

Mr N. Shawcross
The First Milk Cheese Company Ltd
Haverfordwest Creamery
Pembroke Road
Merlin's Bridge
Haverfordwest
Pembrokeshire
SA61 1JN

Our ref: PAN-027140

Your ref: EPR/XP3830UR

Date: 29 January 2026

*Sent via email to: neilshawcross@firstmilk.co.uk
cc: jamescherry@firstmilk.co.uk and sarajones@firstmilk.co.uk*

Dear Mr Shawcross,

Your environmental permitting application is duly made.

Application reference: PAN-027140 (EPR/XP3830UR/V007)

Operator: The First Milk Cheese Company Ltd

Facility: Haverfordwest Creamery, Pembroke Road, Merlin's Bridge, Haverfordwest, Pembrokeshire, SA61 1JN

I'm writing to let you know that your application, received on 7th October 2024, is duly made as of 29th January 2026. Duly made means that we have all the information we need to begin determination. Determination is where we assess your application and decide whether or not we can allow what you've asked for. If we have to refuse your application, we'll explain why.

We may need to ask you for more information during determination. If we do we'll write to you to explain what we need and how long you have to reply.

Our Customer Charter explains that as long as you have provided us with all the information we need, included the appropriate fee and there are no complicating factors such as confidentiality decisions, you can expect us to determine your application within the following timescales:

- for transfer or partial transfer of an environmental permit within two months;
- for a standard permit (except for installations); minor or normal variation or surrender or partial surrender of an environmental permit within three months;
- for a standard permit for an installation, a bespoke permit or substantial variation to a permit (with public participation) within four months.

We want to give you a decision as quickly as possible, but the time it takes depends on what's in the application. We may need to agree a longer timescale with you:

- if the application is complex;

Ffôn/Tel 0300 065 3753
Eboست/Email emily.ingram@cyfoethnaturiolcymru.gov.uk
emily.ingram@naturalresourceswales.gov.uk

Gwasanaeth Trwyddedu, Cyfoeth Naturiol Cymru, Adeilad y Goron, Parc Cathays, Caerdydd, CF10 3NQ
Permitting Service, Natural Resources Wales, Crown Buildings, Cathays Park, Cardiff, CF10 3NQ

Gwefan/Website www.cyfoethnaturiolcymru.gov.uk
www.naturalresourceswales.gov.uk

Croesewir gohebiaeth yn y Gymraeg a'r Saesneg
Correspondence welcomed in Welsh and English

- if we need to ask you for more information about the technical aspects of your application;
- if there's a considerable level of interest from the public or other organisations.

If we have not made a decision on your application within the relevant timescale, or by any agreed extended date, you can notify us that you consider the application to have been refused and appeal to Planning and Environment Decisions Wales (PEDW) at the following addresses:

**Planning and Environment Decisions Wales,
Crown Buildings,
Cathays Park,
Cardiff, CF10 3NQ**

Phone: **0300 0604400** Email: PEDW.Casework@gov.wales

You must send written notice of the appeal and the documents listed below to the Welsh Ministers to the respective Planning and Environment Decisions Wales address above. At the same time you must send us a copy of the notice and documents to:

**Permitting Service Manager,
Permitting Service,
Natural Resources Wales,
Crown Buildings,
Cathays Park,
Cardiff,
CF10 3NQ**

Phone: 03000 653000

If we haven't already spoken to you about when to expect our decision, one of our officers will contact you soon to explain this and deal with any questions you have. If your application contained a request for confidentiality we will write to you separately about our decision on that.

We must advertise new bespoke applications and substantial variations on our website. We explain more about this in our [Public Participation Statement](#).

Please quote our reference if you contact us. If you have any questions please phone me on 0300 065 3753 or email emily.ingram@naturalresourceswales.gov.uk.

Yours sincerely

Emily Ingram
Lead Specialist Permitting Officer
Permitting Service