

## Compliance Assessment Report CAR\_NRW0050864

**Permit being assessed:** AB3695CH.

**For:** Nine Mile Point Waste Transfer Facility, **held by:** Drumcastle Limited

**At:** Unit 9, Nine Mile Point Industrial Estate, Cwmfelinfach, Ynysddu, Newport, Caerphilly, NP11 7HZ.

**Type of assessment:** Report/Data Review,

**Reason:** Routine.

**On:** 31/12/2025.

**Parts of permit assessed:** See comments section.

**NRW Lead Officer:** David Thomson.

**Report sent to:** Redacted, General Manager, on 27/02/2026.

### 1. Summary of our findings (full details in section 4)

Part of permitted activity assessed (compliance criteria)	Assessment result	Permit condition
IR4B - Installations - Information - Reporting	C4 No impact	4.2.3
IR4B - Installations - Information - Reporting	Action only (X)	
IR4B - Installations - Information - Reporting	Action only (X)	
IR4B - Installations - Information - Reporting	C4 No impact	4.2.3
IR3A(1) - Installations - Emissions and monitoring - Emissions to water	Assessed (A)	
IR3A(2) - Installations - Emissions and monitoring - Emissions to air	Action only (X)	
IR3A(2) - Installations - Emissions and monitoring - Emissions to air	Action only (X)	
IR3E - Installations - Emissions and monitoring - Monitoring	Action only (X)	
IR3E - Installations - Emissions and monitoring - Monitoring	Action only (X)	
IR3E - Installations - Emissions and monitoring - Monitoring	Action only (X)	
IR4C - Installations - Information - Notification	Action only (X)	

Part of permitted activity assessed (compliance criteria)	Assessment result	Permit condition
IR4C - Installations - Information - Notification	Action only (X)	
IR4C - Installations - Information - Notification	Action only (X)	

Result types are explained in more detail in the 'Important Information' section below.

Total non-compliances recorded	Total non-compliance score
2	0.2

How we use the non-compliance score to calculate your annual fee is explained in the 'Important Information' section below.

## 2. What action is required?

Criteria	Action needed	Complete by
IR4B	The operator shall submit future monitoring reports for emissions to air inside the 28-day reporting window.	Already completed
IR4B	The operator shall submit within the 28-day reporting window results for all parameters and emissions points as specified in reporting form air 1.	Already completed
IR4B	The operator shall submit future monitoring reports for emissions to water inside the 28-day reporting window.	Already completed
IR4B	The operator shall submit future reports on annual performance before 31 January each year.	Already completed
IR3A(2)	The operator shall undertake measures to prevent the reoccurrence of an exceedance of the odour concentration ELV and/or measures to rectify, limit or prevent any pollution of the environment, as identified by the investigation and presented in the Schedule 5 Part B Notification.	30/06/2026
IR3A(2)	The operator shall undertake measures to prevent the reoccurrence of a TVOC ELV exceedance and/or measures to rectify, limit or prevent any pollution of the environment, as identified by the investigation and presented in the Schedule 5 Part B Notification.	30/06/2026
IR3E	The operator shall undertake measures to ensure that monitoring of odour concentration at emission point A1 is carried out at the required frequency as specified in table S3.1 of schedule 3.	30/06/2026
IR3E	The operator shall undertake measures to ensure that monitoring of dust at emission point A1 is carried out at the required frequency as specified in table S3.1 of schedule 3.	30/06/2026
IR3E	The operator shall undertake measures to ensure that monitoring of TVOC at emission point A1 is carried out at the required frequency as specified in table S3.1 of schedule 3.	30/06/2026

Criteria	Action needed	Complete by
IR4C	The operator shall submit a Schedule 5 Part A (b) and Part B notification for the odour concentration ELV exceedance on 01 April 2025.	31/03/2026
IR4C	The operator shall undertake measures to ensure that all future schedule 5 Part A (b) notifications are immediately submitted to NRW following the detection of a permitted limit exceedance.	Already completed
IR4C	The operator shall submit a Schedule 5 Part A (b) and Part B notification for the TVOC ELV exceedance on 31 March 2025.	31/03/2026

Compliance criteria codes are listed in the 'Important information' section below.

### 3. What will happen next?

Any non-compliance we have identified and recorded on this form is an offence. It can result in criminal prosecution and/or suspension or revocation of your permit.

**At this time, we do not intend to take any further action.**

This statement does not stop us from taking additional enforcement action if further relevant information comes to light or offences continue.

### 4. Details of our assessment

#### 1.0 Assessment Details

The purpose of this Compliance Assessment Report (CAR) is to record Natural Resources Wales' (hereafter NRW) assessment of Drumcastle Limited's (hereafter the operator) quarterly [October to December 2025], 6-monthly [July to December 2025] and annual [January to December 2025] monitoring and reporting submissions against the relevant environmental permit conditions for Reporting (section 4.1), Emissions & Monitoring (section 4.2) and Notifications (section 4.3).

As outlined in Compliance Assessment Report CAR\_NRW0043663, the environmental permit for Drumcastle Ltd contains inconsistencies that prevented compliance by the operator. Table S4.1 required quarterly reporting of emissions to air, while Table S3.1 set monitoring frequencies at six-month intervals or based on carbon media age, creating a conflict with permit condition 4.2.3. Quarterly reporting for emissions to water is also prescribed in Table S4.1 despite no emission limits set, and only monthly visual checks required. In addition, reporting forms for emissions to air and water were not issued to the operator following the most recent permit variation. As a result, the original reporting forms – already containing incorrect operator details – remained in use and did not reflect the monitoring and reporting requirements. As a consequence of these issues, non-compliance scores for permit condition breaches relating to reporting of monitoring data, were not levied by NRW.

On 9 January 2026, Compliance Assessment Report CAR\_NRW0050315 was issued to the operator with an amended version of Table S4.1 which aligned monitoring and reporting frequencies for emissions to air. A new set of reporting forms was also issued on the same date with amended monitoring and reporting requirements as prescribed by the environmental permit and with consideration to the amended version of Table S4.1.

As the operator has only recently received the new set of reporting forms and an amended version of Table S4.1, NRW feel that it would be unfair to levy non-compliance scores against non-compliance issues that occurred prior to 9 January 2026. However, all non-compliance issues will be recorded and actioned. The operator has been informed that all non-compliance issues that occur after 9 January 2026 will receive non-compliance scores.

**Document submitted by the operator**

Document reference – 2026 01 09 AB3695CH Reporting Forms.docx (submission date – 19 February 2026)

**2.0 Reporting (IR4B)**

The purpose of this section is to record environmental permit condition breaches arising from the incorrect or late reporting of emission monitoring data.

**Regulatory Context**

(1) Environmental permit condition 4.2.3 states:

*Within 28 days of the end of the reporting period the operator shall, unless otherwise agreed in writing by Natural Resources Wales, submit reports of the monitoring and assessment carried out in accordance with the conditions of this permit, as follows:*

*(a) in respect of the parameters and emission points specified in schedule 4 table S4.1;*

*(b) for the reporting periods specified in schedule 4 table S4.1 and using the forms specified in schedule 4 table S4.4; and*

*(c) giving the information from such results and assessments as may be required by the forms specified in those tables.*

Table S4.1 of Schedule 4 to the environmental permit has been amended and is reproduced below. The reporting period for emissions to air have been amended to 6-monthly to mirror the 6-monthly monitoring requirement. The reporting period for emissions to water remains 3-monthly. See CAR\_NRW0050315 for further details.

**Table S4.1 Reporting of monitoring data**

Parameter	Emission or monitoring point/reference	Reporting period	Period begins
Emissions to air Parameters as required by condition 3.5.1	A1	Every 6 months	1 January
Emissions to water Parameters as required by condition 3.5.1	SW1	Every 3 months	1 January

Table S4.4 of Schedule 4 to the environmental permit has been updated and is partially reproduced below. See CAR\_NRW0050315 for further details.

**Table S4.4 Reporting forms**

Parameter	Reporting format	Date of form
Air	Form air 1 or other form as agreed in writing by Natural Resources Wales	09/01/2026
Water	Form water 1 or other form as agreed in writing by Natural Resources Wales	09/01/2026

**Compliance Assessment**

**Point Source Emissions to Air – A1**

- The reporting form for emissions to air was submitted by the operator via email on 19 February 2026.

- The reporting form submission was not made inside the 28-day reporting window which represents non-compliance with the environmental permit.

**Compliance Classification Scheme (CCS):** As a result of this non-compliance with permit condition 4.2.3, a CCS score [C4] has been recorded against compliance sub-criteria IR4B – Information – Reporting.

**Justification:** A C4 score has been levied as it is reasonably foreseeable that the failure to submit emissions to air reporting form within the 28-day reporting window will not have any impact on the environment.

**Action:** The operator shall submit future monitoring reports for emissions to air inside the 28-day reporting window.

- The reporting form submitted is for the reporting period specified in Schedule 4 Table S4.1 which represents compliance with the environmental permit.
- Emissions to air data was submitted using the form specified in Schedule 4 Table 4.4 which represents compliance with the environmental permit.
- The *air 1* reporting form did not include results for all parameters and emission points which represents non-compliance with the environmental permit.

**Compliance Classification Scheme (CCS):** As a result of this non-compliance with permit condition 4.2.3, a CCS score [C4] has been recorded against compliance sub-criteria IR4B – Information – Reporting.

**Justification:** A C4 score has been levied as it is reasonably foreseeable that the failure to report all emissions to air monitoring data within the 28-day reporting window will not have any impact on the environment.

**Action:** The operator shall submit within the 28-day reporting window results for all parameters and emissions points as specified in reporting form air 1.

#### Point Source Emissions to Water – SW1

- The reporting form for emissions to water was submitted by the operator via email on 19 February 2026.
- The reporting form submission was not made inside the 28-day reporting window which represents non-compliance with the environmental permit.

**Compliance Classification Scheme (CCS):** As a result of this non-compliance with permit condition 4.2.3, a CCS score [C4] has been recorded against compliance sub-criteria IR4B – Information – Reporting.

**Justification:** A C4 score has been levied as it is reasonably foreseeable that the failure to submit emissions to water monitoring data within the 28-day reporting window will not have any impact on the environment.

**Action:** The operator shall submit future monitoring reports for emissions to water inside the 28-day reporting window.

- The reporting form submitted is for the reporting period specified in Schedule 4 Table S4.1 which represents compliance with the environmental permit.
- Emissions to water data was submitted using the form specified in Schedule 4 Table 4.4 which represents compliance with the environmental permit.

#### Consolidation of Non-Compliance Scores

The above CCS scores for non-compliance with permit condition 4.2.3 will be consolidated into a single non-compliance score as per the compliance classification scheme.

(2) Environmental permit condition 4.2.2 states:

*A report or reports on the performance of the activities over the previous year shall be submitted to Natural Resources Wales by 31 January (or other date agreed in writing by Natural Resources Wales) each year. The report(s) shall include as a minimum:*

*(a) a review of the results of the monitoring and assessment carried out in accordance with the permit including an interpretive review of that data;*

*(b) the annual production/treatment data set out in schedule 4 table S4.2; and*

*(c) the performance parameters set out in schedule 4 table S4.3 using the forms specified in table S4.4 of that schedule.*

Table S4.2 of Schedule 4 to the environmental permit is reproduced below.

<b>Table S4.2 Annual production / treatment</b>	
<b>Parameter</b>	<b>Units</b>
Solid Recovered Fuel Produced	Tonnes
Refuse Derived Fuel Produced	Tonnes
Total amount of waste treated	Tonnes

Table S4.3 of Schedule 4 to the environmental permit is reproduced below.

<b>Table S4.3 Performance Parameters</b>		
<b>Parameter</b>	<b>Frequency of Assessment</b>	<b>Units</b>
Water usage	Annually	Tonnes
Energy usage	Annually	MWh
Total raw material used	Annually	Tonnes
Generation of residues	Annually	Tonnes
Generation of waste water	Annually	m <sup>3</sup>

Table S4.4 of Schedule 4 to the environmental permit has been updated and is partially reproduced below. See CAR\_NRW0050315 for further details.

<b>Table S4.4 Reporting forms</b>		
<b>Media / Parameter</b>	<b>Reporting format</b>	<b>Date of form</b>
Water usage	Form water usage 1 or other form as agreed in writing by Natural Resources Wales	09/01/2026
Energy usage	Form energy 1 or other form as agreed in writing by Natural Resources Wales	09/01/2026
Other performance indicators	Form performance 1 or other as agreed in writing by Natural Resources Wales	09/01/2026

**Compliance Assessment**

- The reporting forms for annual performance (i.e., water usage 1, energy 1 and performance 1) were submitted by the operator via email on 19 February 2026.
- The reporting forms were not submitted before 31 January 2026 which represents non-compliance with the environmental permit.

**Compliance Classification Scheme (CCS):** As a result of this non-compliance with permit condition 4.2.2, a CCS score [C4] has been recorded against compliance sub-criteria IR4B – Information – Reporting.

**Justification:** A C4 score has been levied as it is reasonably foreseeable that the failure to submit annual performance reporting forms before 31 January 2026 will not have any impact on the environment.

**Action:** The operator shall submit future annual performance reports before 31 January each year.

- The reporting forms submitted include data for water usage, energy usage and other performance indicators as specified in schedule 4 table S4.3 which represents compliance with the environmental permit.
- The reporting forms submitted include an interpretive review of performance parameter data which represents compliance with the environmental permit.

**Consolidation of Non-Compliance Scores**

Consolidation of CCS scores is not required

**3.0 Emissions and Monitoring (IR3A and IR3E)**

The purpose of this section is to record environmental permit condition breaches arising from the exceedance of permitted emission limits.

**Regulatory Context**

(1) Environmental permit condition 3.1.2 states:

*The limits given in schedule 3 shall not be exceeded.*

Table S3.1 of Schedule 3 (Point source emissions to air – emission limits and monitoring requirements) to the environmental permit is reproduced below.

Table S3.1 Point source emissions to air – emission limits and monitoring requirements						
Emission point ref. & location	Source	Parameter	Limit (including unit)	Reference period	Monitoring frequency	Monitoring standard or method
A1	Emissions to atmosphere of ventilation air from activated carbon air filter and dust filter	Odour concentration	1000 OUE/m <sup>3</sup>	Instantaneous	Emissions shall be monitored in the 7 <sup>th</sup> , 9 <sup>th</sup> and 11 <sup>th</sup> months after first use of the activated carbon filter and of at the same intervals after each replacement of the activated carbon media. Unless otherwise agreed in writing with Natural Resources Wales	EN 13725
		Dust	5 mg/m <sup>3</sup>	Periodic	Every 6 months	BS EN 13284-1
		Total Volatile Organic Compound (TVOC) <sup>Note 1</sup>	30 mg/m <sup>3</sup>	Periodic (average over one hour)	Every 6 months	BS EN 12619

Table S3.2 of Schedule 3 (Point source emissions to water – emission limits and monitoring requirements) to the environmental permit is reproduced below.

<b>Table S3.2 Point source emissions to water – emission limits and monitoring requirements</b>						
<b>Emission point ref. &amp; location</b>	<b>Source</b>	<b>Parameter</b>	<b>Limit (including unit)</b>	<b>Reference period</b>	<b>Monitoring frequency</b>	<b>Monitoring standard or method</b>
<b>SW1</b>	Site drainage from building roofs and areas not associated with waste storage and treatment	Oil and grease	None visible	Periodic	Monthly	Visual check

Following submission and approval of reports to satisfy pre-operational conditions PO2 and PO11, and as detailed in compliance assessment report ref: CAR\_NRW0040481, Table S3.3: *Point source emissions to sewer, effluent treatment plant or other transfers off-site– emission limits and monitoring requirements*, will not be enforced at this time. As no monitoring of the emission to sewer is required, no reporting is necessary.

**Compliance Assessment**

**Point Source Emissions to Air – A1**

*Permitted Limit Exceedance – odour concentration*

- Emissions monitoring data submitted on 19 February 2026 demonstrates that the measured odour concentration result at location A1 on 01 April 2025 was 1184.5 OU<sub>E</sub>/m<sup>3</sup>. This is an exceedance of the permitted emission limit and represents non-compliance with the environmental permit.

**Compliance Classification Scheme (CCS):** As outlined under Assessment Details, CCS scores will not be levied against permit non-compliance issues that occurred prior to 09 January 2026.

**Action:** The operator shall undertake measures to prevent the reoccurrence of an exceedance of the odour concentration ELV and/or measures to rectify, limit or prevent any pollution of the environment, as identified by the investigation and presented in the Schedule 5 Part B Notification.

*Permitted Limit Exceedance – TVOC*

- Emissions monitoring data submitted on 19 February 2026 demonstrates that the measured TVOC result at location A1 on 31 March 2025 was 37.4mg/m<sup>3</sup>. This is an exceedance of the permitted emission limit and represents non-compliance with the environmental permit.

**Compliance Classification Scheme (CCS):** As outlined under Assessment Details, CCS scores will not be levied against permit non-compliance issues that occurred prior to 09 January 2026.

**Action:** The operator shall undertake measures to prevent the reoccurrence of a TVOC ELV exceedance and/or measures to rectify, limit or prevent any pollution of the environment, as identified by the investigation and presented in the Schedule 5 Part B Notification.

**Point Source Emissions to Water – SW1**

Emissions monitoring data submitted by the operator on 19 February 2026 demonstrates that no oil or grease was observed at location SW1 which represents compliance with the environmental permit

**Consolidation of Non-Compliance Scores**

Consolidation of CCS scores is not required

(2) Environmental permit [condition 3.5.1](#) states:

*The operator shall, unless otherwise agreed in writing by Natural Resources Wales, undertake the monitoring specified in the following tables in schedule 3 to this permit:*

*(a) point source emissions specified in tables S3.1, S3.2 and S3.3.*

**Compliance Assessment**

- The operator has not undertaken monitoring of odour concentration at emission point A1 on the 9th month following the replacement of the activated carbon media which represents non-compliance with the environmental permit.

**Compliance Classification Scheme (CCS):** *As outlined under Assessment Details, CCS scores will not be levied against permit non-compliance issues that occurred prior to 09 January 2026.*

**Action:** *The operator shall undertake measures to ensure that monitoring of odour concentration at emission point A1 is carried out at the required frequency as specified in table S3.1 of schedule 3.*

- The operator has not undertaken monitoring of odour concentration at emission point A1 on the 11th month following the replacement of the activated carbon media which represents non-compliance with the environmental permit.

**Compliance Classification Scheme (CCS):** *As outlined under Assessment Details, CCS scores will not be levied against permit non-compliance issues that occurred prior to 09 January 2026.*

**Action:** *See previous action on odour concentration monitoring.*

- The operator has not undertaken monitoring of dust at emission point A1 between July to December 2025 which represents non-compliance with the environmental permit.

**Compliance Classification Scheme (CCS):** *As outlined under Assessment Details, CCS scores will not be levied against permit non-compliance issues that occurred prior to 09 January 2026.*

**Action:** *The operator shall undertake measures to ensure that monitoring of dust at emission point A1 is carried out at the required frequency as specified in table S3.1 of schedule 3.*

- The operator has not undertaken monitoring of TVOC at emission point A1 between July to December 2025 which represents non-compliance with the environmental permit.

**Compliance Classification Scheme (CCS):** *As outlined under Assessment Details, CCS scores will not be levied against permit non-compliance issues that occurred prior to 09 January 2026.*

**Action:** *The operator shall undertake measures to ensure that monitoring of TVOC at emission point A1 is carried out at the required frequency as specified in table S3.1 of schedule 3.*

**4.0 Notification (IR4C)**

The purpose of this section is to record environmental permit condition breaches arising from the late notification of a permit condition breach to NRW.

**Regulatory Context**

Condition 4.3.1 (b)(i) of the environmental permit states:

*(b) in the event of a breach of any permit condition the operator must immediately*  
*(i) inform Natural Resources Wales*

Furthermore, condition 4.3.2 of the environmental permit states:

*Any information provided under condition 4.3.1(a)(i) or 4.3.1(b)(i) where the information relates to the breach of a limit specified in the permit, shall be confirmed by sending the information listed in schedule 5 to this permit within the time period specified in that schedule*

**Compliance Assessment**

**Point Source Emissions to Air – A1**

*Permitted Limit Exceedance – Odour Concentration*

- At the time of writing 25 February 2026, the operator has not yet submitted a Schedule 5 Part A (b) to notify NRW of the exceedance of the odour concentration ELV on 01 April 2025 which represents non-compliance with the environmental permit.

**Compliance Classification Scheme (CCS):** *As outlined under Assessment Details, no CCS score will be levied against permit non-compliance issues that occurred prior to 09 January 2026.*

**Action:** *The operator shall submit a Schedule 5 Part A (b) and Part B notification for the odour concentration ELV exceedance on 01 April 2025.*

**Action:** *The operator shall undertake measures to ensure that all future schedule 5 Part A (b) notifications are immediately submitted to NRW following the detection of a permitted limit exceedance.*

*Permitted Limit Exceedance – TVOC*

- At the time of writing 25 February 2026, the operator has not yet submitted a Schedule 5 Part A (b) to notify NRW of the exceedance of the TVOC ELV on 31 March 2025 which represents non-compliance with the environmental permit.

**Compliance Classification Scheme (CCS):** *As outlined under Assessment Details, no CCS score will be levied against permit non-compliance issues that occurred prior to 09 January 2026.*

**Action:** *The operator shall submit a Schedule 5 Part A (b) and Part B notification for the TVOC ELV exceedance on 31 March 2025.*

**Point Source Emissions to Water – W1**

Not applicable.

**Consolidation of Non-Compliance Scores**

Consolidation of CCS scores is not required

[END]

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If you have any queries about this report, or to discuss completion of any actions, please contact the NRW Officer named above.

## Important information

### Legal status of this report

Your permit is issued to you under the Environmental Permitting Regulations. You have a responsibility to comply with the conditions of your permit and prevent pollution/harm of the environment. You must also ensure that you comply with any other relevant legislation that may apply to your site's operations.

This report explains the findings of our assessment and any action you are required to take. We categorise non-compliance using our guidance for assessing non-compliance at regulated sites.

When we find potential non-compliance/s we will normally give you advice on how to maintain compliance.

To correct non-compliance, we may:

- require you to take specific actions
- issue a notice
- review the conditions of your permit.

Any advice and guidance we give will be without prejudice to any other enforcement response that we consider may be required.

### Assessment results and non-compliance categories (used in section 1):

Assessment result	Description
Assessed (A)	Assessed or assessed in part, no evidence of non-compliance found
Action only (X)	Action required for the permit condition assessed to avoid non-compliance. No non-compliance scored at this time
Ongoing (O)	Ongoing non-compliance, not scored

Non-compliance category	Description	Score
C1 Major	Potential to have a major, serious, persistent and/or extensive impact or effect on the environment, people and/or property	60
C2 Significant	Potential to have a significant impact or effect on the environment, people and/or property	31
C3 Minor	Potential to have a minor or minimal impact or effect on the environment, people and/or property	4
C4 No environmental impact	Non-compliance at a regulated site that cannot foreseeably have any impact on the environment, people and/or property	0.1

### **How we use assessment scores**

The number and severity of non-compliances recorded in a year will affect your annual subsistence fee the following year. A non-compliance factor is added to your site's Operator Performance Risk Appraisal (OPRA) score when we calculate your fee to reflect the additional resource we use to assess permit compliance.

### **If your assessment result in Section 1 is suspended, what does this mean?**

In line with our guidance, we may suspend scores for up to six months to allow time for remedial action to be taken. Suspended scores will be re-instated if the action is not completed.

### **Full list of Industry compliance criteria (used in section 1 and 2):**

#### **1. Management**

- IR1A – General management
- IR1B – Finance (only applicable to Landfill)
- IR1C – Energy efficiency
- IR1D - Efficient use of raw materials
- IR1E - Avoidance, recovery and disposal of wastes produced by the activities
- IR1F - Multiple operator installations

#### **2. Operations**

- IR2A – Permitted activities
- IR2B – The site
- IR2C – Operating techniques
- IR2D – Technical requirements
- IR2E – Improvement programme
- IR2F – Pre-operational conditions
- IR2G – Landfill engineering (only applicable to Landfill)
- IR2H – Waste acceptance (only applicable to Landfill)
- IR2I – Leachate levels (only applicable to Landfill)
- IR2J – Closure and aftercare (only applicable to Landfill)
- IR2K – Landfill gas management (only applicable to Landfill)

#### **3. Emission and Monitoring**

- IR3A(1) – Emissions to water
- IR3A(2) – Emissions to air
- IR3A(3) – Emissions to land
- IR3B – Emissions of substances not controlled by emission limits
- IR3C – Odour
- IR3D – Noise and vibration
- IR3E – Monitoring
- IR3F – Pests
- IR3G – Air quality management plans
- IR3H – Monitoring for the purposes of the Industrial Emissions Directive (this heading includes Large Combustion Plants)
- IR3I – Fire

#### **4. Information**

- IR4A – Records
- IR4B – Reporting
- IR4C – Notification

### Enforcement response

Any non-compliance with a permit condition is an offence and we may take legal action against you. Action we take can include prosecution, serving a notice on you and/or suspension or revocation of your permit. See our Enforcement and Sanctions Guidance for further information.

### Data protection notice

You should make sure that anyone named in this report knows that the information it contains will be processed by Natural Resources Wales to fulfil its regulatory and monitoring functions and to maintain the relevant public register(s).

We may also use and/or disclose the report in connection with:

- offering or providing you with our literature or 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
- assessing customer service satisfaction and improving our service
- Freedom of Information Act or Environmental Information Regulations requests.

We may also pass it on to our agents or representatives to do these things on our behalf.

### Disclosure of information – this report will be available to view on-line

If you think this report contains commercially confidential information that should not be placed on our public register, you must contact your local Natural Resources Wales office within **fifteen working days** of receiving this report, using the contact details in the accompanying email or letter. You must give a full explanation of why it should not be added to our public register, including specifying which information is commercially confidential. We will assess your request and respond to you within twenty working days to let you know if we agree to your request.

### Disputing the Content of this Compliance Assessment Report Form

If you disagree with the content of this Compliance Assessment Report form, you should submit your concerns, in writing, to the regulating officer who issued it within **15 working days** of its issue. This will be treated as a **Stage 1 review**.

If you are not satisfied with the outcome of the stage 1 review, you may request a **Stage 2 appeal**. This request must be submitted **within 21 working days** of receiving the response from the stage 1 review.

Further details on our review and appeal process are available at: [Natural Resources Wales / Appeal a regulatory decision from Natural Resources Wales](#)

### Concerns Not Related to the Content of this Compliance Assessment Report Form

If your concerns do not relate to the content of the Compliance Assessment Report form, you should first attempt to resolve the issue with the regulating officer or their line manager.

If the issue remains unresolved, please contact our **Customer Contact Team**:

- **Telephone:** 0300 065 3000 (Monday to Friday, 09:00–17:00)
- **Email:** [enquiries@naturalresourceswales.gov.uk](mailto:enquiries@naturalresourceswales.gov.uk)

They will provide details on how to escalate your concerns through our **Complaints and Commendations procedure**.

If you are dissatisfied with our response, you may contact the **Public Services Ombudsman for Wales**:

- **Telephone:** 0300 790 0203
- **Email:** [ask@ombudsman.wales](mailto:ask@ombudsman.wales)

### **Welsh Language Standards**

We are committed to establishing Natural Resources Wales as a naturally bilingual organisation. We will provide compliance reports in your preferred language.