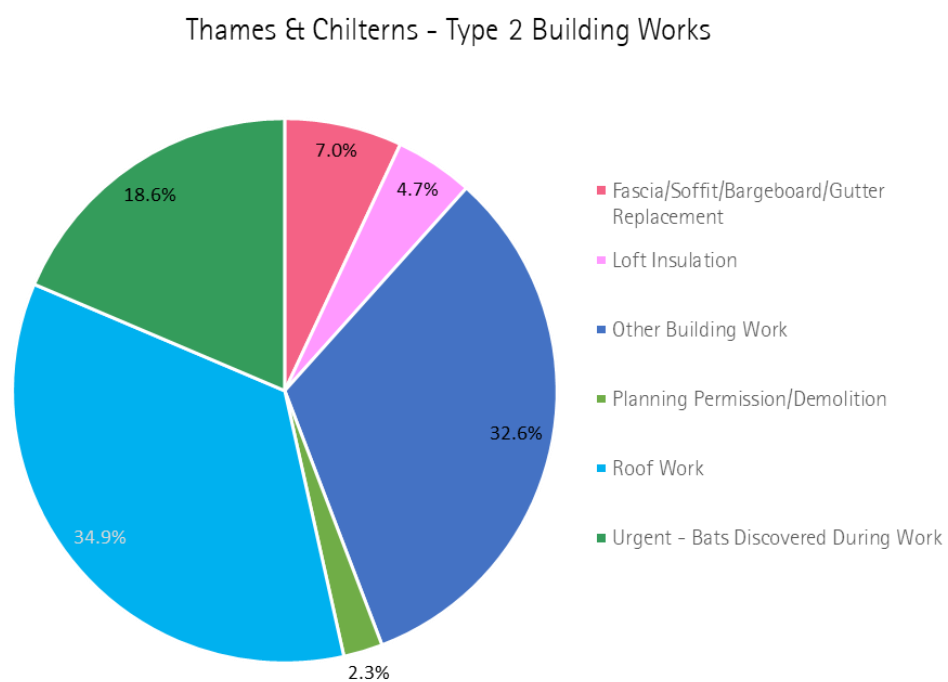


Figure 71: Breakdown of the total number of enquiries from the Thames and Chilterns region.



**Figure 72: Breakdown of enquiries not requiring a roost visit (Type 1) from the Thames and Chilterns region.**

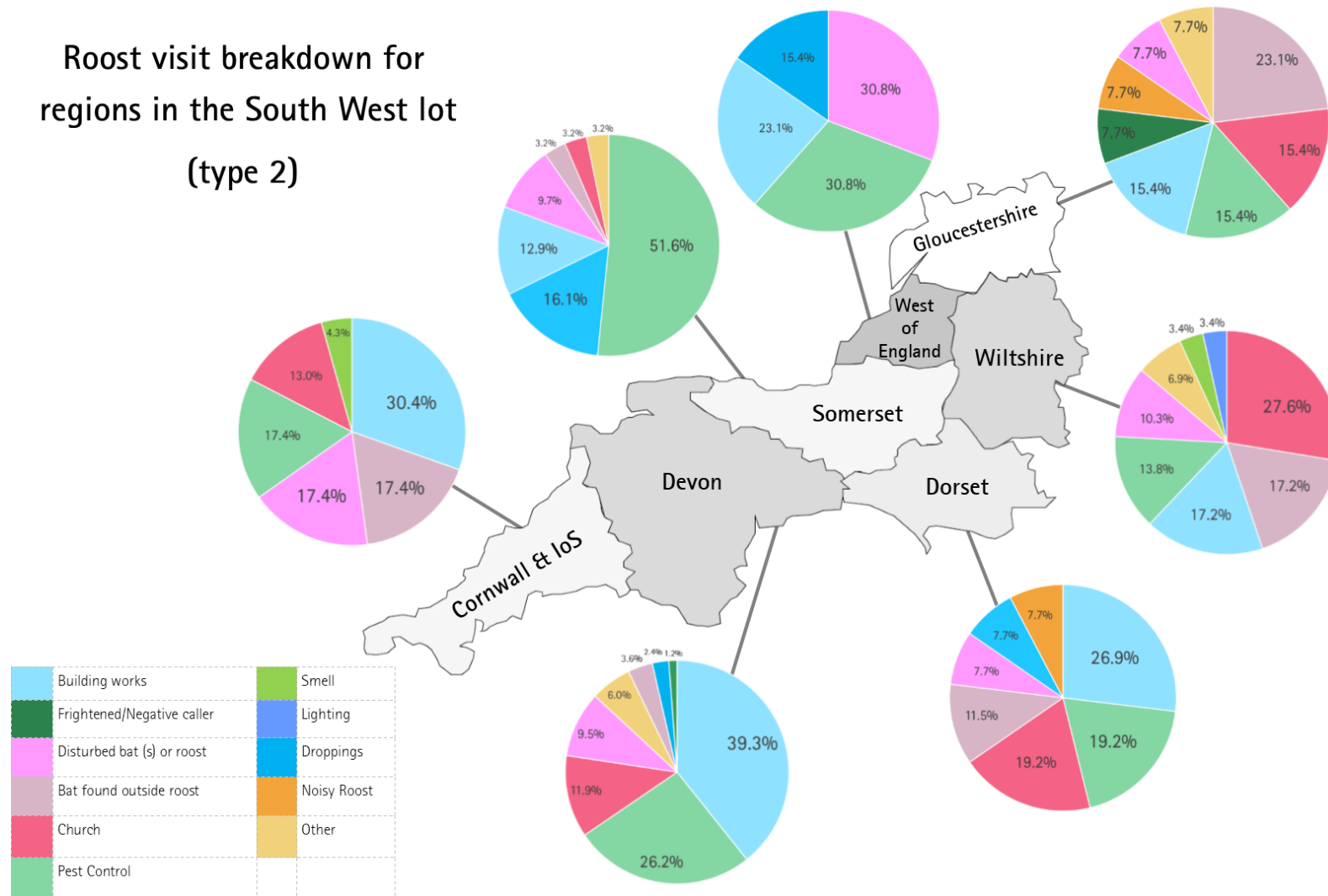


**Figure 73: Breakdown of building work visits in the Thames and Chilterns region.**

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### 3.5 South West, Cornwall & Isle of Scilly lots

Roost visit breakdown for  
regions in the South West lot  
(type 2)



### 3.5.1 Cornwall and the Isles of Scilly

BCT has been carrying out the Natural England bat casework contract for the Cornwall and the Isles of Scilly region since 1 October 2008.

In 2017, BCT organised 23 roost visits (8.8% of all enquiries) in Cornwall and the Isles of Scilly. We also answered a further 123 Natural England enquiries (47.1%) which did not require a visit, such as planning enquiries or information about an enquirer's roost. There were an additional 115 non-Natural England enquiries (44%) in this lot, including 93 bat care enquiries (35.6%) this year.

BCT Lot co-ordinator	Olivia Morton	<a href="mailto:omorton@bats.org.uk">omorton@bats.org.uk</a>
Natural England support advisor	Jerry Sisican	<a href="mailto:batvolunteers@naturalengland.org.uk">batvolunteers@naturalengland.org.uk</a>

**17.4%** of visits conducted in Churches, **82.6%** conducted in dwellings.

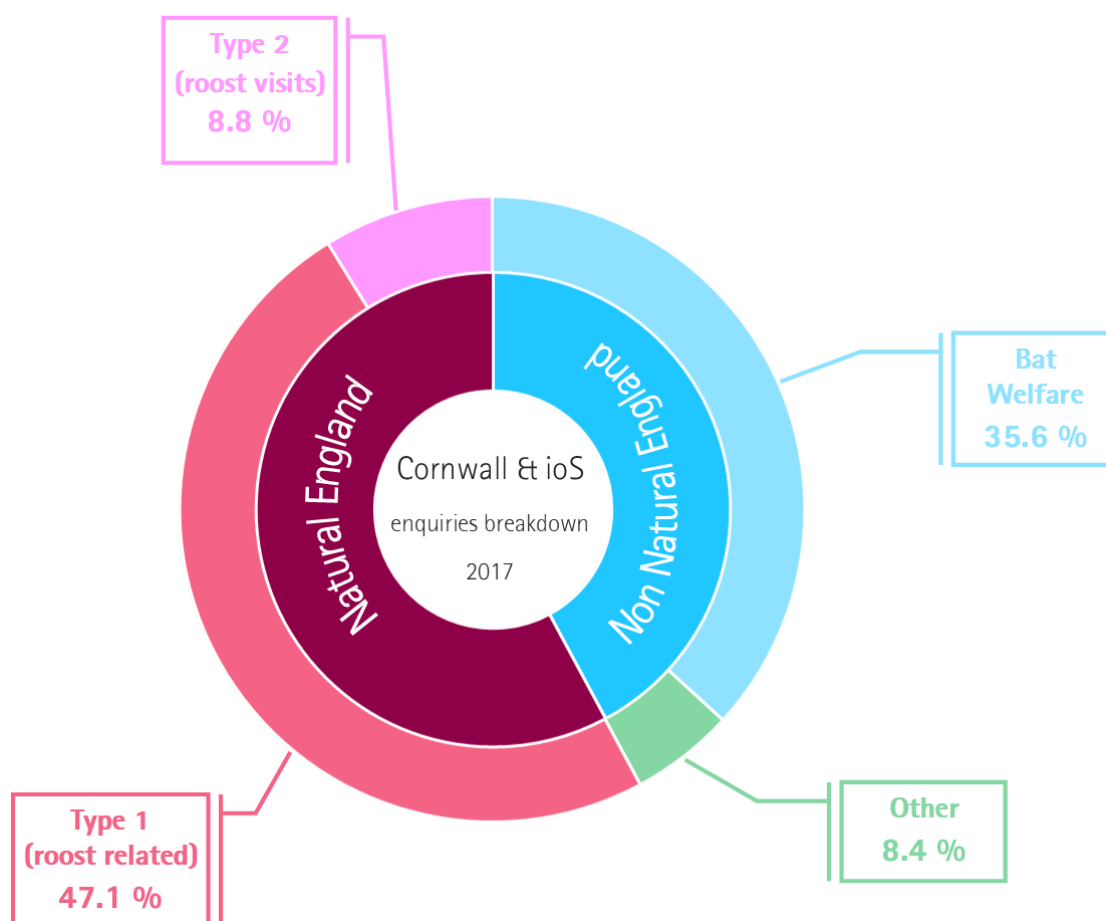


Figure 74: Breakdown of the total number of enquiries from Cornwall and the Isles of Scilly.

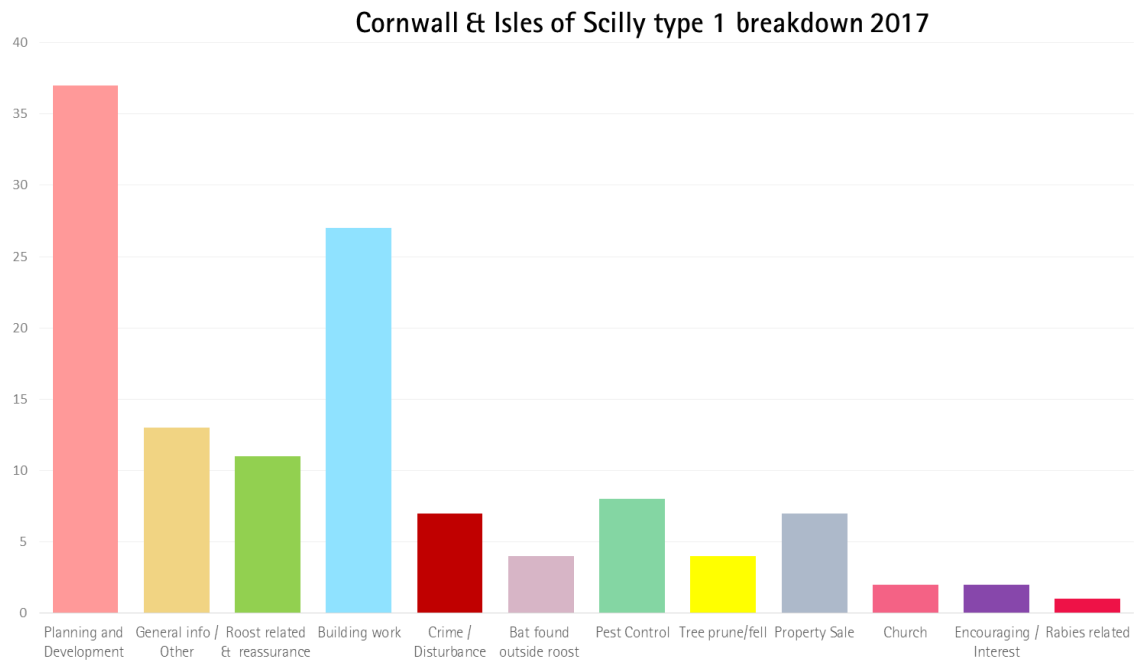


Figure 75: Breakdown of enquiries not requiring a roost visit (Type 1) from Cornwall and the Isles of Scilly.

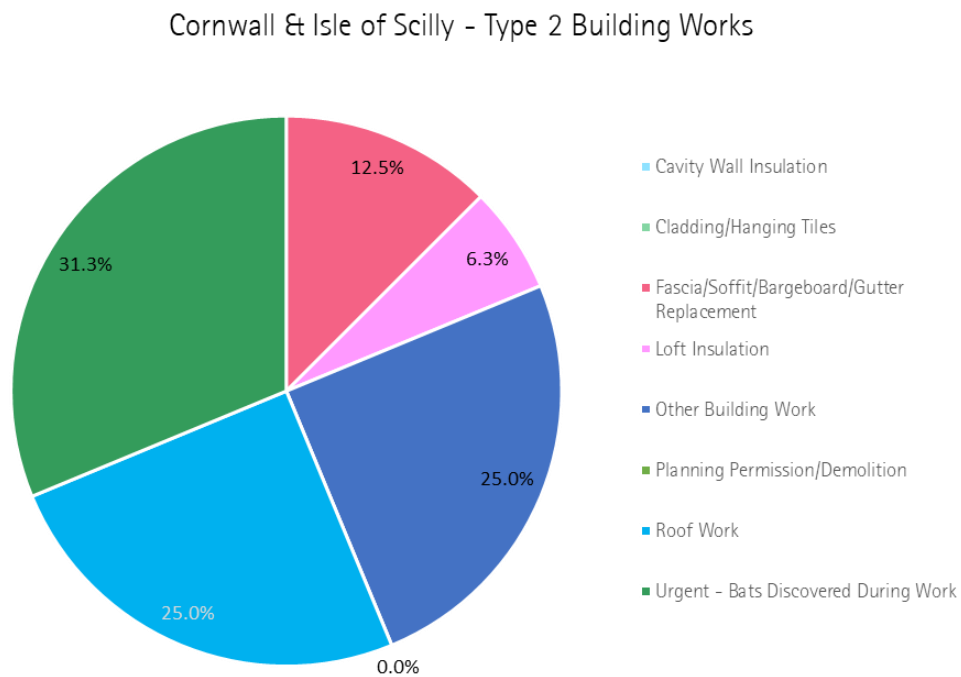


Figure 76: Breakdown of building work visits in Cornwall and the Isles of Scilly.

### 3.5.2 Devon

BCT has been carrying out the Natural England bat casework for the Devon region since 2007 when it took over the contract from Cresswells.

In 2017, BCT organised 84 roost visits (15.4% of enquiries) in the Devon region. We also answered a further 191 Natural England enquiries (34.9%) which did not require a visit, such as planning enquiries or information about an enquirer's roost. There were an additional 272 non-Natural England enquiries (49.8%) in the region, including 241 grounded or injured bat enquiries (44.1%) this year.

BCT Lot co-ordinator	Olivia Morton	<a href="mailto:omorton@bats.org.uk">omorton@bats.org.uk</a>
Natural England support advisor	Jerry Sisican	<a href="mailto:batvolunteers@naturalengland.org.uk">batvolunteers@naturalengland.org.uk</a>

**14.3%** of visits conducted in Churches, **85.7%** conducted in dwellings.

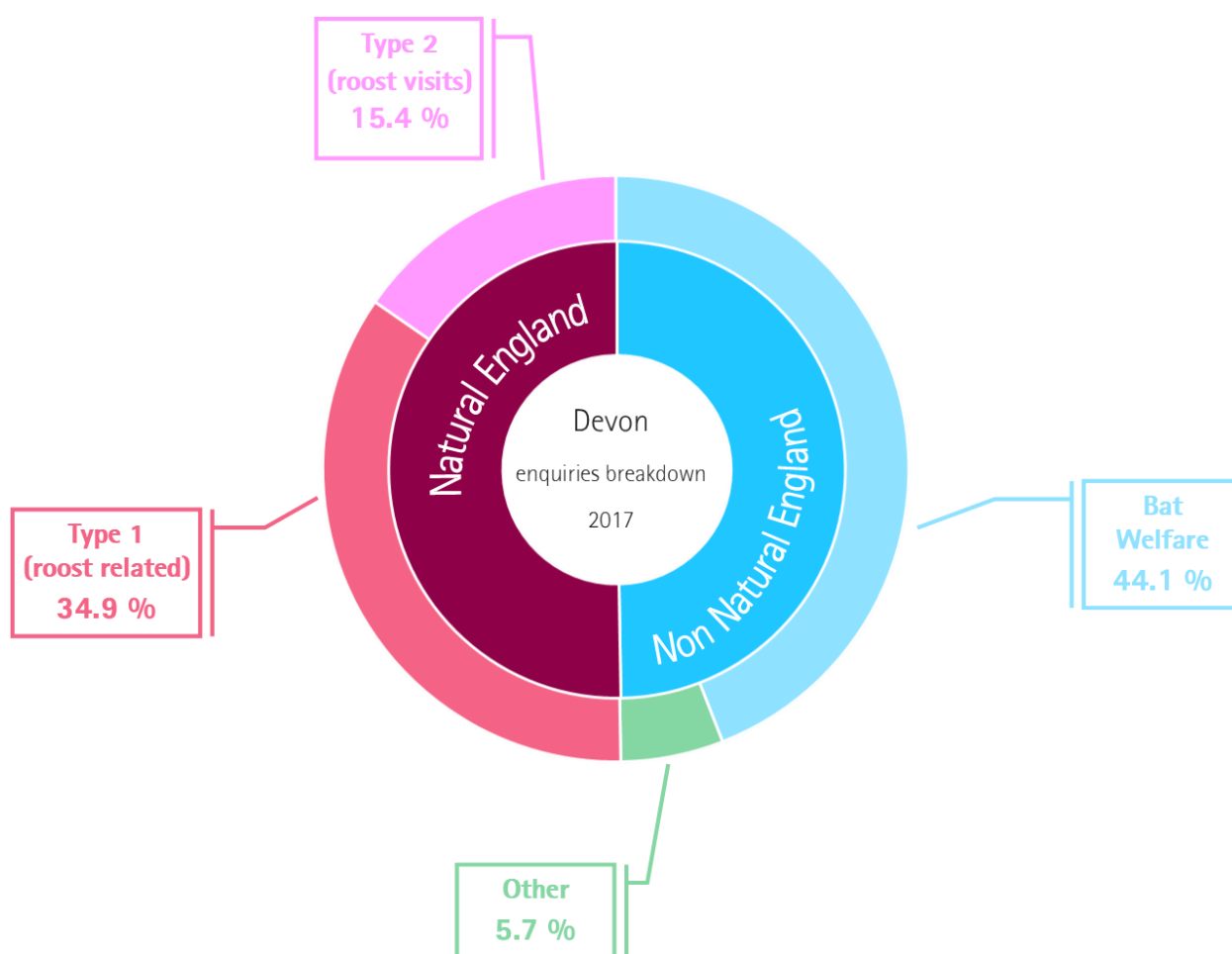


Figure 77: Breakdown of the total number of enquiries from Devon.



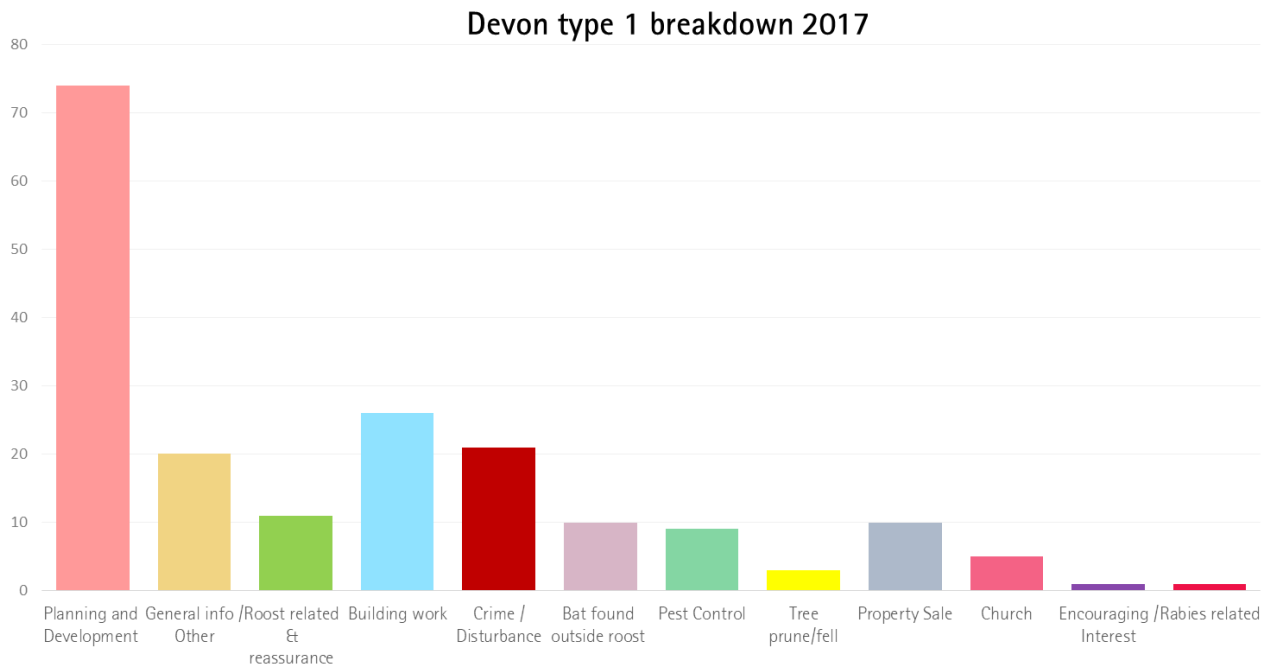


Figure 78: Breakdown of enquiries not requiring a roost visit (Type 1) from Devon.

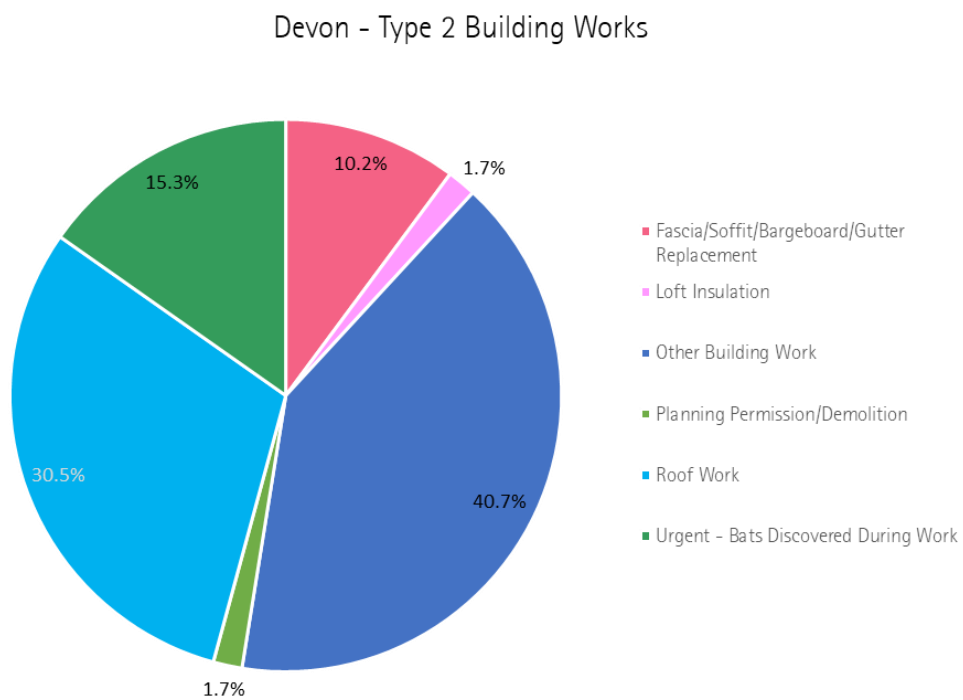


Figure 79: Breakdown of building work visits in Devon.

### 3.5.3 Dorset

BCT has been carrying out the Natural England bat casework contract for the Dorset region since 1 October 2008, when it took over the region from Natural England staff.

In 2017, BCT organised 26 roost visits (10.9% of enquiries) in Dorset. We also answered a further 78 Natural England enquiries (32.8%) which did not require a visit, such as planning enquiries or information about an enquirer's roost. During this period there were an additional 134 non-Natural England enquiries (56.3%) in the region, including 119 bat care enquiries (50%).

BCT Lot co-ordinator	Olivia Morton	<a href="mailto:omorton@bats.org.uk">omorton@bats.org.uk</a>
Natural England support advisor	Jerry Sisican	<a href="mailto:batvolunteers@naturalengland.org.uk">batvolunteers@naturalengland.org.uk</a>

**20.8%** of visits conducted in Churches, **79.2%** conducted in dwellings.

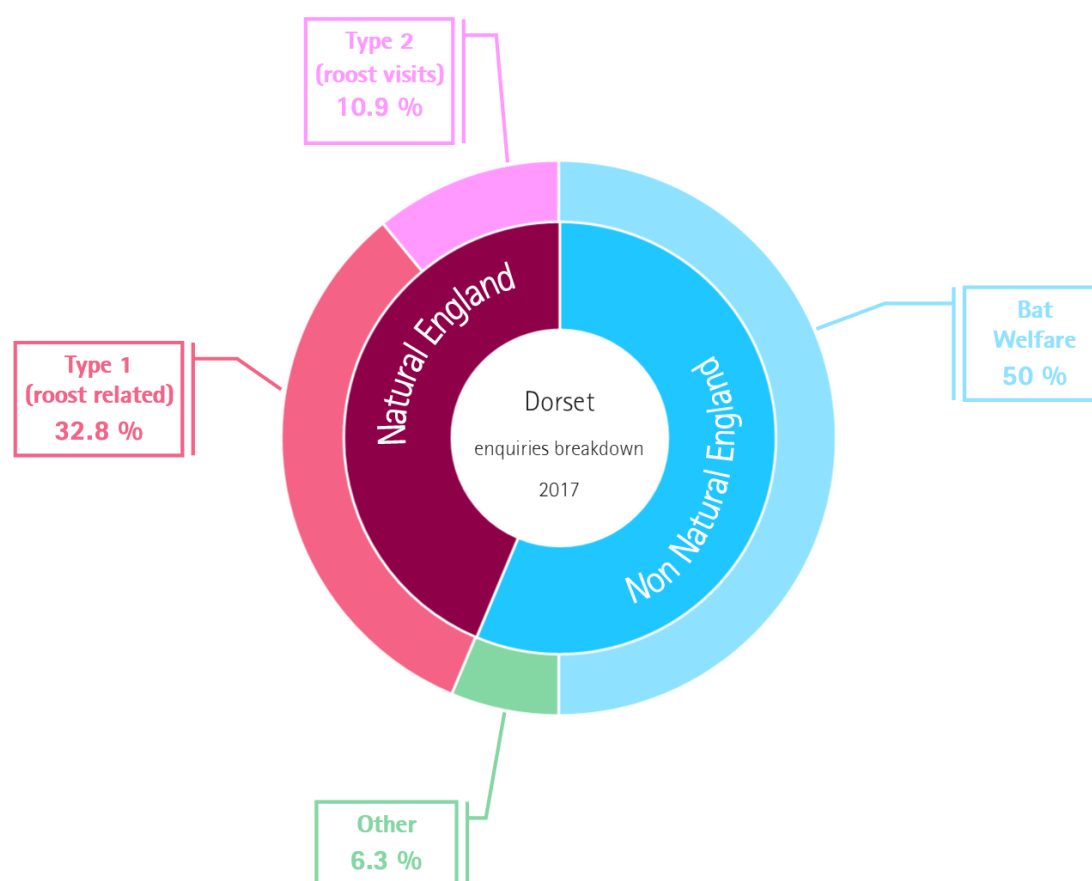
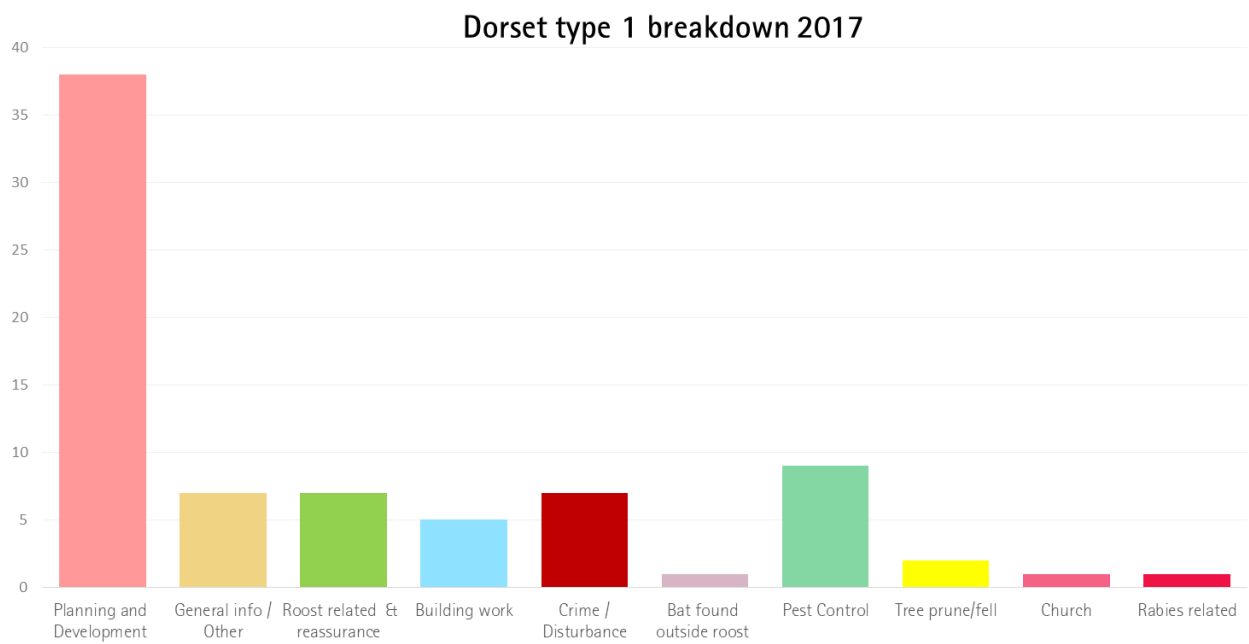
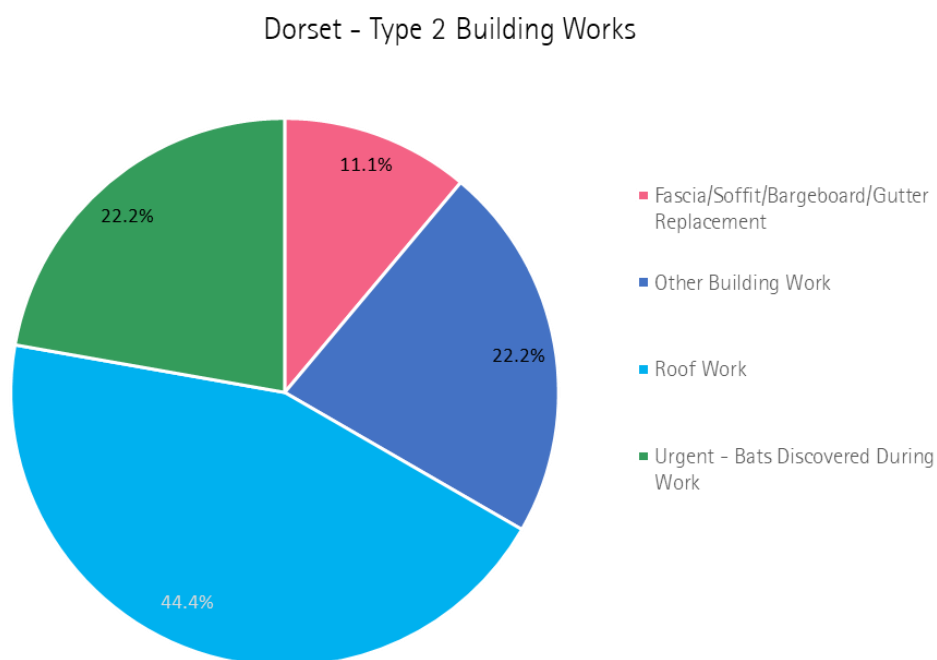


Figure 80: Breakdown of the total number of enquiries from Dorset.



**Figure 81: Break down of enquiries not requiring a roost visit (Type 1) from Dorset.**



**Figure 82: Breakdown of building work visits in Dorset.**

### 3.5.4 Gloucestershire

BCT has been carrying out the Natural England bat casework for the Gloucestershire region since it took over the contract from Cresswells in 2007.

In 2017, BCT organised 13 roost visits (5.4% of enquiries) in Gloucestershire. We also answered a further 72 Natural England enquiries (30%) which did not require a visit, such as planning enquiries or information about an enquirer's roost. There were an additional 155 non-Natural England enquiries (64.6%) in the region, including 137 bat care enquiries (57.1%) this year.

BCT Lot co-ordinator	Olivia Morton	<a href="mailto:omorton@bats.org.uk">omorton@bats.org.uk</a>
Natural England support advisor	Jerry Sisican	<a href="mailto:batvolunteers@naturalengland.org.uk">batvolunteers@naturalengland.org.uk</a>

**15.4%** of visits conducted in Churches, **84.6%** conducted in dwellings.

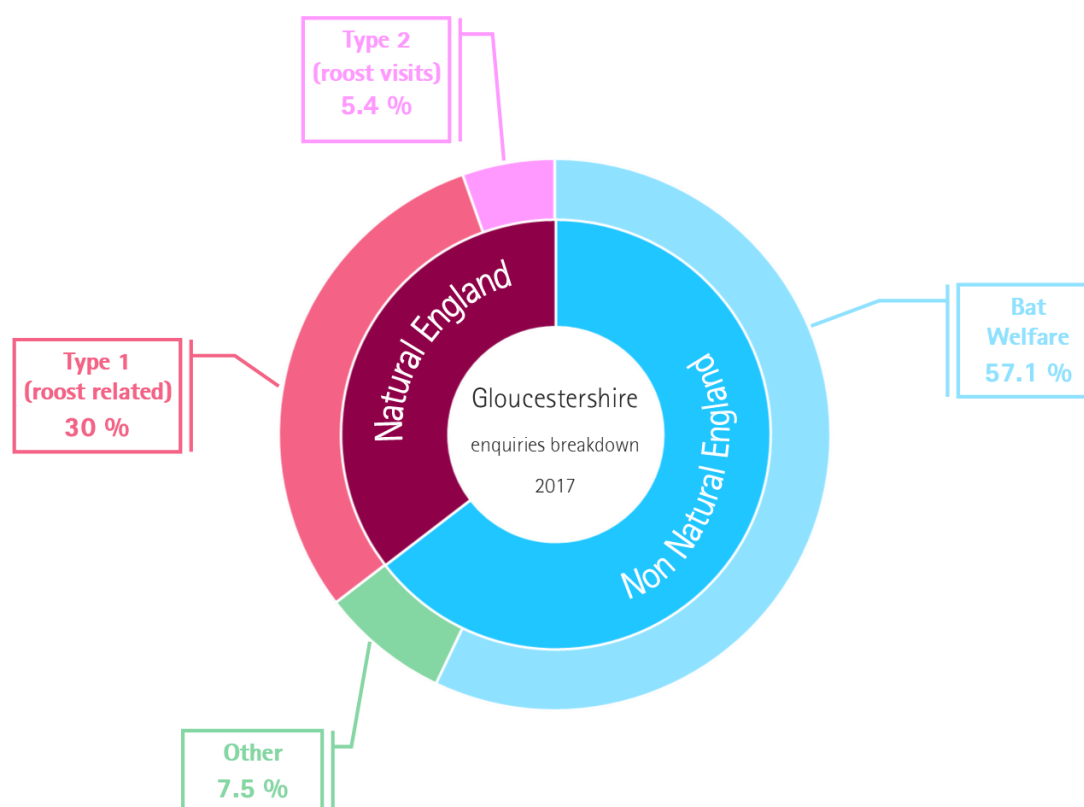
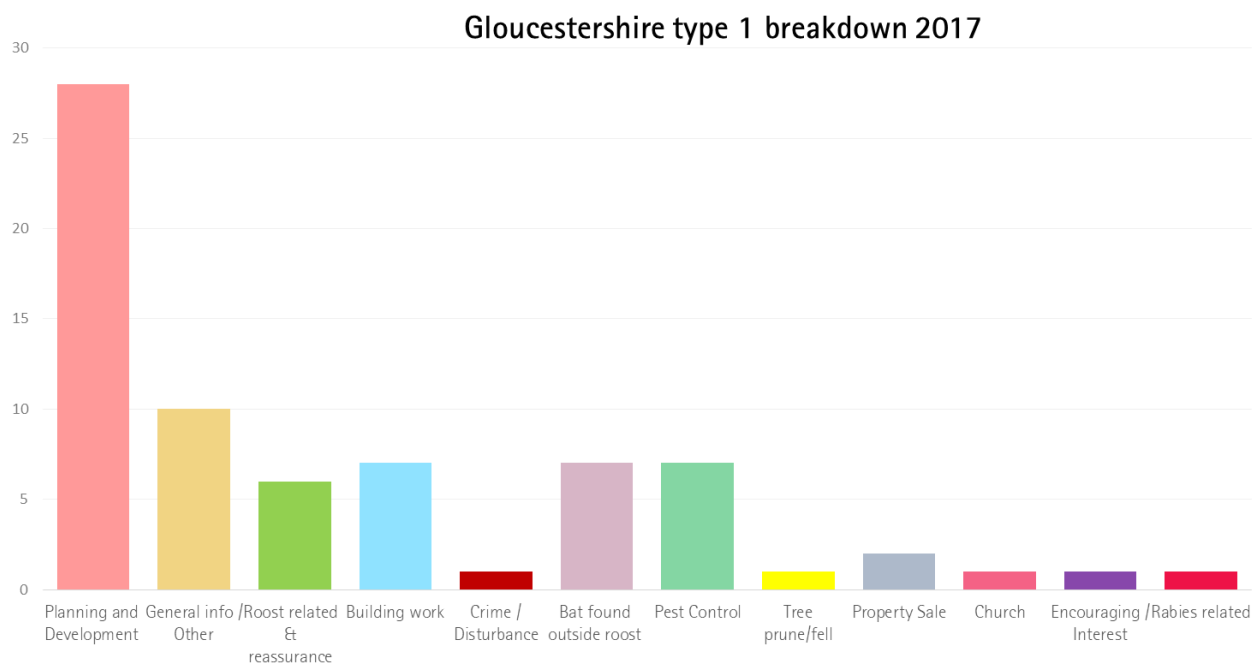
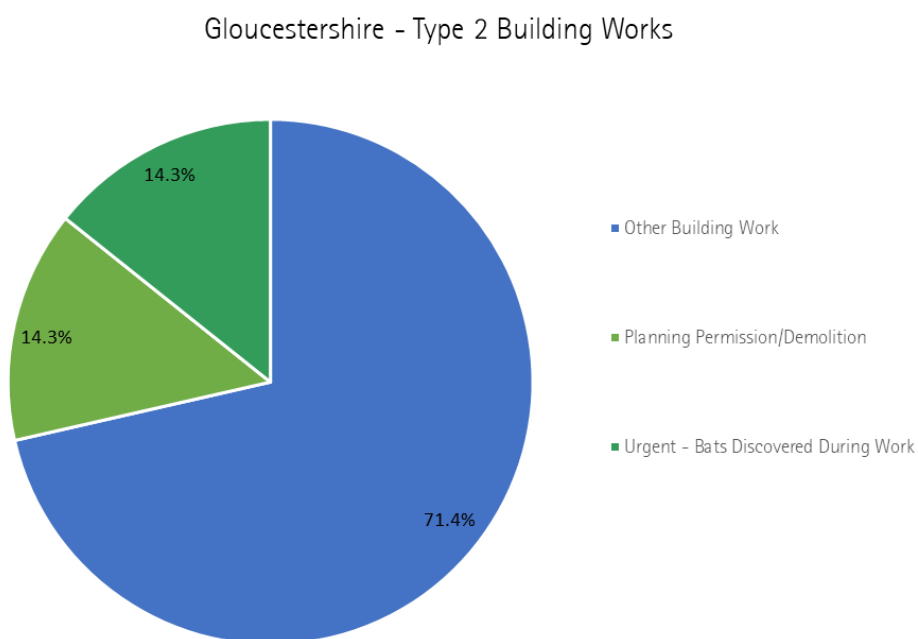


Figure 83: Breakdown of the total number of enquiries from Gloucestershire.



**Figure 84: Breakdown of enquiries not requiring a visit (Type 1) from Gloucestershire.**



**Figure 85: Breakdown of building work visits in Gloucestershire.**

### 3.5.5 Somerset

BCT has been carrying out the Natural England bat casework for the Somerset region since it took over the contract from Cresswells in 2007.

In 2017, BCT organised 31 roost visits in Somerset (10.3% of enquiries). We also answered a further 91 Natural England enquiries (30.2%) which did not require a visit, such as planning enquiries or information about an enquirer's roost. There were an additional 179 non-Natural England enquiries (59.4%) in the region, including 166 grounded or injured bat enquiries (55.1%) this year.

BCT Lot co-ordinator	Olivia Morton	<a href="mailto:omorton@bats.org.uk">omorton@bats.org.uk</a>
Natural England support advisor	Jerry Sisican	<a href="mailto:batvolunteers@naturalengland.org.uk">batvolunteers@naturalengland.org.uk</a>

**7%** of visits conducted in Churches, **93%** conducted in dwellings.

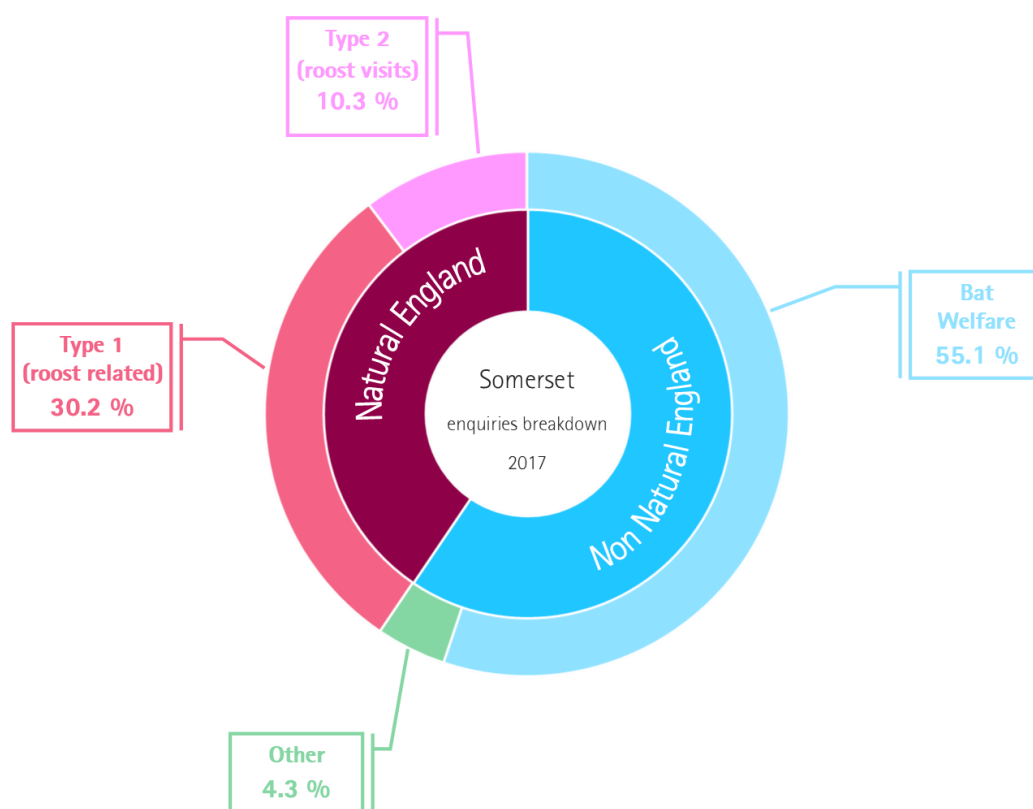


Figure 86: Breakdown of the total number of enquiries from Somerset.

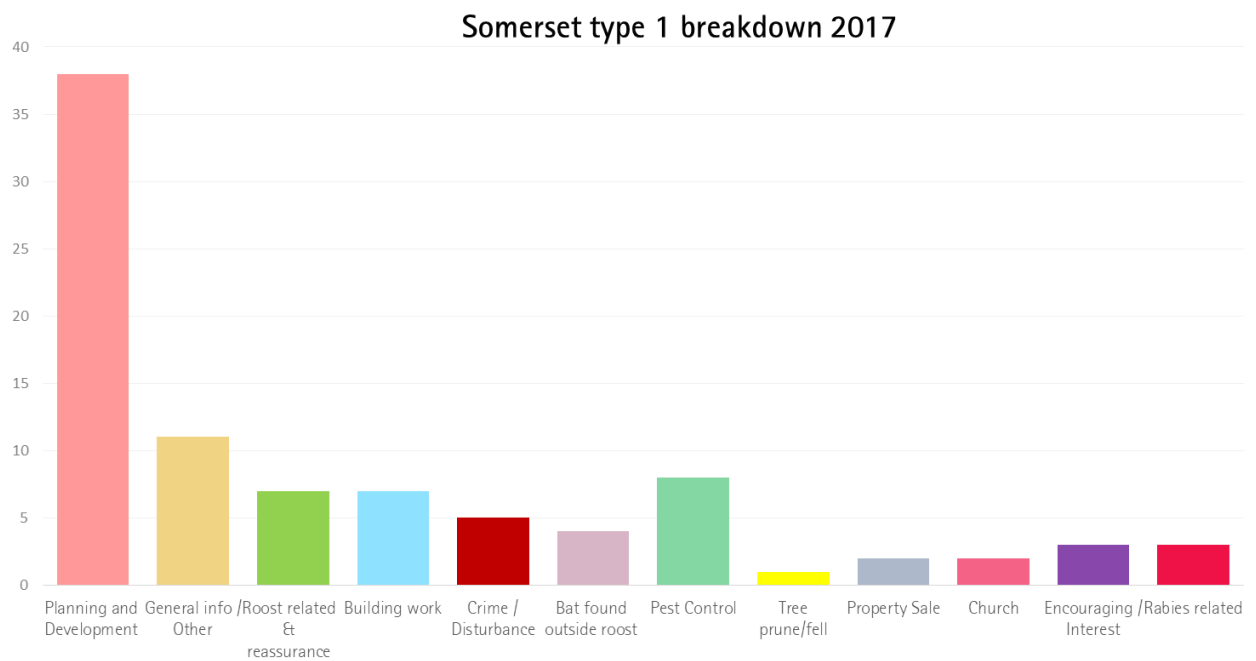


Figure 87: Breakdown of enquiries not requiring a roost visit (Type 1) from Somerset.

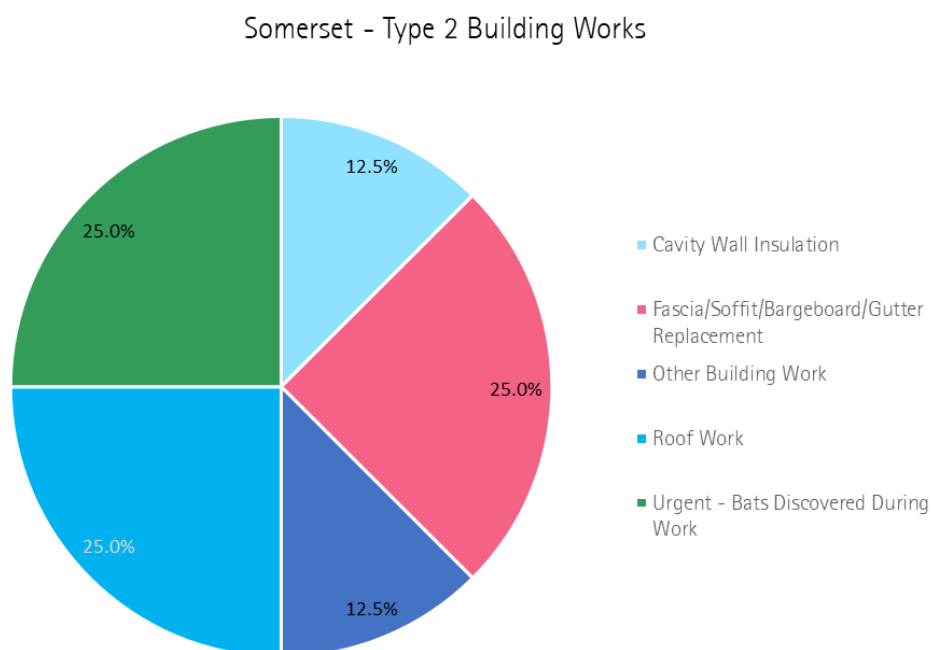


Figure 88: Breakdown of building work visits in Somerset.

### 3.5.6 West of England

BCT has been carrying out the Natural England bat casework contract for the West of England region since 2007, when it took over the region from Cresswells.

In 2017, BCT organised 13 roost visits (6.3% of enquiries) in the West of England region. We also answered a further 62 Natural England enquiries (30.2%) which did not require a visit, such as planning enquiries or information about an enquirer's roost. There were an additional 130 non-Natural England enquiries (63.4%) in the region, including 114 bat care enquiries (55.6%) this year.

BCT Lot co-ordinator	Olivia Morton	<a href="mailto:omorton@bats.org.uk">omorton@bats.org.uk</a>
Natural England support advisor	Jerry Sisican	<a href="mailto:batvolunteers@naturalengland.org.uk">batvolunteers@naturalengland.org.uk</a>

**100%** of visits were conducted in dwellings.

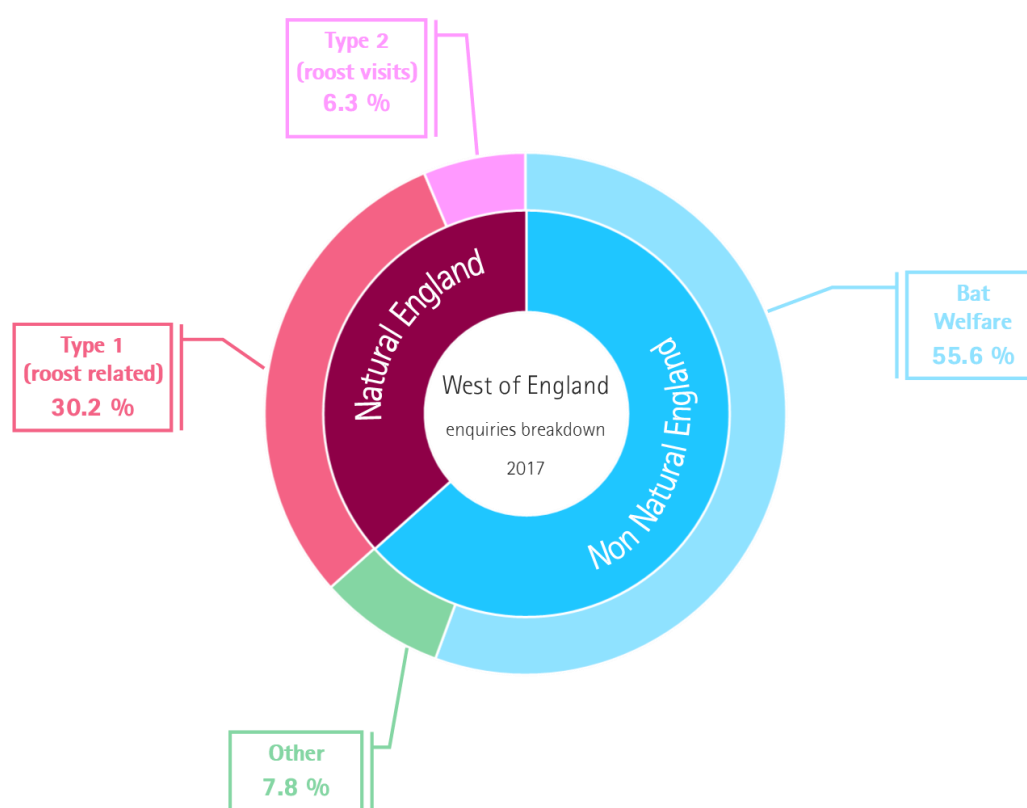


Figure 89: Breakdown of the total number of enquiries from the West of England.



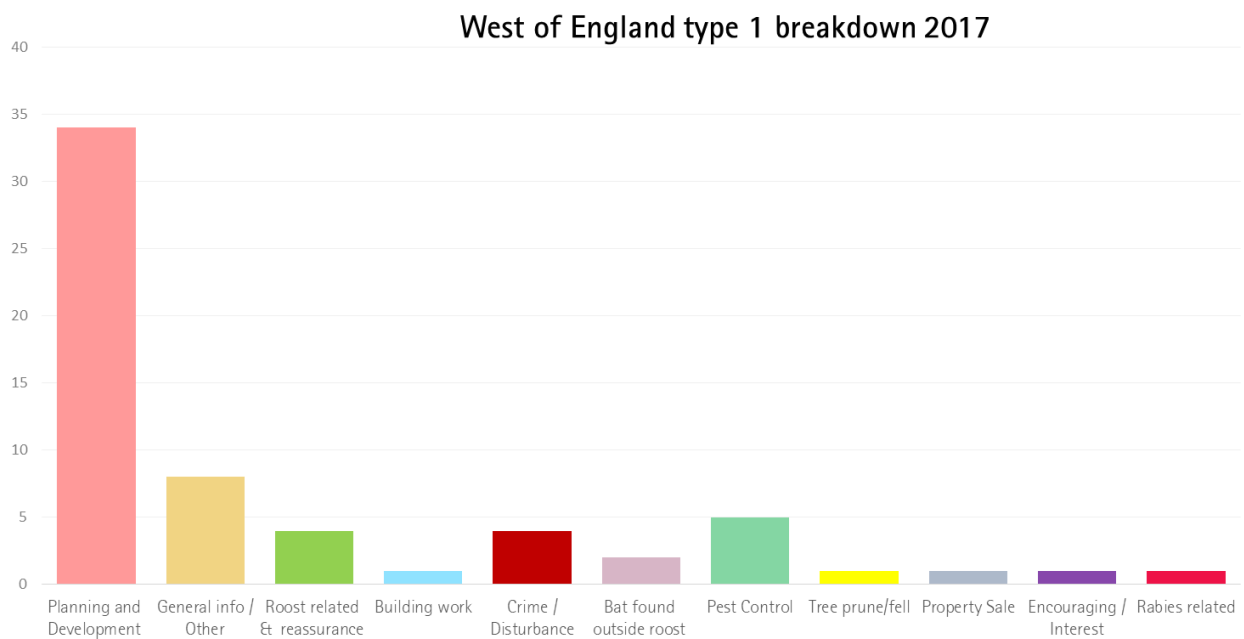


Figure 90: Break down of Type 1 Natural England enquiries from the West of England.

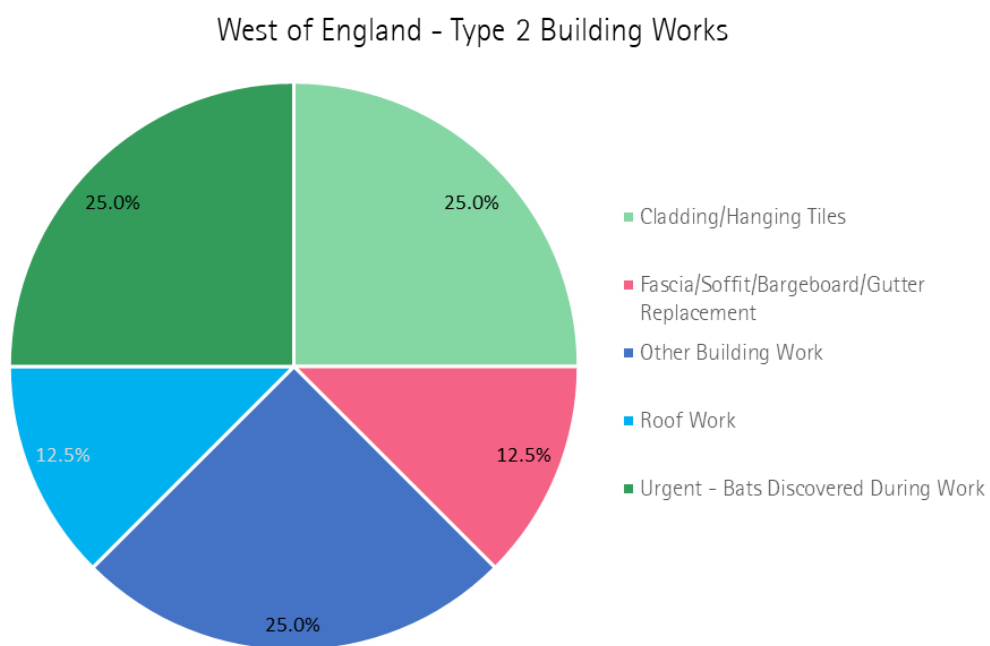


Figure 91: Breakdown of building work visits in the West of England.

### 3.5.7 Wiltshire

BCT has been carrying out the Natural England bat casework contract for the Wiltshire region since 2007.

In 2017, BCT organised 28 roost visits (10.3% of enquiries) in the Wiltshire region. We also answered a further 73 Natural England enquiries (26.7%) which did not require a visit, such as planning enquiries or information about an enquirer's roost. In addition, there were a further 172 non-Natural England enquiries (63%) in the region, including 152 grounded or injured bat enquiries (55.7%) this year.

BCT Lot co-ordinator	Olivia Morton	<a href="mailto:omorton@bats.org.uk">omorton@bats.org.uk</a>
Natural England support advisor	Jerry Sisican	<a href="mailto:batvolunteers@naturalengland.org.uk">batvolunteers@naturalengland.org.uk</a>

With **32.1%** of visits conducted in Churches, **64.3%** conducted in dwellings and the remaining **3.6%** conducted in other buildings.

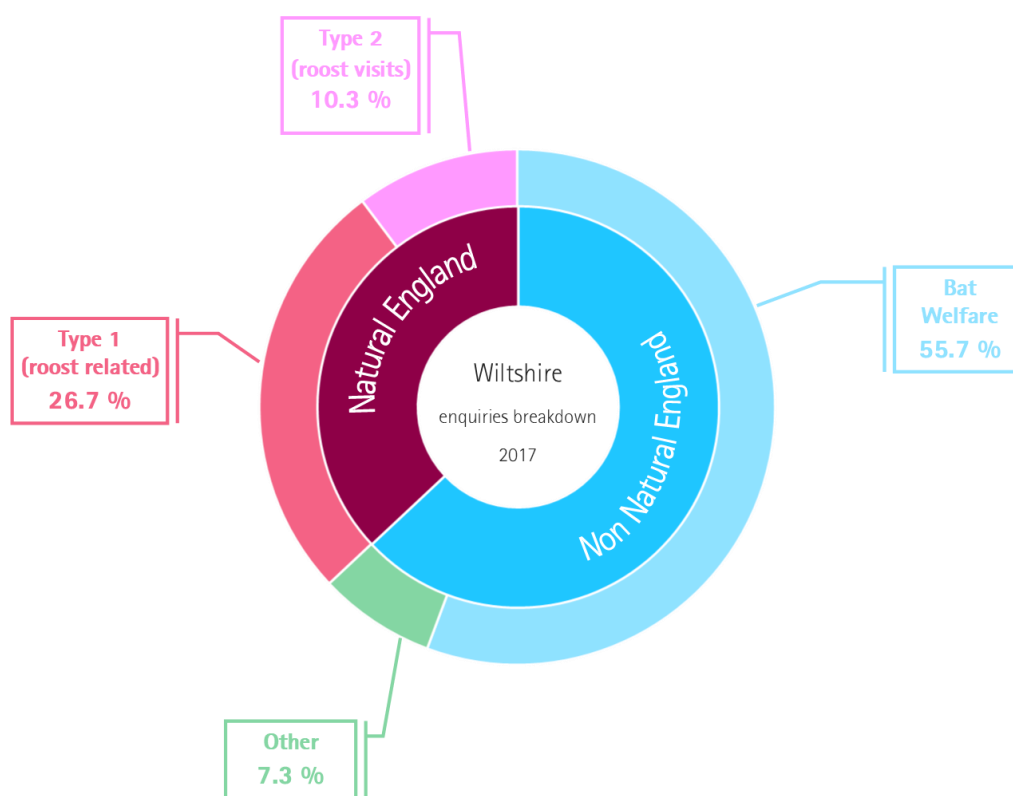


Figure 92: Breakdown of the total number of enquiries from Wiltshire.

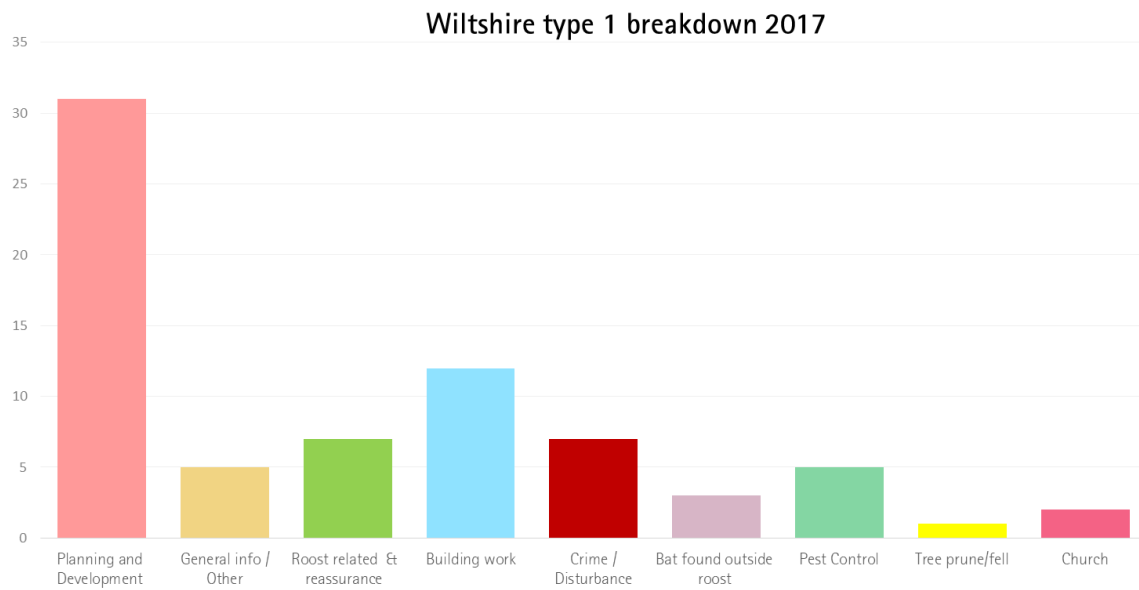


Figure 93: Breakdown of enquiries not requiring a roost visit (Type 1) from Wiltshire.

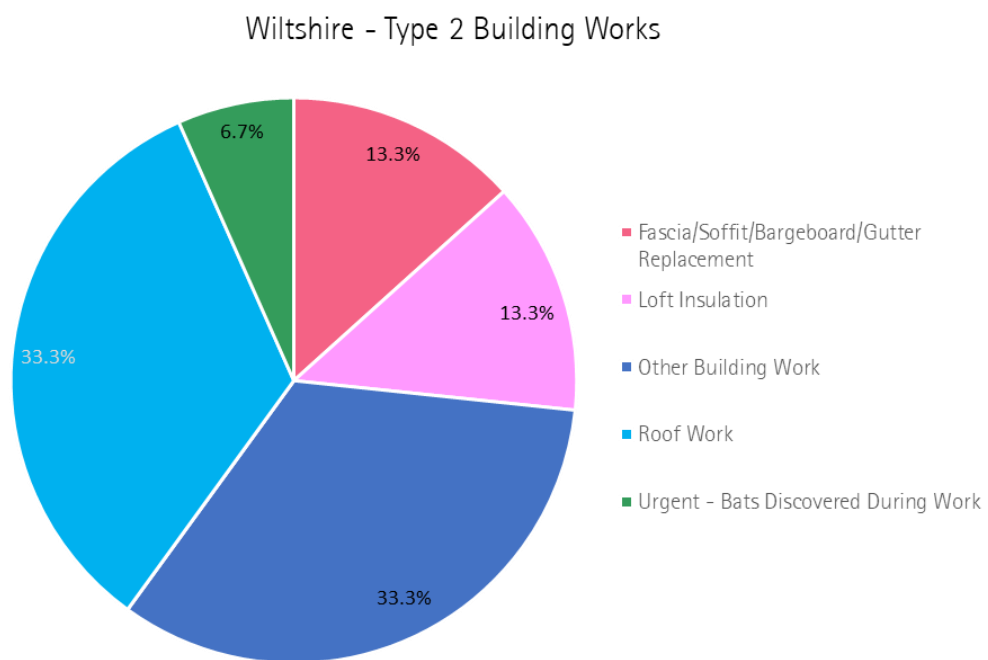


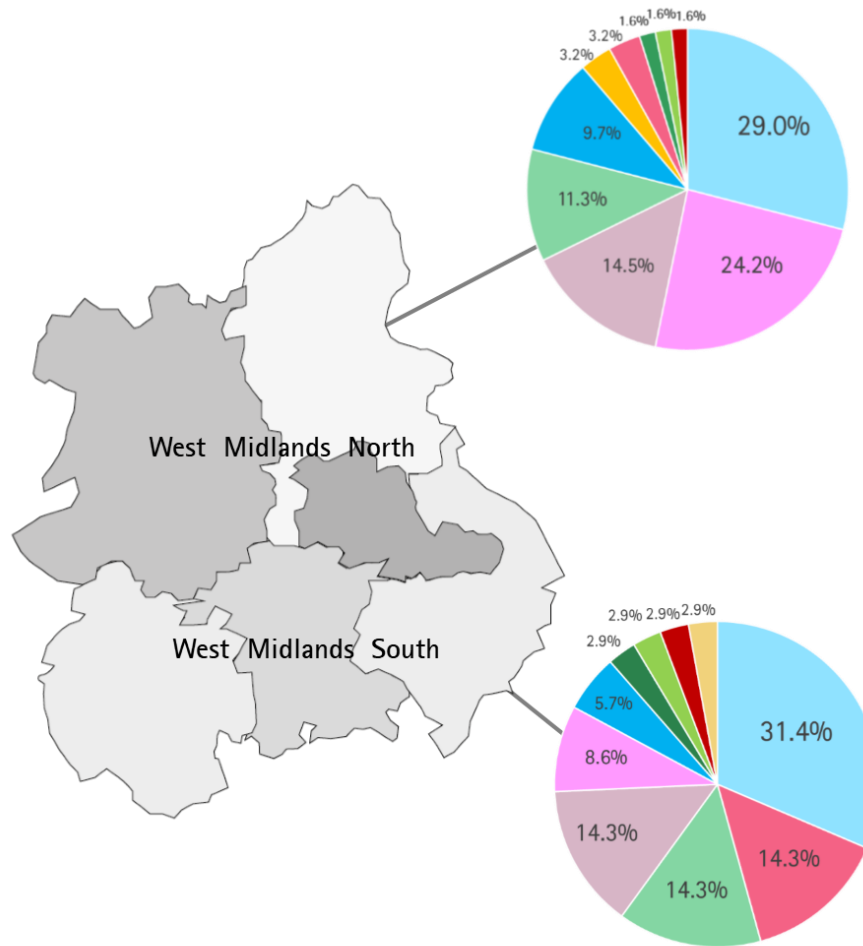
Figure 94: Breakdown of building work visits in Wiltshire.

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### 3.6 West Midlands lot

Roost visit breakdown for  
regions in the West Midlands  
lot (type 2)

Building works	Smell
Frightened/Negative caller	Lighting
Disturbed bat (s) or roost	Droppings
Bat found outside roost	Noisy Roost
Church	Other
Pest Control	Crime Related



### 3.6.1 West Midlands North

BCT has been carrying out the Natural England bat casework contract for the West Midlands North region since 2007 when it took over the region from Cresswells.

In 2017, BCT organised 62 roost visits (7.6%) in the West Midlands North region. We also answered a further 204 Natural England enquiries (25%) which did not require a visit, such as planning enquiries or information about an enquirer's roost. There were an additional 550 non-Natural England enquiries (67.4%) in the region, including 496 grounded or injured bat enquiries (60.8%) during this year.

BCT Lot co-ordinator	Hannah Ryan-Leah	<a href="mailto:enquiries@bats.org.uk">enquiries@bats.org.uk</a>
Natural England support advisor	Andrew Dumbleton	<a href="mailto:batvolunteers@naturalengland.org.uk">batvolunteers@naturalengland.org.uk</a>
Natural England support advisor Birmingham	Susan Lockhart	<a href="mailto:batvolunteers@naturalengland.org.uk">batvolunteers@naturalengland.org.uk</a>

With **7.9%** of visits conducted in Churches, **90.5%** conducted in dwellings and the remaining **1.6%** conducted in other buildings.

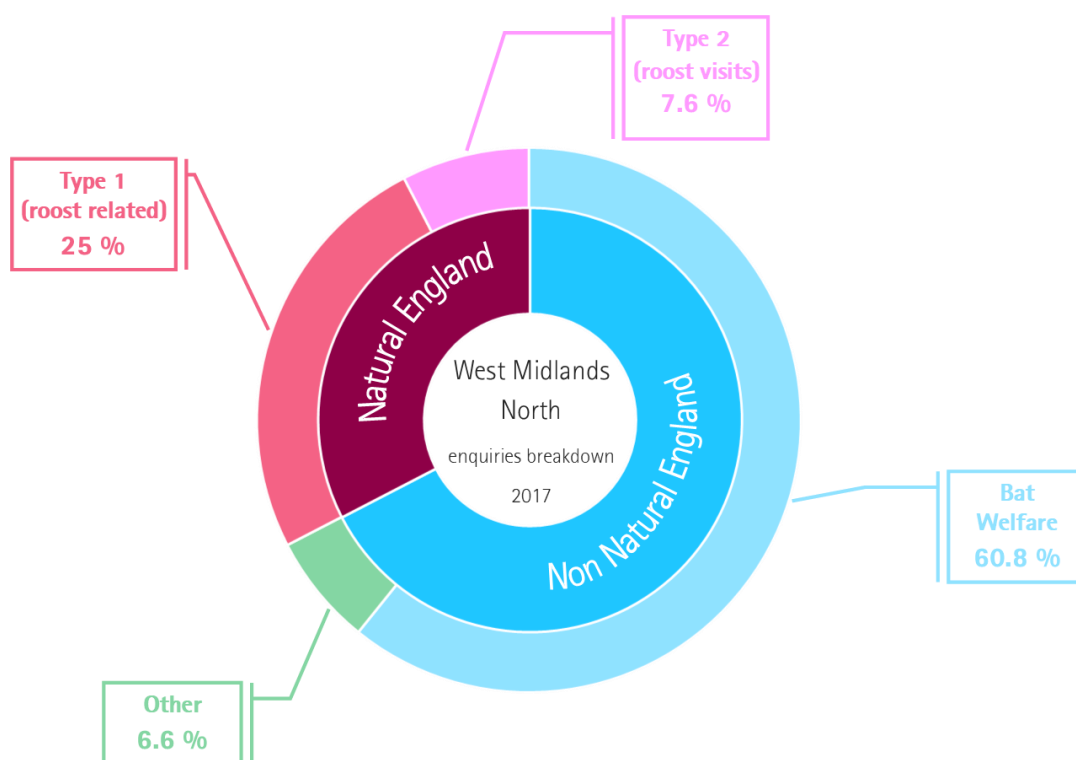


Figure 95: Breakdown of the total number of enquiries from the West Midlands North region.

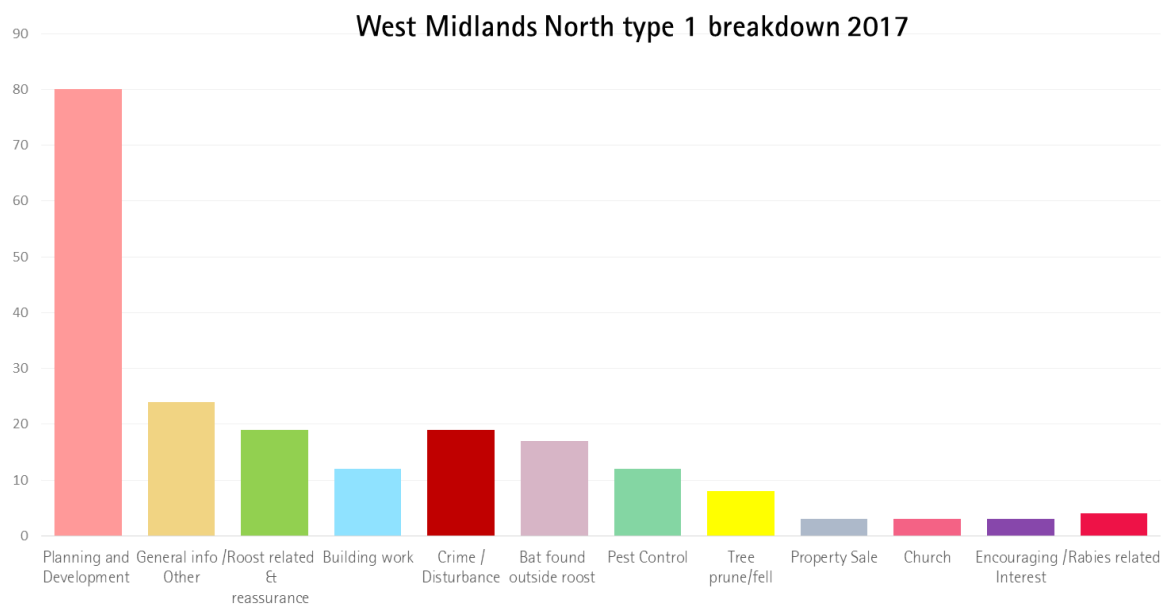


Figure 96: Breakdown of enquiries not requiring a roost visit (Type 1) from the West Midlands North region.

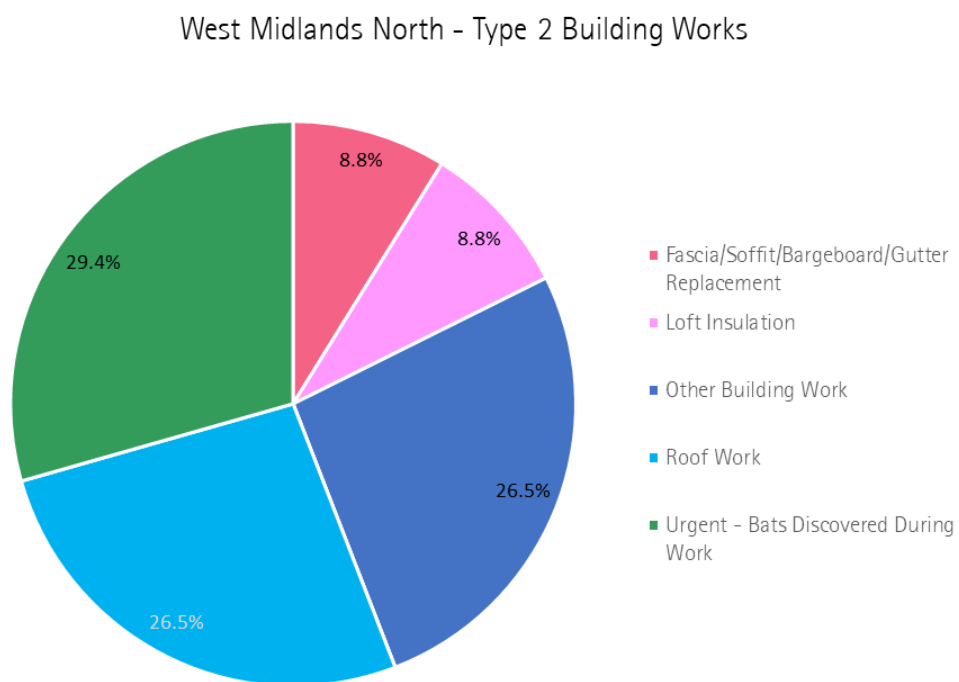


Figure 97: Breakdown of building work visits in the West Midlands North region.

### 3.6.2 West Midlands South

BCT has been carrying out the Natural England bat casework contract for the West Midlands South region since 2007.

In 2017, BCT organised 35 roost visits (7.7% of enquiries) in the West Midlands South region. We also answered a further 121 Natural England enquiries (26.5%) which did not require a visit, such as planning enquiries or information about an enquirer's roost. There were an additional 301 non-Natural England enquiries (65.9%) in the region, including 277 grounded or injured bat enquiries (60.6 during this year.

BCT Lot co-ordinator	Hannah Ryan-Leah	<a href="mailto:enquiries@bats.org.uk">enquiries@bats.org.uk</a>
Natural England support advisor	Andrew Dumbleton	<a href="mailto:batvolunteers@naturalengland.org.uk">batvolunteers@naturalengland.org.uk</a>

With **17.6%** of visits conducted in Churches, **79.4%** conducted in dwellings and the remaining **2.9%** conducted in other buildings.

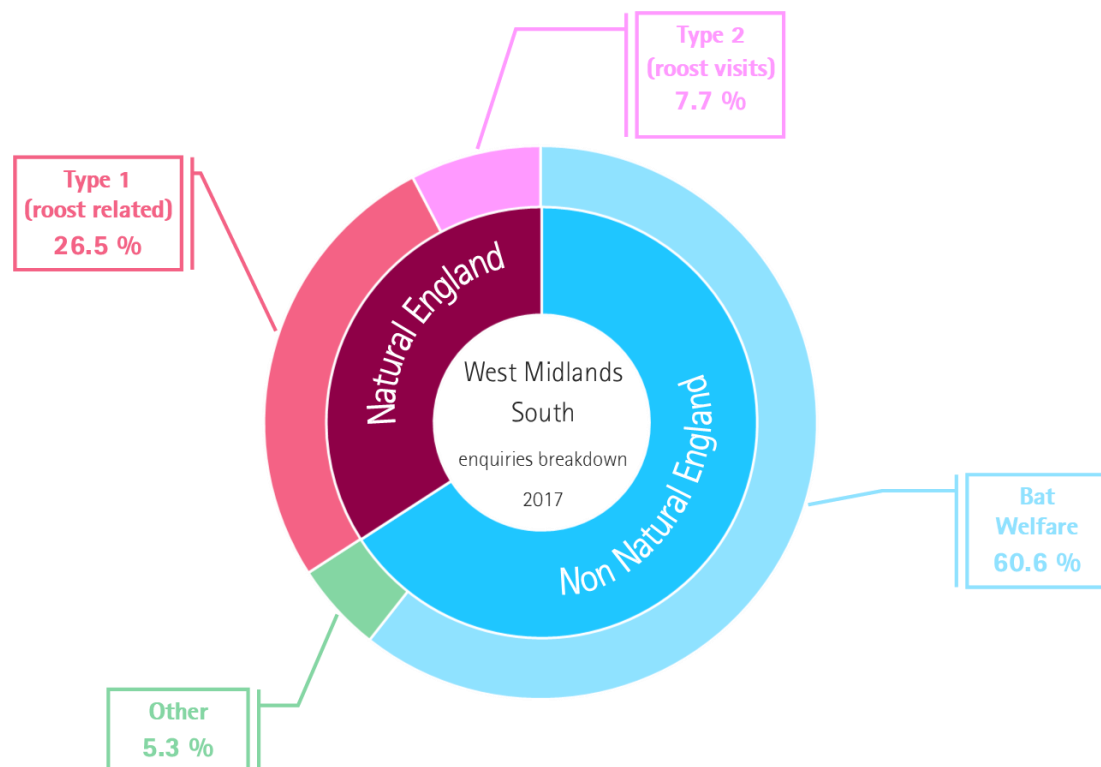


Figure 98: Breakdown of the total number of enquiries from the West Midlands South region.



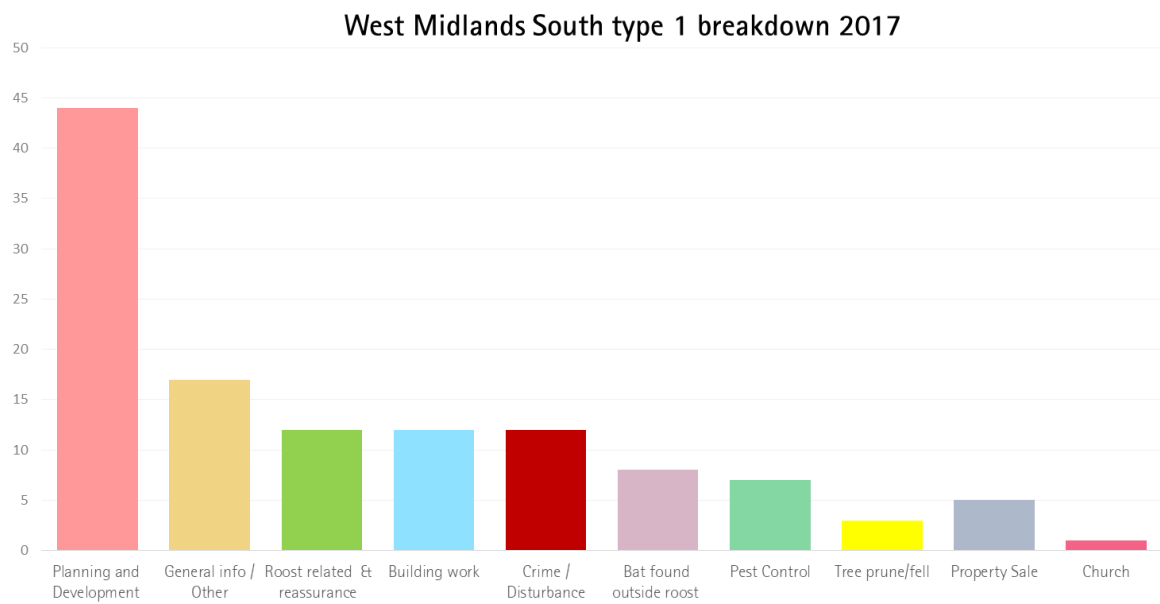


Figure 99: Breakdown of enquiries not requiring a roost visit (Type 1) in the West Midlands South region.

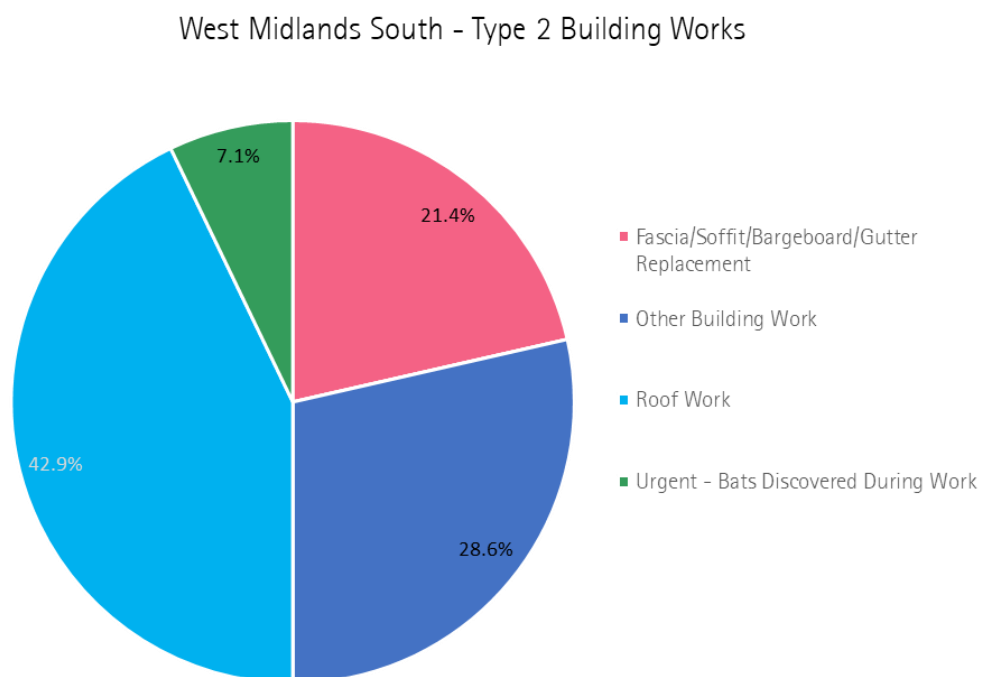


Figure 100: Breakdown of building work visits in West Midlands South.

## 4. The Helpline Awards 2017

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### “The Batties”

We would like to thank everyone for their hard work in 2017 but we would also like to mention and acknowledge a few people who went the extra mile and deserve special recognition.



#### Roost Visitor of the Year (based on number of roost report forms sent in)

We would like to give special thanks to the roost visitors who undertook the most visits (based on number of roost report forms sent in).

The award for Roost Visitor of the Year 2017 goes jointly to **Chris Smith** and **Roger and Sylvia Jiggins**, who sent in a total of 15 roost report forms each throughout the year! In joint second place were **Dave Endacott and Kathy Warden**, and **Kari Bettoney** with 14 visits each.

**Pete Banfield** and **Steve Parker** came in third with 12 visits and notable mentions go to **Andrew Palmer, Abi Gray** and **Jane Harris** who all carried out 11 roost visits each.

Last but not least, we would like to take this opportunity to say a huge thank you to all of the Natural England volunteers that put so much hard work and spare time into carrying out bat surveys and providing advice to members of the public. We very much look forward to working with you all again in 2018.



#### OOH Volunteer of the Year

The OOH service is an extremely important part of BCT's work; one which we could not provide without the help and hard work of volunteers. We would like to give a special thank you to **Debbie Harwood**, who covered the most shifts this season, for the second year in a row. Debbie covered an incredible 21 shifts, amounting to 181 calls in total. The project would not have been as successful this year without her.

Another special mention goes to **Rachel B**, who undertook 19 shifts. Thanks also to **Kiran J, Catrin W, Isolde LS, Maria D, Elaine C & John B** who all took on **more than 10** shifts each this season, which is a huge contribution!

Another special mention also goes to **Peter C** for being our longest standing volunteer, thank you for your dedication, Peter!



Last but not least we would like to say a huge thank you to all of the volunteers who work with us and who we haven't been able to mention.

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Authors: Grace Johnson and Hannah Ryan-Leah 2018