

Compliance Assessment Report CAR_NRW0037872

Permit being assessed: NP3998FA.

For: Glan Yr Afon Civic Amenity Site, held by C B Environmental Ltd

At: Glan Yr Afon Industrial Estate, Llanbadarn Fawr, Aberystwyth, Ceredigion, SY23 3JQ.

Type of assessment carried out: Report/Data Review, Reason: Routine.

On 20/04/2021.

Parts of permit assessed: 3.5.1 Fire Prevention and Mitigation Plan

NRW Lead Officer: Bethan Lewis.

Report sent to: Pete Malvern, TCM on 07/07/2021.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
C2 - General Management - Management system and operating procedures	C3 Minor	3.5.1

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

Total number of non-compliances recorded	Total non-compliance score
1	4

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
C2	Submit updated FPMP to NRW	07/10/2021

Action 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.

You are non-compliant with your permit.

At this time, we are issuing you with a warning for the non-compliance recorded above. Warnings may influence future enforcement response for continued or further non-compliance.

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

Within the Compliance Assessment Reports (CARs) dated the 29th of December 2017 (Report ID: CAR_NRW0032655) and the 6th of November 2018 (Report ID: CAR_NRW0034086), you were asked to produce a Fire Prevention and Mitigation Plan (FPMP) for Glan-yr-Afon CA site as the activities on site were not being managed and operated in accordance with a written fire prevention plan, as is required under condition 3.5.1 of your permit. You subsequently provided Natural Resources Wales (NRW) with a copy of your FPMP on the 25th of February 2019. NRW and the Fire and Rescue Service (FRS) have since conducted desktop reviews of this FPMP, during which no site visits were undertaken. The following assessment provides details of these reviews. Any comments which FRS have specifically made in relation to your FPMP have been highlighted in the assessment details below.

Assessment

Condition 3.5.1 of your permit states that you must "manage and operate the activities" on site "in accordance with a written fire prevention plan using the current, relevant fire prevention plan guidance". This guidance includes the Fire Prevention & Mitigation Plan Guidance supplied by NRW (NRW Guidance Note 16), as can be found under the following link:

<https://naturalresources.wales/media/684379/guidance-note-16-fire-prevention-mitigation-plan-english.pdf>

The following sub-headings correspond to those within Guidance Note 16.

Section 5: Fire Prevention and Mitigation Plan Contents (pp. 8-10)

Guidance Note 16 states that a site plan(s), drawn to scale, **must** be included within your FPMP. Site plans are provided within your FPMP, however they do not meet the requirements of Guidance Note 16.

Guidance Note 16 states that the following **must** be shown on the site plan(s):

- Areas where hazardous materials are stored

The location of hazardous/flammable materials are not currently shown on the site plans. FRS would like you to mark these using identification symbols (Flammable, Explosive etc).

- Main access routes for fire engines and any alternative access points around the site perimeter to assist fire fighting

Main access routes and alternative access points around the site perimeter are not discussed within the FPMP and have not been marked on the site plans. Guidance Note 16 states that you **must** describe within your FPMP how safe access to the site is achieved for fire and rescue services and other emergency responders. Even though you have a small site, this remains a requirement. FRS ask whether there are any arrangements with neighbouring premises whereby access can be achieved? If so, please discuss this in your FPMP. If you feel however that access around the site

perimeter is not necessary due to the small size of your site, or you have had further discussions with FRS where this has been highlighted, please note this in your FPMP.

- Location of hydrants and water supplies

Hydrants and water supplies are not currently shown on the site plans. Please mark these on a site plan, ensuring that the hydrant on the Industrial Estate is also marked as FRS require this.

- Any watercourse, borehole or well located within or near the site

According to FRS, the River Rheidol and other streams which flow into the Rheidol have not been clearly marked on the site plans. Please ensure that these are clearly marked on a site plan.

- Areas of natural and unmade ground

Unmade ground has not been marked on the site plans. If unmade ground is present, please mark its location on a site plan.

- The location of plant, protective clothing and pollution control equipment and materials

These have not been marked on the site plans.

- The location of drain covers and any pollution control features such as drain closure valves and firewater containment systems

These have not been marked on the site plans. If present, please mark these on a site plan.

- Location of "off-site" emergency information pack with site plan

The location of an "off-site" emergency information pack has not been marked on the site plans.

- Location of sensitive receptors within 1km of your site

A figure depicting the location of vulnerable receptors has been provided within the FPMP, but it does not cover the 1km radius required.

- Compass rose showing north and the prevailing wind direction

A compass rose has not been provided on any of the site plans.

Although not mentioned within Guidance Note 16, FRS have requested that you also include site gradient on a site plan so that they may identify low areas where possible water run off may build up.

Guidance Note 16 states that FPMPs **must** also:

- Note all combustion products and emissions (to air, land and water) from the fire and the emergency response (including the impact on the community, critical

infrastructure and the environment) and how they will be minimised.

Whilst sensitive receptors are mentioned in the FPMP, the impact smoke and water pollution may have on both the environment and local people is not discussed.

- Include contact details of sensitive receptors within 1km of your site including places of work, transport networks and residential areas.

The FPMP includes a list of contact details within the appendix, but only the contact details of the site's immediate neighbours are provided, and not all sensitive receptors within 1km of the site as required.

- Include the total amount of waste and types and forms (eg unprocessed, shredded, chipped, fines or baled) that are stored on site at any one time and how it will be stored.

The total amount of waste stored and the containment method used for each waste type is noted within the FPMP, however there is no mention of waste forms.

- Include the maximum time each type of waste will be stored on site and how it will be managed.

The average storage duration of waste types is provided within the FPMP, but there is no mention of maximum storage durations.

- Include the maximum size of any waste pile, stipulating the maximum length, width and depth.

Although the only waste pile at Glan-yr-Afon CA site is situated within the green waste bay, the maximum size of this waste pile (in m³) and its dimensions must be included within the FPMP. These have not yet been included.

- Establish a clear area around the perimeter of the site which can be maintained at all times.

Establishing a clear area around the site perimeter is not discussed within the FPMP, yet with there being another waste site neighbouring Glan-yr-Afon CA site is essential to prevent fire spreading from one site to another. This clear area can be established by ensuring that no waste is stored on either side of the fence separating both sites. If this is not possible, FRS state that a fire resisting separation must be provided.

- Include the steps and procedures to be followed if a fire occurs on your site.

Steps and procedures to be followed in the event of a fire are provided within the FPMP, however you do not explicitly mention staff training. FRS state that you must ensure that staff training is delivered on evacuation procedures and methods of tackling a fire, and that this training is recorded when completed.

- Include the techniques used to minimise the risk of fire spreading within the site or from the site.

You state within the FPMP that IBCs, soil and sand, and skip wagons and forklifts are available at Rheidol Recycling Park for fire suppression purposes or to move containment adjacent to a fire. These are appropriate techniques to minimise the risk of fire spreading, however:

(1) FRS require a minimum 127mm access into the water of the IBCs to be able to utilise them for this purpose. Please specify within the FPMP whether this available. FRS would also like you to discuss how IBCs will be moved during a fire.

(2) Soil and sand may only be used for fire suppression purposes when groundwater vulnerability is low; it has been agreed as part of a firefighting strategy by FRS and supported by NRW; and contaminated material is removed and legally disposed as soon as it is safe to do so. Unless these conditions are met, and you have stated this within your FPMP, you will not be able to use soil and sand as a fire suppression technique.

(3) The skip wagons and forklifts must be suitable for moving containment adjacent to a fire by having completely enclosed cabs and fire and heat protected hydraulic systems etc. Suitably trained personnel must also be available to operate this plant as FRS employees will not be authorised to use them. Please discuss within your FPMP whether the plant is suitable for the task and how you will ensure the availability of suitably trained personnel to operate the plant, particularly if a fire occurs outside of normal working hours. Do you have measures in place to recall employees back to work for example?

In addition to the above techniques, Guidance Note 16 mentions further firefighting techniques which you have not mentioned in your FPMP. These include: (1) separating burning material from the fire to quench it with hoses or in pools or tanks of water, which will reduce the amount of firewater produced; and (2) applying water to cool unburned material and other hazards. FRS would like to see further details provided on both of these techniques within your FPMP. FRS have also requested that you identify waste piles on site where sprays and fogs can be used rather than jets - again to reduce the amount of firewater run-off generated. They state that this information will be available to them but that it needs to be recognised within the plan.

Section 6: Common causes of fires and preventative measures (pp. 10-11)

NRW are satisfied that many of the common causes of fire applicable to Glan-yr-Afon CA site have been discussed within your FPMP, however it is recommend that the following are also considered, as they may also be applicable: (1) industrial heaters; (2) plant and hot exhausts; (3) reactions between wastes; and (4) leaks and spillages of oils and fuels. Further details are also required on the following causes of fire:

- Self-combustion

Please refer to Section 7 below for further details.

- Build-up of loose combustible waste, dust and fluff

The build-up of loose combustible waste, dust and fluff is briefly mentioned under the sub-heading 'infrastructure and site inspections' by referring to 'routine housekeeping'. FRS would however like to see further details added. This may include specifics on how regularly the site will be inspected and cleaned to minimise build-up.

- Visitors and contractors

Although visitors and contractors are inferred as a possible cause of fire under the sub-heading 'waste acceptance - incompatible/hot loads', FRS would again like to see further details added. Please specify in your FPMP the risks posed by visitors and contractors and what preventative measures you have put in place to reduce these risks such as by implementing a no smoking policy and by erecting notices etc.

- Batteries within waste deposits

Under the 'Ignition Sources' sub-heading of your FPMP, you state that "lead-acid batteries are stored separately in a suitable container as are mixed potable and rechargeable domestic batteries". Whilst this is an appropriate measure to prevent a fire from igniting, Guidance Note 16 also states that "you **must** ensure that every effort is made to remove any form of battery unit from within the waste prior to processing". How this is ensured at Glan-yr-Afon CA site is currently not mentioned within your FPMP and therefore FRS would like to see further details included on this topic. To avoid battery units from being processed alongside other waste, staff should be trained to minimise waste being deposited incorrectly.

Section 7: Storage times and self-combustion factors (pp. 11-13)

FRS do not believe that you have recognised the potential self-ignition of materials in your FPMP. Guidance Note 16 states that you "**must** include the fire prevention techniques used" in your FPMP "including management of hotspots (sign of potential self-combustion)", and "if you are storing material at risk of self-combustion for longer than 3 months you **must** demonstrate what additional measures you will take, including monitoring the piles to reduce this risk". The only self-combustible waste listed within the FPMP is green waste, and this is said to be stored on average for half a day. As maximum storage durations are not provided within the FPMP however, it is not clear whether green waste may be stored for more than 3 months, and therefore whether additional measures to reduce the risk of self-combustion are required. If the maximum storage duration of green waste at Glan-yr-Afon CA site exceeds 3 months, please demonstrate what additional measures you will take to reduce the risk of self-combustion in your FPMP. General fire prevention principles which you may wish to consider in this instance can be found on page 13 of Guidance Note 16. If you do not store green waste for more than 3 months, please also state this within your FPMP.

Section 8 and 9: Managing waste material stacks and separation distances; and example of stack sizes and separation distances (pp. 13-26)

Guidance Note 16 states that your FPMP "**must** include your proposed stack pile sizes and separation distances". Whilst the FPMP contains a sub-heading referring to separation distances there is no mention of them within the text. There is also no mention of stack pile

sizes. Whilst we accept that very little waste is stored in stacks at Glan-yr-Afon CA site, there are storage areas where waste is stored in bales and stacks and therefore you must include the above information within your FPMP. Guidance on managing waste material stacks and separation distances can be found on pages 13-23 of Guidance Note 16. You **should** manage all stacks to within the maximum sizes and minimum separation distances highlighted on these pages.

Please also note that bulky plastic waste should be stored in a container. Your FPMP currently states that some plastics are stored loose on the yard which is not acceptable.

Section 11: Enclosing stacks using bays and walls (pp. 27-28)

Guidance Note 16 states "if you use bays or walls between stacks to store waste materials they **should** be of sufficient height, thickness and construction that offer a fire resistance period of at least 120 minutes to allow waste to be isolated to stop fire spreading and minimise radiant heat". Although the only waste stored in a walled bay at Glan-yr-Afon CA site is green waste, FRS would like you to discuss whether these walls offer a fire resistance period of 120 minutes.

On page 28 of Guidance Note 16 it also states that you **should** be able to demonstrate a list of factors in relation to this green waste bay to minimise fire risk. These include how you will prevent brands or lighted materials moving outside the bay walls; how you intend to check temperature and moisture content of material within the bay so that the entire volume of the pile receives representative checks; and how stock capacity will be managed and controlled. Many of these factors are not currently considered in your FPMP. FRS would therefore like you to provide further information on each of these. Please note however that many of these factors can be managed by minimising the amount of time green waste is stored within the walled bay.

Section 13: Waste stored in containers (p. 29)

Guidance Note 16 states "if you store waste in containers that can hold more than 1,100 litres, each one **must** be accessible so any fire inside it can be extinguished". You state within your FPMP that the site's waste containers provide "good access for fire-fighting since access is already required for customer use and the emptying of skips", however FRS would like to see further detail provided on this topic.

Guidance Note 16 also states "if you have a fire, you **should** be able to move containers as soon as is reasonably practicable in a safe manner to prevent the fire spreading.

You **should** set out in your FPMP the procedures you will put in place to allow this to happen". Within your FPMP you state that suitable skip wagons and forklifts are available at Rheidol Recycling Park to move containment adjacent to any fire, however, FRS would like you to specify where this containment can be relocated.

Section 14: Layout of waste stacks on your site (pp. 29-30)

Guidance Note 16 states that you may need to take into account the following when deciding on your site/stack layout:

- Location of potential ignition sources on your site

FRS ask that you identify potential 'fixed' ignition sources on one of your site plans, and list mobile ignition sources elsewhere in the FPMP.

- Proximity and location/s of any infrastructure which may be affected by a fire, such as overhead power lines, major roads, rail lines etc.

FRS ask that you provide further information on the above.

Within your FPMP you state that the prevailing wind direction across Glan-yr-Afon CA site is west to east, however FRS ask that you specify whether devices are available on site to confirm wind direction in the event of a fire.

Section 16: Monitoring and turning of stacks (p. 31)

Guidance Note 16 states that "stacks **should** be monitored regularly to ensure that temperature increases and changes in moisture content are minimised" and "staff **must** be trained to detect and manage hotspots". "You **should**" also "explain what indicators you will use in relation to temperature and moisture content and the escalation of actions in relation to these indicators". The monitoring of stack temperature and moisture contents is not currently discussed in your FPMP. Please mention this within your FPMP. If you do not see this as relevant to Glan-yr-Afon CA site however, please discuss why in your FPMP.

Section 17: Fire detection (pp. 31-32)

Guidance Note 16 states that "you **should** ensure that you have adequate procedures in place to detect a fire in its early stages so you can reduce its impact". As all waste piles at Glan-yr-Afon CA site are open to the air, early warning of ignition will be seen during trading hours. FRS do however note that a fire detection system may be of benefit outside of normal working hours. According to FRS, you should consider automated detection systems such as smoke and heat detectors including temperature probes; CCTV visual flame detection systems; and spark, infrared and ultraviolet detection.

Section 20: Water supplies (pp. 33-34)

Guidance Note 16 states that "you **must** have sufficient water supplies available to your site for firefighting to take place and to manage a worst case scenario incident (eg one (your largest stack) or more stacks on site are on fire)". You may consider "alternative water supplies such as a near-by river, canal, lake, lagoon etc to supplement tanked or mains supplies" so long as these alternative supplies can be "accessed promptly". You note within your FPMP the availability of 3 IBCs at Rheidol Recycling Park and a nearby fire hydrant 40m to the east. FRS are satisfied that sufficient water supplies will be available to manage a worst case scenario incident as these will only be used if absolutely necessary. However, FRS do state that they will use the River Rheidol as an Emergency Open Water Source if necessary. Please could you therefore identify the nearest potential access point to the River Rheidol in your FPMP, alongside any other potential access points.

Section 21: Managing water run-off (pp. 34-35)

Guidance Note 16 states that "you **should** be able to contain the run-off from fire water to prevent pollution of the environment". You state within your FPMP that surface run-off from the site is directed into sealed drainage systems with each drainage system being connected to mains sewer. This is acceptable, however you must have prior agreement from the sewerage company before including this measure in your FPMP, and you must provide evidence of this approval within the FPMP. No such evidence is currently provided and therefore it is unknown whether this measure is appropriate.

FRS would also like you to consider additional water run-off containment facilities at your site, and consider where on your site these should be situated. A list of secondary and tertiary containment facilities that you may wish to consider installing at your site are provided on page 35 of Guidance Note 16.

Guidance Note 16 also states that "you **must** take all the steps that are reasonably practicable to minimise pollution from fire water. For example, preventing fire water entering surface water". Although the risk of fire water entering the River Rheidol and other streams which flow into the Rheidol is considered minimal, FRS request that you confirm that all watercourses are at a significant distance from Glan-yr-Afon CA site in your FPMP.

Section 22: Designated quarantine area (pp. 35-36)

Guidance Note 16 states that you **should** set out in your FPMP:

- the location of your quarantine area;
- the volume of waste it can hold;
- how you will use your quarantine area in the event of a fire;
- and if you use your quarantine area to store material temporarily (for example, non-permitted wastes), you should include details of the procedures that you have in place to immediately remove non-permitted wastes in the event of a fire.

Your quarantine area **should** also be large enough to:

- hold at least 50% of the volume of the largest stack;
- have a separation distance of at least 6 metres around the quarantined area, although this can be decreased if concrete bunkers/walls are used.

Although a quarantine area has been marked on one of the site plans, there is no mention as to the volume of waste it can hold or its dimensions. It is therefore unknown whether the quarantine area is of suitable size to meet both of the above criteria, making it a concern for FRS. There is also no mention of how the quarantine area will be used in the event of a fire, including whether there are procedures in place to remove non-permitted wastes. Please provide this information in your FPMP.

Section 23: During and after an incident (p. 36)

Guidance Note 16 states that you "**must** have contingency measures in place for dealing with issues during and after a fire". These could include:

- Diverting incoming wastes to alternative sites during a fire

You do not mention whether incoming wastes will be diverted to alternative sites during a fire. If this is the case, FRS ask that you provide details of alternative sites which incoming wastes could be diverted to.

- Having a plan for how you will notify those who may be affected by a fire, such as nearby residents and businesses

You state within the FPMP that "the company management/TCM will be responsible for ... contacting nearby businesses and residents, informing them of the incident and keeping them updated", but please specify who will be contacted, and how and when this will be conducted.

The FPMP **must** also set out "how you will clear and decontaminate the site" following a fire, and "the steps you must take before the site can become operational again". These are briefly mentioned, however FRS would like you to provide further information on this.

Section 24: Reviewing and monitoring your Fire Prevention & Mitigation Plan (pp. 36-37)

Guidance Note 16 states that "your FPMP **should** be treated as a live working document and be reviewed regularly to reflect any changes that your business experiences". You do not mention in the FPMP whether, and under which circumstances, a review of the FPMP will take place. You may for example need to review the FPMP following a fire, the development of site infrastructure or the installation of new equipment or plant. FRS ask that you consider the circumstances under which a review of the FPMP will take place in your FPMP, alongside the areas which may need updating because of said circumstances, such as staff training or site monitoring.

Permit Breaches:

C2 Management System and Operating Procedures - Cat 3; Permit Condition 3.5.1

Whilst activities at Glan-yr-Afon CA site are now managed and operated in accordance with a written fire prevention plan, as highlighted in the assessment details above, the FPMP does not fully meet the requirements of the Fire Prevention and Mitigation Plan Guidance (Guidance Note 16) supplied by NRW. As this is a breach of Glan-yr-Afon CA site's permit conditions, the site has been scored for a category 3 breach under the above condition (C2). In order to rectify this breach, we ask that you review the assessment details above and submit an updated FPMP to NRW by the 7th of October 2021.

In this document 'Natural Resources Wales' means the Natural Resources Body for Wales established by Article 3 of the Natural Resources Body for Wales (Establishment) order 2012.

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 only relating to the activity assessment
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.

What are suspended scores?

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 and Waste action criteria (used in section 1 and 2):**A: Permitted activities**

- A1 Specified by permit

B: Infrastructure

- B1 Infrastructure – Engineering for prevention and control of emissions
- B2 Infrastructure – Closure and decommissioning
- B3 Infrastructure – Site drainage engineering (clean and foul)
- B4 Infrastructure – Containment of stored materials
- B5 Infrastructure – Plant and equipment

C: General management

- C1 General management – Staff competency/training
- C2 General management – Management system and operating procedures
- C3 General management – Materials acceptance
- C4 General management – Storage, handling, labelling and segregation

D: Incident management

- D1 Incident management – Site security
- D2 Incident management – Accidents, emergency and incident planning

E: Emissions

- E1 Emissions – Air
- E2 Emissions – Land and groundwater
- E3 Emissions – Surface water
- E4 Emissions – Sewer
- E5 Emissions – Waste

F: Amenity

- F1 Amenity – Odour
- F2 Amenity – Noise
- F3 Amenity – Dust/fibres/particulates and litter
- F4 Amenity – Pests/birds and scavengers
- F5 Amenity – Deposits on road

G: Monitoring and records, maintenance and reporting

- G1 Monitoring and records, maintenance and reporting – Monitoring of emissions and environment
- G2 Monitoring and records, maintenance and reporting – Records of activity, site diary/journal/events
- G3 Monitoring and records, maintenance and reporting – Maintenance records
- G4 Monitoring and records, maintenance and reporting – Reporting and notification to Natural Resources Wales

H: Resources efficiency

- H1 Resource efficiency – Efficient use of raw materials
- H2 Resource efficiency – Energy efficiency

Enforcement response

Any permit condition non-compliance 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 20 working days to let you know if we agree to your request.

What do I do if I disagree with the report or have a complaint?

If you disagree with this compliance assessment report, you should contact the lead officer without delay to discuss your concerns.

If you are unable to resolve the issue with the lead officer or their line manager you should contact our Customer Contact team on 0300 065 3000 (Monday to Friday 08:00 – 18:00), or email enquiries@naturalresourceswales.gov.uk for details of how to raise your dispute further through our Complaints and Commendations procedure.

If you are dissatisfied with our response, you can contact the Public Services Ombudsman for Wales by phone on 0300 7900203 or by email at 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.