Compliance Assessment Report

Report ID:
CAR_NRW0033463

This form will report compliance with your permit as determined by an NRW officer					
Site	Atlantic Recycling Limited	Permit Ref	PP3993VS		
Operator/Permit holder	Atlantic Recycling Limited				
Regime	Waste Operations				
Date of assessment	02/05/2018 - 31/05/2018	Time in	10:30	Out	10:30
Assessment type	Site Inspection				
Parts of the permit assessed	Part Audit to assess FPMP				
Lead officer's name	Bowder, Alex				
Accompanied by	Ward, Adam				
Recipient's name/position	Phil Ridley, John Edwards/ Business Development Director, TCM	Date issued	11/09/2018		

Section 1 – Compliance Assessment Summary

This is based on the requirements of the permit under the Environmental Permitting Regulations or the licence under the Water Resources Act 1991 as amended by the Water Act 2003. A detailed explanation is captured in "Compliance Assessment Report Detail" (Section 2) and any actions you may need to take are given in the "Action(s)" (section 4). 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	**CCS Category**	**Condition(s) breached**
A1 - Specified by permit	A	
B1 - Infrastructure - Engineering for prevention and control of emissions	A	
B3 - Infrastructure - Site drainage engineering (clean and foul)	A	
B4 - Infrastructure - Containment of stored materials	A	
B5 - Infrastructure - Plant and equipment	A	
C1 - General Management - Staff competency/training	A	
C2 - General Management - Management system and operating procedures	C3	3.7.1
C3 - General Management - Materials acceptance	A	
C4 - General Management - Storage, handling labelling and Segregation	A	
F1 - Amenity - Odour	A	
F2 - Amenity - Noise	A	
F3 - Amenity - Dust/fibres/particulates and litter	A	
F4 - Amenity - Pests/birds and scavengers	A	
G2 - Monitoring and Records, Maintenance and Reporting - Records of activity, site diary/journal/events	A	
G4 - Monitoring and Records, Maintenance and Reporting - Reporting and notification to Natural Resources Wales	C4	4.2.2

KEY: See Section 5 for breach categories, suspended scores will be indicated as such.
A = Assessed or assessed in part (no evidence of non-compliance), **X** = Action only,
O = Ongoing non-compliance, not scored.

Number of breaches recorded	**2**	**Total compliance score** (see section 5 for scoring scheme)	4.1

If the Number of breaches recorded is greater than zero, please see Section 3 for 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 (eg. 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 advice given
- Any other areas of concern
- Any actions requested
- Any examples of good practice
- A reference to photos taken

Regulatory Officer Alex BOWDER and Senior Regulatory Officer Adam WARD attended Atlantic Recycling Ltd (ARL) at Atlantic Eco Park, Newton Road, Rumney, Cardiff on Wednesday 2nd May 2018 at 10:30am to carry out an introductory inspection of the permit **EPR-PP3993VS** for an initial site visit.

A further inspection was carried out by the Officers on 17th May 2018 for post Audit discussions to assess the stockpile dimensions and separation distances of the loose shredded plastic material stored, along with the business' waste classification process.

The primary purpose of the visit was to introduce the business to the new Regulating Officer Alex Bowder and conduct a walk around inspection of the permitted area. A desk-based assessment of the business' submitted Fire Prevention and Mitigation Plan (FPMP) was conducted to see whether the document reflects NRW's FPMP Guidance (August 2017), before determining and whether procedures were being implemented on site.

The weather was mild and dry at the time of inspection on 2nd May, but there had been heavy rainfall the evening before. Officers met with Business Development Director Mr. Phil Ridley and site Technically Competent Manager (TCM) Mr. John Edwards who accompanied us around the various fields and permitted areas used to store and treat waste.

Thank you to the business for explaining the business processes.

To remind the company following each visit Natural Resources Wales will produce a Compliance Assessment Report (CAR) detailing our comments from the inspection. If we substantiate reasonably foreseeable risks or actual impact to the environment, we can breach the business against your permit conditions which can affect your site banding and annual subsistence fees; this is scored on a Category 1 - 4 basis:

1 - Major, serious persistent and/or extensive impact on the environment/people/property

2 - Significant impact on effect on the environment/people/property

3 - Minor impact or effect on the environment/people/property

4 - A non-compliance which has no potential environmental effect

PAST CAR FORMS

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06/03/17 – Waste Return Data Review

This report highlighted that the waste return document submitted for 2016 contained the European Waste Catalogue (EWC) code of **20 01 36.** This waste is classified as discarded electrical and electronic equipment and is not a permitted waste stream under the permit.

Please ensure all material is being coded correctly and the site is only accepting permitted wastes.

06/09/17 - Site inspection

This inspection was conducted by Damien Downes who was accompanied by Rob Salter from the Fire and Rescue Service. The purpose of this inspection was to analyse the aerial survey of the transfer station and Field 1 to assess the waste storage and fire risk on site.

There were four main compliance issues highlighted in the report:

- i) Insufficient Fire Prevention Plan

The separation distance between stacks was deemed insufficient to reliably prevent the fire spread between stockpiles. It was stated that the Atlantic Fire Prevention Plan available at the time of inspection (Issue 1D March 2017 by RPS) did not cover the required mitigation measures.

- ii) Insufficient Environment Management System (EMS)

Root causes for storage procedures were breached here.

- iii) Excessive waste volumes

The total volume of stored material on site exceeded ARL's maximum storage capacity by 6,859 m3. The individual stockpiles also exceeded the total maximum volume of 450 cubic metre. The 2016 FPMP guidance document stated that the maximum storage volume for a singular waste pile should not exceed 450 cubic metres. This was superseded by the FPMP document published in August 2017 which removed this specification.

Materials had also been stored on site for longer than then six months limit.

- iv) Statutory Notice deadlines

It was established that the Regulation 37 Suspension Notice attributed to Field 1 was not complied with.

ACTION from CAR Form

To update the Fire Prevention Plan to reflect most current, relevant Fire Prevention Plan guidance and implement measures across the site ensuring waste stack sizes and separation distances are appropriate to reduce risk of fire. This was set to be completed by 28 February 2018.

14/02/18 - Site inspection

A site inspection was carried out on 14th February 2018 conducted by Officers Eleanor Davies and Alex Bowder. The aim of this site visit was to assess compliance with the Regulation 37 Suspension Notice issued on 17 December 2015 served under Regulation 37(1) EPR 2016.

There was no waste present on Field 1 at the time of inspection and so on 27 February 2018 Natural Resources Wales chose to withdraw the Suspension Notice.

FIRE PREVENTION AND MITIGATION PLAN

On 28 February 2018, Mr. Phil Ridley Business Development Director sent through the business' drafted FPMP (issued by RPS Group) and so have addressed the submittal action of the previous CAR form. On 22 March 2018, Mr. John Edwards the site's Technically Competent Manger (TCM) sent through the Fire Risk Assessment and a further copy of the Fire Plan.

We have examined the document and cross-referenced the contents with NRW's FPMP assessment criteria.

STORAGE TIMES AND COMBUSTION FACTORS

In 2017 the permit condition **3.7** was included in the drafting of the licence **EPR-PP3993VS**. This requires the operator to manage and operate the activities in accordance with a written fire prevention plan using the current, relevant fire prevention plan guidance.

Page *18 of 40* of ARL's Fire Plan references the maximum storage durations for materials; six months, three months or one month for the respective waste types. It also outlines the site rotation periods for the transfer station materials, namely wood (processed and unprocessed), cardboard, carpets, plastics and combustible fines. Testing and maintenance routines have been listed in the document along with the periodic inspections of the various work areas.

The plan identifies the hazards of self-heating and states the procedures implemented to off-set the risks associated with the various materials on site. It is important that the extensive monitoring procedures mentioned in the Fire Plan are adhered to, to address the issues of self-combustion.

It is stated that '*storage times of greater than six months may be acceptable if the operator demonstrates an appropriate case'*. When storing material for longer than three months, the business must demonstrate to NRW the additional measures to be taken to ensure self-combustion factors are addressed.

The permit specifies that '*treatment of non-hazardous waste as set out in Table S2.1a into different components for disposal is limited to no more than 50 tonnes a day*'. With this daily limit, this indicates that the stockpiles could have been present for more than three months.

BALED WASTE STORAGE

There was no baled waste stored in any part of the permitted area at the time of inspection. ARL's Fire Plan references that the business is unlikely to store bailed RDF on site in the future. However, if baled RDF waste is to be stored on site it will be labelled with dates and the intended destination of the product.

There was no shredded loose plastic waste stored in enclosed in bays or wall structures at the time of inspection. The various waste streams from the transfer station were segregated into piles ready for further sorting.

FIELDS 2 AND 3

Upon inspecting Fields 2 and 3 it appeared that the level of the land had been raised with fresh tipping of soils and stones. It has been declared that this land is primarily used for the Soil Processing Facility and that at the time of the permit, it was agreed that such a report will only be submitted for the Neal's Soils Suppliers Ltd operations.

Evidence has been provided to show that NRW agreed to the storage of non-hazardous and inert soils that meet specific criteria to be stored in the fields. A report was submitted and NRW will investigate this matter further in the future.

Following the inspection, these are our observations concerning permit non-compliances:

WASTE RETURNS

Category 4 Breach **G) Monitoring and records, maintenance and reporting – Reporting** **Paragraph 4.2.2:** *"Within one month of the end of each quarter, the operator shall inform the Agency using the form made available for the purpose of, the information specified on the form relating to the site and the waste accepted and removed from it during the previous quarter".*	The permit requires the business to submit its waste return documents every quarter within the one-month grace period. The business failed to submit its waste return document for Quarter 1 of 2018. It is your duty under your permit conditions to ensure that the document is submitted to NRW on time. NRW are unable to verify the waste input and output of the site for this period without this document. This has scored a **Category 4** breach against permit condition **4.2.2** as a result. Measures should be put in place to ensure returns are submitted diligently and that this does not re-occur in the future. **ACTION:** Submit all future waste return documents within the allocated grace period of one-month. If these are not submitted on time this will continue to breach against the condition.

Quarterly Returns Period Return Submission

Q1 - 1st January to 31st March – Deadline: 30th April

Q2 - 1st April to 30th June – Deadline: 31st July

Q3 - 1st July to 30th September – Deadline: 31st October

Q4 - 1st October to 31st December – Deadline: 31st January

Once completed the spreadsheet must be sent to this email address:

waste.returns@cyfoethnaturiolcymru.gov.uk

Solid reminders should be put in place to ensure the spreadsheets are submitted without fail. As part of your waste duty of care you must classify the waste the business produces:

- before it is collected, disposed of or recovered

- to identify the controls that apply to the movement of the waste
- to complete waste documents and records
- to identify suitably authorised waste management options
- to prevent harm to people and the environment.

Waste volumes

The site submitted the Quarter 1 Waste Return document for 2018 on 18th May 2018. It has been declared that 30,787 tonnes were accepted on site and 26,393 tonnes removed in the three-month period.

Inspection 17/05/2018

Officers Adam WARD and Alex BOWDER attended site with measuring equipment to assess the stockpile dimensions and separation distances.

Category 2 Breach **<u>C2 - Management Systems and Operating Procedures</u>** **Permit Condition 3.7.1:** *"The operator shall manage and operate the activities in accordance with a written fire prevention plan using the current, relevant fire prevention plan guidance."*	**Maximum Storage Heights** We questioned the management processes regarding the storage heights of the loose shredded plastic stacks. In the last twelve months, a five-meter-high mess fencing has been installed along part of the transfer station perimeter in Field 4. It was stated that yard operators stack material to be in line with the five-metre fence level. The Fire Prevention and Mitigation Plan guidance specifies that the maximum storage height of materials should not exceed **four metres**. Additionally, *Table 3 - page 20* of ARL's FPMP clearly sets out the maximum storage dimensions which mirrors the guidance. It was evident from observations, which was agreed by staff at the time of inspection, that the stack heights were more than four metres in height - ranging on average between <u>five to six metres.</u> Therefore, the stored shredded plastic material in Fields 1 and 4 were not compliant with the height specification. This has scored a **Category 2** breach against condition **3.7.1** as a result. **<u>ACTION:</u>** Reduce the waste stack heights of the loose shredded plastic stockpiles in Fields 1 and 4 so that they do not exceed four metres. Implement procedures to see that material is not stored higher than this in future and submit to NRW.

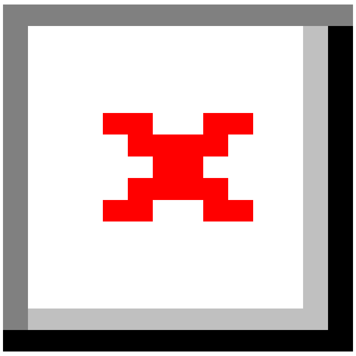
	Deadline: 18th July 2018
Category 2 Breach continued	**Separation Distances** A measuring device was used to gauge the separation distances between the loose shredded plastic stacks in the transfer station (Field 4). The stack length of one of the stockpiles was measured to be 50 metres with a separation distance of approximately 10 metres to the neighbouring waste stack – as per Picture 1. The site is currently managing their loose shredded plastic material in Fields 1 and 4 to be compliant with the general waste storage requirements, illustrated on the Graph, ***Figure 1*** (*Page 20 of 39)* of the FPMP. We discussed with the operator at the time of inspection, that we felt the material currently stored would not be classified as general waste due to the plastic composition of the stacks. The summary of separation distances and stack sizes for general combustible wastes is set out in Table 2 (*Page 16 of 39)* of the FPMP guidance; which specifically states, "excluding plastic/rubber". **THEREFORE, DUE TO THE HIGH PLASTIC CONTENT OF THE MATERIAL, TABLE 2 IS NOT THE APPROPRIATE STANDARD TO USE FOR THE WASTE CURRENTLY STORED ON SITE.** The operator should be following the stack heights, lengths and separation distances for plastic/rubber wastes outlined in the Graph, ***Figure 2*** *(page 23 of 39)* of the FPMP guidance. This specifies that the separation distance for a shredded plastic loose stack, with a width of 50 metres stored next to a neighbouring loose stack, **should be a minimum of 31 metres.** This distance is itemised to address the higher maximum burn temperature of 1,200 degrees Celsius that the material would possess - rather than 950 degrees Celsius for general waste. Precautions must therefore be made to see that the fire risk is fully mitigated. It was also noted that waste had been temporarily tipped quite close to the three main piles in the transfer station. Please bear in mind a distance should be established to allow for emergency services access. The separation distances and stack sizes on site at the time of the inspection were not compliant with the current Fire Prevention and Mitigation Plan guidance. This has contributed to the Category 2 breach against permit condition **3.7.1** as a result.

	ACTION: - Increase the separation distances between the loose shredded plastic stockpiles on Field 4 so that it reflects ***Figure 2*** *(page 23 of 39)* of the FPMP guidance. - Amend ARL's Fire Plan so that it reflects the correct stack dimensions. - Amend Management System so that it demonstrates how to establish the required distances with the current room available on site. **Deadline: 18th July 2018** The root cause of this breach is due to the site not following procedures set out in Fire Plan and the associated guidance. Breaches can be escalated if the actions are not completed by the set date.

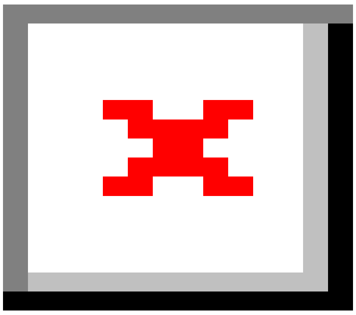
Although there was 360-degree access established around each stack, the overall separation distances fall short of the required length. Adhering to the 31-metre separation distance for a stockpile displaying the current width on site, will require a change in operations management. We have a cause for concern for how long the material in Fields 1 and 4 has been stored.

We reminded the business that these limitations are in place to optimise fire-fighting abilities should an incident occur and should be adhered to as a priority. The site has agreed to use machinery to reduce the heights of the various stacks to bring them into compliance.

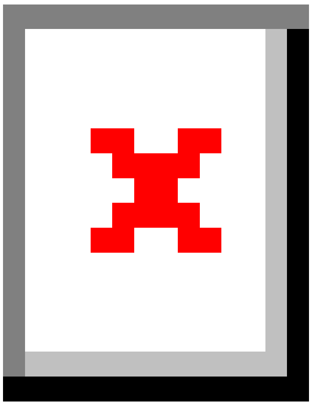
The business needs to assess how they intend to establish these required distances with the current room available on site, whilst complying with all permit conditions and applicable Fire Guidance. This will require amending ARL's FPMP document to address these factors and submitting the new version to NRW for review.



Picture 1 – taken on 02/05/18, showing shredded plastic waste stored next to the transfer station with a height exceeding 4m and a separation distance between stacks of 10m



Picture 2 – taken on 17/05/18, showing a close-up of waste stack in Field 4, to demonstrate the high composition of plastic in the material



Picture 3 – taken on 02/05/18, showing five metre mess fencing installed around the loose shredded material stored on impermeable surface near the transfer station

Waste classification

Our current assessment of the material is that the waste stored in Fields 1 and 4, is that it is not classed as RDF. This is because it has not been baled or wrapped and does not appear to be meeting any specifications required by an energy from waste customer. NRW determine this material to be loose, shredded residual waste, which is mainly of a plastic content; as per ***Picture 2***. You are therefore able to store this material outside on an impermeable surface with sealed drainage, in line with your A1 listed activities specified in Table S1.1.

We queried the European Waste Catalogue (EWC) coding that is used for the various materials in the permitted area. The most recent Waste Return document illustrates that most material comes in under the EWC code *17 09 04* – mixed construction and demolition waste, and EWC *19 12 12* - mixture of materials, for residual waste inputs from other waste management facilities. Segregated wastes come in under the specific EWC codes, such as *17 08 02* for plasterboard and *17 02 01* for wood.

The EWC codes for materials leaving the site after undergoing treatment depends on the composition, location and purpose of waste, for instance whether it is for waste to energy or landfill.

Codes for material leaving the site after treatment have been coded as:

- *19 12 12* for mixed waste for processing
- *19 12 07* for wood for recycling
- *19 12 10* for RDF
- *19 12 09* for minerals recycling

Incoming material is said to be coded in accordance with written procedures found in management systems and the conditions of the permit.

<u>MANAGING WASTE STACKS AND SEPARATION DISTANCES</u>

Following inspections in 2017, it was evident that the separation distances and stack sizes for the materials stored on Field 1 were not compliant with the Fire Prevention Plan Guidance. Moving forward we want to ensure that the correct storage procedures are being firmly implemented on site and that they are being checked regularly.

We questioned the waste management of the stack dimensions and storage times of materials in the yard and how they are regulated. It was said that the Site Manager, Mr. James Perry has ultimate knowledge and control of the waste piles. The specific storage durations and rotation times of individual stacks is recorded and monitored in the Operations Manager's office using a large, wall mounted, dry-wipe site plan.

We want to question how the site intends to demonstrate to NRW the exact storage durations of the various material stockpiles; the table alone seems insufficient to prove such procedures. **The site must demonstrate to NRW how the waste management on site will uphold FPMP and adhere to the storage thresholds for the waste types.**

We ask that a strict regime is drawn up to classify the stockpiles on site with their respective storage times. The business should be able to show whether the material is classed as loose, general waste, plastic waste or RDF and the respective storage times.

We are likely to escalate any breaches scored against the permit should our investigations find that storage times are being exceeded.

FIELD 1

There was wet soil material deposited on the infrastructure from Welsh Water - this was said to be stored temporarily before going to Neal's Soils Suppliers.

Single waste stacks

At the time of inspection there was a large stockpile of shredded plastic material stored in Field 1. This was said to be over-spill storage from the transfer station area. Upon approaching the stockpile, it was apparent that the pile was of a large length without any fire breaks present. The pile had a 360-degree access and a well-established separation distance from other waste piles on the infrastructure.

We discussed the storage limitations outlined in the latest version of the FPMP guidance. The 2016 FPMP guidance document stated that the maximum storage volume for a singular waste pile should not exceed **450 cubic metres**. This was superseded by the FPMP document published in August 2017 which removed this specification.

The site is now working to the standards that a single stockpile can have an infinite length with no volume limitations - so long as it meets the height, width and separation distance requirements set out in the guidance. Material is currently being managed so that the shredded plastic waste pile has a maximum width of 20 metres.

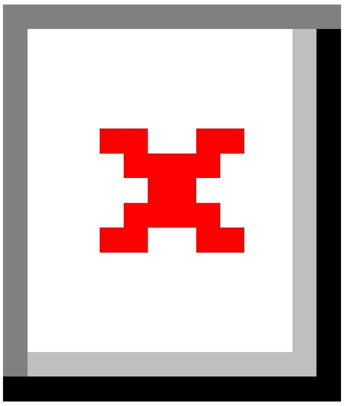
Although there is no storage limit for the length of a single stockpile in the FPMP guidance, we are concerned that amount of material grouped together could pose issues. It was also noted that stack stored on Field one was above the maximum height allowance of <u>four metres</u> during the inspection.

Because of the size of the pile we have concerns regarding the fire risk. We ask that this is addressed via

your EMS and by ensuring the stacks of this large length and volume are monitored with additional measures.
It is worth noting that due to the size of the Field one, there is sufficient space to allow for organisation of materials; stricter storage principles could see that fire risk is mitigated further.

ACTION:
To safeguard against fire risk, ARL's Fire Plan should demonstrate the storage principles and monitoring measures to single stockpiles of large length and volume.

Deadline: 18th July 2018



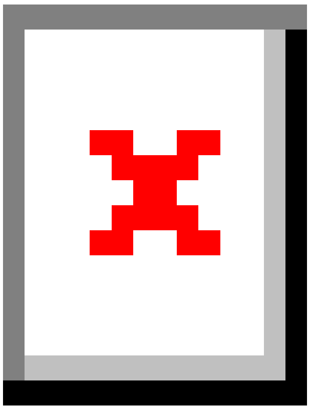
Picture 4 – taken on 02/05/18, showing the length of the loose shredded plastic stockpile stored on Field 1

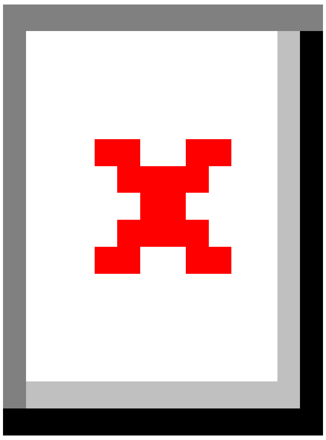
ENVIRONMENT MANAGEMENT SYSTEM

On Thursday 31st June 2018 ARL sent through the latest versions of their *IMS 16-02 - Site Management Manual, IMS 16-02-05 – RDF Operations* and *IMS 14-03 Waste Storage Checklist.* It is apparent that the figures in the documents exceed the storage limits set out in the FPMP guidance; with maximum storage heights of five metres. This will need to be amended.

ACTION:
Amend IMS documents so that they correctly reflect the current FPMP guidance for maximum storage parameters.

Deadline: 18th July 2018





Picture 5 – taken on 02/05/18, showing the height of the loose shredded plastic stockpile on Field 1

There were no issues with the drainage system on Field one noted during the visit. Surface water leachate was seen pooling next to the shredded material due to a period of heavy rainfall over night. This was of no immediate concern as the liquid would all be contained on the impermeable surface and would be captured by the drainage system.

Due to the profiling of the concrete surface water will naturally pool in some areas. We questioned how this is kept on top off in times of rainfall and it was stated that machinery can sweep up excess water to reapply it to the material to aid cooling properties.

Picture 6 - taken on 02/05/18, showing water pooling around waste stockpile at the top end corner of Field 1

Please see the associated Audit report for the full in-depth assessment of the ARL's FPMP. If you have any issues with this report please contact Officer Alex Bowder on 0300 065 3394 or alex.bowder@naturalresourceswales.gov.uk

Thank you.

Section 3 – Enforcement Response

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.

We will now consider what enforcement action is appropriate and notify you, referencing this form.

Section 4 – Action(s)

This section summarises the actions identified during the assessment along with the timescales for when they will need to be completed.

Criteria Ref.	CCS Category	Action required/advised	Due Date
See Section 1 above			
G4	C4	Submit all future waste return documents within the allocated grace period of one-month.	07/06/2018
C2	C3	Reduce the waste stack heights of the loose shredded plastic stockpiles in Fields 1 and 4 so that they do not exceed four metres. Amend Management System so that it demonstrates how to establish the required distances with the current room available on site.	11/09/2018

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 verbally or 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 that 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 the Natural Resources Wales (NRW) to fulfil its regulatory and monitoring functions and to maintain the relevant public register(s). The 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 (eg. 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 its service
- Freedom of Information Act/Environmental Regulations request

The 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

The 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 fifteen 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 officer's line managers using the informal appeals procedure. 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 607 0987.

Welsh Language
If you would like this form in Welsh please contact your Regulatory Officer.