



## Devon & Cornwall Police and Dorset Police

Firearms & Explosives Licensing Dept.  
Devon and Cornwall Police  
Force Headquarters  
Middlemoor  
Exeter  
EX2 7HQ

Telephone No: 01392 225650

Your Ref:

Our Ref:

18<sup>th</sup> May 2022

Dear Mr.

This letter is being sent to you as your application will take longer than anticipated. Our average processing times are currently between three to six months, however we are committed to improving this area of our service delivery.

Please accept my sincere apologies in advance if processing times exceed 56 days. This is of course regrettable and I understand the frustration that such delays inevitably cause.

I wanted to personally provide you with an update on how the firearms licensing department intends to improve our customer service by managing the existing demand of applications that are outstanding.

Several factors have contributed to the current delays, including:

- The Covid pandemic which had an impact on staffing and the ability to visit certificate holders.
- The critical incident in Plymouth has had an impact on the firearms licensing department.
- Legislative changes, crucially, the revised firearms licensing statutory guidance which requires much more of both applicants and police services – such as provision of doctors' letters by the applicant, enhanced checks for the police and more robust guidance generally. This was compounded by the understandable need for GPs to focus on Covid booster jobs for 2 months before Christmas which led to further delays for the consideration of GP reports for applicants.

With this in mind the firearms licensing department has increased staffing levels to manage both the application processes and customer expectation and these staff are now starting to arrive after recruitment. It will still take some time to clear the outstanding applications but we will provide regular updates on our website to inform everyone of current delays. This is our commitment to you in order to improve your customer experience and process your application:

- Firstly, the department is currently triaging all applications in date order taking into consideration certificate expiry dates and occupational requirements.
- The Firearm Enquiry Officers will be dedicated to processing renewal and grant applications within the above criteria and will be visible in your local area.
- We are also working with our colleagues within the force and we have a dedicated team of Special Constables who will also be visiting our certificate holders as directed by the firearms licensing team.

As already mentioned it will still take the department some time to successfully manage the outstanding workloads but we are confident that you will see some significant changes during 2022, accelerating through 2023.

Please can I politely ask for your co-operation and flexibility regarding your availability when contacted by a member of our team as this will increase the opportunity to process your application without further delay.

Our telephone lines remain open Monday to Friday 1000-1200 on 01392 225650 however wherever possible please can I direct you to our website which is regularly updated with frequently asked questions, this will provide the most up to date information. This will allow the firearms licensing staff to remain focussed on processing applications. Furthermore it may be quickest to email us at [firearms.licensing@devonandcornwall.pnn.police.uk](mailto:firearms.licensing@devonandcornwall.pnn.police.uk) and a member of the team will provide you with a response.

For any other queries that you may have in relation to general firearms licensing matters please visit our website at:

[www.devon-cornwall.police.uk/our-services/firearms](http://www.devon-cornwall.police.uk/our-services/firearms)

Again, I would like to take the opportunity to thank you for your continued understanding and patience during this challenging period.

Yours Sincerely

Michelle Moore

Head of Firearms and Explosives Licensing Devon and Cornwall Police and Dorset Police