Cyfoeth Naturiol Cymru / Natural Resources Wales	**EPR Compliance Assessment Report**	Report ID: 5676

This form will report compliance with your permit as determined by an NRW officer

Site	Wynnstay Llysonnen Mill			Permit Ref	EP3034GS		
Operator/ Permit holder	Wynnstay Group PLC						
Date	30 June 2014			Time in	10:00	Out	14:00
What parts of the permit were assessed	See Below						
Assessment	Choose an item.	EPR Activity:	Installation X	Waste Op		Water Discharge	
Recipient's name/position	Huw James						
Officer's name	Karen Dunn and Guy Baskerville			Date issued	20 August 2014		

Section 1 - Compliance Assessment Summary

This is based on the requirements of the permit under the Environmental Permitting Regulations. A detailed explanation and any action you may need to take are given in the "Detailed Assessment of Compliance" (section 3). This summary details where we believe any non-compliance with the permit has occurred, the relevant condition and how the non-compliance has been categorised using our Compliance Classification Scheme (CCS). CCS scores can be consolidated or suspended, where appropriate, to reflect the impact of some non-compliances more accurately. For more details of our CCS scheme, contact your local office.

Permit Conditions and Compliance Summary				Condition(s) breached
a) Permitted activities	**1**. Specified by permit	N		
b) Infrastructure	**1.** Engineering for prevention & control of pollution	N		
	2. Closure & decommissioning	N		
	3. Site drainage engineering (clean & foul)	N		
	4. Containment of stored materials	N		
	5. Plant and equipment	N		
c) General management	**1**. Staff competency/ training	N		
	2. Management system & operating procedures	N		
	3. Materials acceptance	N		
	4. Storage handling, labelling, segregation	N		
d) Incident management	**1**. Site security	N		
	2. Accident, emergency & incident planning	N		
e) Emissions	**1.** Air	N		
	2. Land & Groundwater	N		
	3. Surface water	N		
	4. Sewer	N		
	5. Waste	N		
f) Amenity	**1**. Odour	N		
	2. Noise	N		
	3. Dust/fibres/particulates	N		
	4. Pests, birds & scavengers	N		
	5. Deposits on road	N		
g) Monitoring and records, maintenance and reporting	**1**. Monitoring of emissions & environment	N		
	2. Records of activity, site diary, journal & events	N		
	3. Maintenance records	N		
	4. Reporting & notification	4		**4.2.3 (twice for 2 quarters)**
h) Resource efficiency	**1**. Efficient use of raw materials	N		
	2. Energy	N		

KEY: **C1, C2, C3, C4** = CCS breach category **(* suspended scores are marked with an asterisk),**
A = Assessed or assessed in part (no evidence of non-compliance), **N** = Not assessed, **NA** = Not Applicable

Number of breaches recorded	2	**Total compliance score** (see section 5 for scoring scheme)	0.2

If the Total No Breaches is greater than zero, then please see Section 3 for details of our proposed enforcement response

Section 2 – Compliance Assessment Report Detail

This section contains a report of our findings and will usually include information on:

- the part(s) of the permit that were assessed (e.g. maintenance, training, combustion plant, etc)
- where the type of assessment was 'Data Review' details of the report/results triggering the assessment
- any non-compliances identified
- any non-compliances with directly applicable legislation
- details of any multiple non-compliances
- information on the compliance score accrued inc. details of suspended or consolidated scores.
- details of advice given
- any other areas of concern
- all actions requested
- any examples of good practice.
- a reference to photos taken

External Site Meeting

Prior to this audit a site meeting was held between the Local Authority, Wynnstay and NRW regarding dust and noise from vehicles attending the Llysonnen mill. Those present during the meeting were:

John McEvoy (JM) – Road Safety Carmarthenshire County Council (CCC)
Oliver Mathews (OM) – Environmental Health Practitioner (CCC)
Huw James (HJ) – Wynnstay Mill and Site Manager
Guy Baskerville (GB) – NRW PPC Officer
Karen Dunn (KD) – NRW PPC Officer

In February 2012 CCC made the former EAW aware of concerns regarding dust from the Wynnstay mill. At that time CCC had investigated and it was understood that dust was 'billowing' onto vehicle cover sheets during unloading at the mill. The dust was then allegedly coming off the lorries as they navigated the bend in front of houses in Travellers Rest. Since that time PPC officers witnessed dust from lorries attending the mill and the site inspector has been working with the operator to minimise the potential for off-site dust. This work has seen improved extraction on the raw materials bay, installation of a high level walkway and CCTV for better material handling. However complaints of dust were still being received by NRW and CCC which prompted a joint meeting.

During the meeting which was held close to residential properties in Travellers Rest the issue of both dust and noise from vehicles was discussed between the interested parties. The priority for the local authority was primarily road safety and the numbers of lorries attending site which had been raised by residence of Travellers Rest including concerns of both noise and dust. OM advised that his vehicle count concluded that the road was not significantly busy and half the vehicles using the road were HGV and not all in attendance of the mill. HJ confirmed that they have 10 Wynnstay lorries in their fleet at the mill and that the vehicles load over night and leave full between 05:30hrs and 06:00hrs. It was considered that a speed restriction on the road would reduce 'body slap' noise from empty vehicles travelling downhill and into the bend at the bottom. However any recommendation for this work would go on a CCC priority list and it was considered that the road was not of significant concern (no reported accidents etc) and funding constraints at this time would also be an influencing factor in the undertaking of this work.

NRW concluded that in relation to any environmental impact from dust the PPC officers did not witness any dust from vehicle movements on 30 June 2014. Following this meeting the officers attended the Llysonnen mill for a routine audit.

Site Audit

Persons Present during audit were:

Karen Dunn (KD) NRW PPC Compliance Officer
Guy Baskerville (GB) NRW PPC Compliance Officer

An agenda was provided prior to the visit :

- Introductions – Change in PPC inspector
- Company and Process Overview during Site Visit – Including delivery and loading bay
- Actions from previous CAR 5265
- Fugitive Emissions – Complaints
- Boiler Chemistry and Blow Down
- AOB – inclusion of monitoring returns on CAR form.

Introductions

Notification of change of inspector – Following staff changes in the PPC team and the retirement of Barbara Tate who was the SW Wales PPC Team Leader. Paul Gibson has become team leader and as of 30 June 2014 Guy Baskerville is the PPC Officer for the Wynnstay Llysonnen Mill. After this date all correspondence should be addressed to Mr Baskerville (Guy.Baskerville@cyfoethnaturiolcymru.gov.uk or 01792 325538).

Objective 1 – To obtain a company and process overview for the recently assigned PPC officer.

At the start of the audit HJ gave the officers an overview of the company and outlined recent changes. On 27 June 2014 Richard Flack (RF) the Nutrition and Production Manager retired from the business. The company has also been restructured and Emyr Jones whom HJ reports has become Head of Agriculture the new structure saw a subdivision of the retail and agricultural sides of the Wynnstay Group.

Action: Operator to provide an updated oranogram following the retirement of RF and the restructuring of the business.



Following the joining of the Carmarthenshire and Pumsaint Farmers business into the Wynnstay Group bag stock is no longer supplied by the Llysonnen mill only bulk products. This has seen a reduction in the number of vehicle movements and members of the public to the site. As a result of this change HJ explained that over the last six weeks all bag products have been removed from site which has involved the clean out of the warehouse and this was on-going at the time of the visit (photograph opposite).

HJ also outlined an improvement that have been made on site relating to health and safety in the form of a fence around the car park and site office to prevent people wondering into the yard. Proposed future improvement projects include an upgrade of the mills operating software in July 2014 and a review of the energy efficiencies of the motors throughout the site. A question was raised in respect of permit condition 1.3 'Energy Efficiency' and the requirement for a review to be undertaken within 4 years of permit issue (permit dated 5 July 2010). HJ explained that energy efficiency work had been undertaken at the site but a review had not been documented and the use of a consultant was being considered to assist in both the Environment Management System for the site and the permit requirements. It was highlighted that the review deadline was only 5 days away so it was agreed that a copy of the review would be complete by 30 August 2014.

Action: Operator to review the permit for familiarisation of the conditions and in particular the requirements for a four yearly review to ensure that they have been undertaken.

Action: Operator to ensure that all requirements of the environmental permit are incorporated into the Environment Management System for the site to ensure that they are met in order to prevent a non-compliance.

Action: Operator to submit copies of the 4 yearly reviews for energy efficiency, accident management plan, required by the permit to NRW by 30 September 2014.

Objective 2 To review the actions in the previous CAR 5265 with the operator.

Table 1 below was from a previous but one visit as the operator had requested that the actions were consolidated into the last CAR due to a number of staff changes.

Table 1

Reference	Actions in Report ID 4304	Status	Reviewed 30 June 2014 with Operator
1/221112	Operator to review EA Technical Guidance Note (monitoring) M18 to ensure that a representative sample is taken at W1.	**On-going** work regarding W1	**On-going –** Update 4 July 2014 Operator provided a photograph of access improvement work on W1.

2/221112	Operating procedures should be in place to fulfil the requirements of the environmental permit and should be made available for future EA audits of the installation.	**Ongoing** Environment Management System (EMS) in draft	**On-going**
3/221112	Operator to review the wording of the improvement conditions against the submissions already made and provide the outstanding information required namely timescales, inspection and maintenance programme.	**On-going**	**On-going**
4/221112	Operator to notify on completion of the sealing of the overflows on the septic tanks.	Update provided during visit of 21/9/12	**On-going**
5/221112	Operator to review the reports already submitted to the EA against the wording of the improvement conditions e.g. assessment against PPG2	On-going	**On-going**

Table 2

Reference	Actions / Recommendations in Report ID 4807	Status	Reviewed 30 June 2014 with Operator
1/210912	**Recommendation:** Operator to review the incident procedure alongside the reporting requirements of the environmental permit for their inclusion in the EMS.	This had not been undertaken. **On-going**	Closed
2/210912	**Action:** Operator to respond to National Incident Recording System notifications (NIRS) in a timely manner. If investigations are on-going an update can be provided however feedback on operations and any assessments made against a fugitive emissions / incident management plan linked to the onsite EMS is required to complete the NIRS.	Since this audit the operator has responded to NIRS notifications. This needs to continue in the event of a complaint. **Closed**	Closed
3/210912	**Action:** Operator to provide a copy of the fugitive emissions management plan for the site (please refer to permit condition 3.2.2).	This has not been undertaken. **On-going**	**On-Going Deadline agreed of 30 September 2014**
4/210912	**Action:** Operator to inform the site inspection of the change to the extraction on the raw delivery bay.	A verbal update was provided by the new mill manager prior to this visit. **Superseded**	Closed
5/210912	**Recommendation:** We recommend that the operator considers quantifying any dust deposited outside the installation boundary as part of their investigations into this on-going issue.	Recommendation currently on hold following a change to the extraction system on the raw delivery bay.	Closed
6/210912	**Recommendation:** The operator may wish to consider colouring coding the manholes /drains to denote foul from clean surface water.	This has been adopted in part on the site. Drainage works currently **On-going**	Closed
7/210912	**Action:** Operator to e-mail KD when the second cesspit overflow that serves the site offices has been sealed.	No e-mail received.	**On-going**
8/210912	**Recommendation :** Operator to consider the need to place local signage in the yard to remind drivers to brush down their vehicles before leaving the site	Yard changes currently **On-going**	Closed

Table 3 – The Action table below has been replicated from the Section 4 of CAR 5265 (NB : The recommendations have been omitted)

Reference	Actions / Recommendations in Report ID 4807	Status	Reviewed 30 June 2014 with Operator
1/240913	**Action:** Operator to provide a timeline for the implementation of an EMS and associated procedures at the Llysonnen Mill.	27 Nov 2013	**Update** The operator is going to appoint a consultant and it is considered that an EMS will be in place by the end of the year
2/240913	**Action:** Operator to re-submit the quarterly monitoring return for 1 April to 30 June 2013 with the correct sample times and dates and inclusive of the units on the results.	27 Nov 2013	On review the operator resubmitted this returns on 24/09/13 however the report did not include the units etc
3/240913	**Action:** Operator to re-submit the quarterly monitoring return for 1 July to 30 September 2013 with the correct sample times and dates and inclusive of the units on the results.	27 Nov 2013	No record of a re-submission.
4/240913	**Action:** Operator to include the maintenance requirements of the abatement systems in the EMS for the prevention of fugitive emissions.	28 February 2014	**On-going** due to status of EMS
5/240913	**Action:** Operator to include the agreed operating techniques in the sites EMS to prevent further breaches of the permit.	28 February 2014	**On-going** due to status of EMS
6/240913	**Action:** Operator to provide an updated copy of the revised drainage plan following completion of the improvement works on the site drainage.	28 February 2014	Provided July 2014
7/240913	**Action:** Operator to complete investigation and drainage work to ascertain the foul drainage problem concerning the cesspit that serves the staff canteen as this may be the root cause of the on-going issue concerning the high BOD in the discharge from W1.	28 February 2014	**On-going**
8/240913	**Action:** Operator to provide clarity on the drainage in the NW corner of the site through the submission of an updated map on completion of the work.	28 February 2014	**Closed** – Update given during this audit and there is an interceptor present
9/240913	**Action:** Operator to review sample point (W1) at the Wynnstay mill to ensure compliance with permit condition 3.5.4.	28 February 2014	Please refer to AOB below

NB / The actions on the previous monitoring CAR ref 5465 (date issued 14/2/14) were not reviewed during this visit.

The review of the consolidated actions and those gained on the previous CAR form Table 1 was more protracted than expected due to their on-going status. It was disappointing not to close out all of the actions especially as they had been consolidated on the last CAR for that purpose. NRW expects actions placed on operators to be dealt with in a timely manner and not rolled over for review on each visit unaddressed. Failure to complete actions placed on an operator can result in their escalation and NRW taking a more severe course of action. HJ explained that he had not seen the operator's submissions in respect of the improvement conditions in the permit as this was before his employment with Wynnstay and was therefore unaware of their content. KD advised that Wynnstay should hold copies of these documents but greed to forward the reports regarding the drainage work on site. It was also further advised that HJ reviews the previous CAR forms as recommended in the last visit.

Action: KD to forward the reports submitted by Wynnstay in respect of the in respect of the improvement conditions. (Completed 2 July 2014).

Action: HJ to obtain copies of the draft procedures from their head office for review and to assist in the finalisation of an EMS for the site.

HJ gave an update on the drainage work in that the bulk out loading bay would be shut for three days in the middle of July to repair some damage to the drains. On completion of this work an updated and revised drainage plan would be forwarded to NRW.

Action: HJ to forward updated drainage plan to GB on completion of the damage to the drains close to the out loading bay (Completed July 2014)

Objective 3 To discuss any complaints concerning the Llysonnen mill in respect of fugitive emissions.



It was acknowledged that the operator's response to NRW regarding complaints concerning the site has much improved. In January 2014 the operator notified NRW of the high level walkway that has been installed on site to assist the drivers in washing the top of their vehicles. A photograph of the walkway was also forwarded and has been replicated opposite. At the time of the visit 4 reports of dust from the site had been received in 2014 however the status of the reports had escalated with the CCC. This prompted the joint on-site meeting which has been outlined at the start of this CAR. The operator has an on-going action relating to the drafting of a fugitive emission plan to deal with complaints of dust concerning the site.

Objective 4 To review the operating techniques associated with the boiler its chemistry and blow down.

The following extract has been taken from the permit application for the site and is linked to the operating techniques in section 2.3 of the permit. It was apparent that the permit application is out of date as a new boiler had since been installed and heavy fuel oil was no longer required on site.

2.3.1 Boiler

The boiler is located on the ground floor of the main mill process building.

As natural gas is not available in the vicinity of the installation heavy fuel oil is used to fuel the boiler. There is no data available for the emissions from combustion of the fuel in the boilers. The heavy fuel oil used in the combustion units contains less than 1% sulphur. A low NOx burner is not installed but it is considered to be relatively small scale with an input of 7000 lbs per hour which equates to approximately 2.5MW.

The boiler steam is treated with anti-corrosion (HA40) and anti-scaling (HA42) additives to preserve the boiler. Boiler blow-down is undertaken manually once per day. All blow-down is discharged on to the service yard and enters the drainage and effluent treatment system.

What was of concern however was the boiler blow appears to enter the surface water drainage system on site and not the effluent treatment system which differs from the operating techniques. A question was raised over the chemistry of the boiler blow down and if it entered the effluent treatment system on site would the volume significantly impact on it i.e. vastly increase the need for effluent removal or is it having an impact on the surface water. The photograph opposite was taken during the site tour of the boiler blow down discharging into the yard. Boiler blow down was also noted to be discharging to the yard from a pipe overhead of a walkway into the mill. A photograph of this pipe can be seen overleaf. NRW highlighted this to the operator during the on site visit. The operator must consider the health and safety implications of this pipe discharging hot water overhead of the walkway in the operations of the site.



Action: Operator to update the boiler section that is linked to the operating techniques in the permit and submit it to NRW.

Action: Operator to confirm where the boiler blow down discharges to namely the surface water or effluent system on site.

Action: Operator to examine the volume of boiler blow down that is being discharged into the yard and its chemistry in order to assess if it would impact on the receiving drainage system.



Site Observations

A full site tour was undertaken as part of this audit. It began at the vehicle wash and new signage was evident at the bottom of the high level walkway advising drivers to 'Ensure that trailers are washed after delivery of raw materials'. The signage has been fitted on the out loading bay as a reminder to drivers and can be seen in the photographs below. The finalisation of drainage works was also evident in this area of the yard.







In brief the facility uses bulk raw materials of vegetable origin to produce pellets or blends for animal feed. Raw materials are accepted at the site in dry and liquid forms with the dry materials being stored in bulk silos and liquids in bunded storage tanks. Filters are used at the intake points to reduce the potential for atmospheric emissions during delivery. The milling process blends, grinds (one grinder) mixes and extrudes into pellets (if required) the raw material are blended to specified formulas (steam, molasses and liquids are added as necessary). In the main mill building a photograph was taken of the silos and these can be seen below left. From inside the mill access was gained to the walkway above the external silos where a discussion was held on access to the sampling location W1 (photograph below right) and the proposed housing development east of the installation boundary and any potential noise sources on that side of the site (photograph below middle). Should the housing development take place close to the installation boundary the operator may have to reconsider noise management and in particular any noise sources that vent etc to the east of the mill. Environmental permit conditions 3.4 relate to noise and vibration.







The operator was in the process of cleaning the outside of the raw materials delivery bay at the time of the audit although this activity was not taking place on the day. Drainage works and in particular kerbing work had been completed to the north of the site although the rate at which the cesspit which serves the canteen was still an issue and the alarm was going at the time of the visit. Opposite the control room the bulk delivery area was visited and HJ explained how product is transferred from the mill for loading onto the vehicles. On this visit both the raw materials and bulk delivery bays were inspected in respect of the generation of fugitive

emissions. In these areas HJ explained the process and the bulk loading of vehicles. Dust was evident in these locations but there was no discernible fugitive emissions noted from these areas during the visit.

Following the audit on the 4 July 2014 HJ forwarded a photograph of the work that has taken place on the permanent access to the W1 sample point. A copy of the photograph has been replicated opposite.



Quarterly Monitoring Returns

On 28 April 2014 the operator submitted a monitoring submission for W1 for 1 Jan 2014 to the 31 March 2014. The report was made on time and on the correct form. However the sample time level of uncertainty and the units were missing from the form. This has been raised previously with the operator. On the 18 July 2014 the operator submitted a W1 reporting form for the 1 April to the 30 June 2014 again the report was made on time but the same reporting errors have been made in that there are no units, level of uncertainty or time. NRW review of these submissions can't be completed particularly as there is no indication of units. Failure to submit the information as required by the reporting form has incurred a CCS Category 4 score for each quarter against permit condition 4.2.3.

Action : Operator to resubmit the W1 monitoring returns W1 for:
1 Jan 2014 to 31 March 2014 and;
1 April 2014 to 30 June 2014.

[End]

Cyfoeth Naturiol Cymru Natural Resources Wales	**EPR Compliance Assessment Report**	Report ID**:** 5676

This form will report non-compliance with your permit as determined by an NRW officer			
Site	Wynnstay Llysonnen Mill	Permit	EP3034GS
Operator/ Permit	Wynnstay Group PLC	Date	20 August 2014

Section 3- Enforcement Response **Only one of the boxes below should be ticked**	
You must take immediate action to rectify any non-compliance and prevent repetition. Non-compliance with your permit conditions constitutes an offence and can result in criminal prosecutions and/or suspension or revocation of a permit. Please read the detailed assessment in Section 2 and the steps you need to take in Section 4 below.	
Other than the provision of advice and guidance, at present we do not intend to take further enforcement action in respect of the non-compliance identified above. This does not preclude us from taking enforcement action if further relevant information comes to light or advice isn't followed.	X
In respect of the above non-compliance you have been issued with a warning. At present we do not intend to take further enforcement action. This does not preclude us from taking additional enforcement action if further relevant information comes to light or offences continue.	
We will now consider what enforcement action is appropriate and notify you, referencing this form.	

Section 4- Action(s)

Where a non - compliance has been detected and an enforcement response has been selected above, this section summarises the steps you need to take to return to compliance and also provides timescales for this to be done.

Criteria Ref.	**CCS Category**	**Action Required/Advised**	**Due Date**
See Section 1 above			
N/A		**NB/ Please see actions from previous CAR forms consolidated in the above in addition to the ones identified during this audit and outlined below :**	N/A
N/A		**Action:** Operator to provide an updated oranogram following the retirement of RF and the restructuring of the business	30 September 2014
		Action: Operator to review the permit for familiarisation of the conditions and in particular the requirements for a four yearly review to ensure that they have been undertaken.	Immediate effect
		Action: Operator to ensure that all requirements of the environmental permit are incorporated into the Environment Management System for the site to ensure that they are met in order to prevent a non-compliance.	Immediate effect
		Action: Operator to submit copies of the 4 yearly reviews for energy efficiency, accident management plan, required by the permit to NRW by 30 September 2014.	30 September 2014
		Action: KD to forward the reports submitted by Wynnstay in respect of the in respect of the improvement conditions. (Completed 2 July 2014).	**Complete**
		Action: HJ to obtain copies of the draft procedures from their head office for review and to assist in the finalisation of an EMS for the site.	Immediate effect
		Action: HJ to forward updated drainage plan to GB on completion of the damage to the drains close to the out loading bay (Completed July 2014)	**Complete**
		Action: Operator to update the boiler section that is linked to the operating techniques in the permit and submit it to NRW.	10 October 2014
		Action: Operator to confirm where the boiler blow down discharges to namely the surface water or effluent system on site.	30 September 2014
		Action: Operator to examine the volume of boiler blow down that is being discharged into the yard and its chemistry in order to assess if it would impact on the receiving drainage system.	30 September 2014
G4	4	**Action :** Operator to resubmit the W1 monitoring returns W1 for: 1 Jan 2014 to 31 March 2014 and; 1 April 2014 to 30 June 2014.	30 September 2014

Section 5 - Compliance notes for the Operator

To ensure you correct actual or potential non-compliance we may

- advise on corrective actions verbally or in writing
- require you to take specific actions in writing
- issue a notice
- require you to review your procedures or management system
- change some of the conditions of your permit
- decide to undertake a full review of your permit

Any breach of a permit condition is an offence and we may take legal action against you.

- We will normally provide advice and guidance to assist you to come back into compliance either after an offence is committed or where we consider that an offence is likely to be committed. This is without prejudice to any other enforcement response that we consider may be required.
- Enforcement action can include the issue of a formal caution, prosecution, the service of a notice and or suspension or revocation of the permit.

See our Enforcement and Civil Sanctions guidance for further information

This report does not relieve the site operator of the responsibility to

- ensure you comply with the conditions of the permit at all times and prevent pollution of the environment
- ensure you comply with other legislative provisions which may apply.

Non-compliance scores and categories

CCS category	Description	Score
C1	A non-compliance which could have a **major** environmental effect	60
C2	A non-compliance which could have a **significant** environmental effect	31
C3	A non-compliance which could have a **minor** environmental effect	4
C4	A non-compliance which has **no** potential environmental effect	0.1

Operational Risk Appraisal (Opra) - Compliance assessment findings may affect your Opra score and/or your charges. This score influences the resource we use to assess permit compliance.

Section 6 – General Information

Data protection notice

The information on this form will be processed by Natural Resources Wales (NRW) to fulfill its regulatory and monitoring functions and to maintain the relevant public register(s). NRW may also use and/or disclose it in connection with:

- offering/providing you with its literature/services relating to environmental matters
- consulting with the public, public bodies and other organisations (e.g. Health and Safety Executive, local authorities) on environmental issues
- carrying out statistical analysis, research and development on environmental issues
- providing public register information to enquirers
- investigating possible breaches of environmental law and taking any resulting action
- preventing breaches of environmental law
- assessing customer service satisfaction and improving its service
- Freedom of Information Act/Environmental Information Regulations request.

NRW may pass it on to its agents/representatives to do these things on its behalf. You should ensure that any persons named on this form are informed of the contents of this data protection notice.

Disclosure of information

NRW will provide a copy of this report to the public register(s). However, if you consider that any information contained in this report should not be released to the public register(s) on the grounds of commercial confidentiality, you must write to your local area office within twenty working days of receipt of this form indicating which information it concerns and why it should not be released, giving your reasons in full.

Customer charter

What can I do if I disagree with this compliance assessment report?

If you are unable to resolve the issue with your site officer, you should firstly discuss the matter with the officer's line managers. If you wish to raise your dispute further through our official Complaints and Commendations procedure, phone our general enquiry number 0300 065 3000 (Mon to Fri 08.00–18.00) and ask for the Customer Contact team or send an email to enquiries@naturalresourceswales.gov.uk If you are still dissatisfied you can make a complaint to the Public Services Ombudsman for Wales. For advice on how to complain to the Ombudsman phone their helpline on (0845) 601 0987.