



**Cyfoeth  
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Resources  
Wales**

Ein cyf/Our ref: ATI-06731a  
Eich cyf/Your ref: RB/cg/ID

**Cyfoeth Naturiol Cymru  
Natural Resources Wales**

Ty Cambria House  
20 Newport Road  
Cardiff  
CF24 0TP

Mr Richard Brown  
Head of Environment and Civil Contingencies  
Pembrokeshire County Council  
County Hall  
HAVERFORDWEST  
Pembrokeshire  
SA61 1TP

*[Via e-mail: richard.brown@pembrokeshire.gov.uk]*

26 February 2015

Dear Richard

**ATI-06731a: Crane Cross Civic Amenity and Recycling Centre NB3193HN/A001**

Thank you for your correspondence dated 18 February 2015, expressing your dissatisfaction and concern with progress of your waste permit applications. Mr Emyr Roberts has asked me to reply on his behalf.

I apologise for the delay in processing your application. We sent an initial acknowledgement letter and two communiqués since, to keep you informed.

However, it is only recently, via Ged Davies our Pembrokeshire Team Leader, that the urgency of your bespoke permit application for the Crane Cross site has been brought to the attention of the Permitting Service. We understand your situation, and are now giving your application priority attention.

Your application has been allocated to an experienced permitting officer (Louise Wild), to undertake the duly making assessment and then progress through to determination. We aim to determine your application before the end of March, and will work closely with Pembrokeshire County Council to resolve any issues should they arise.

As you may already be aware, your surrender application for the Salterns Recycling Centre site was allocated to an officer in January. We were able to do this as the application required a less experienced officer to determine it. However, we were then advised by our local colleagues that you wish your bespoke application to be determined first, so the surrender has been put on hold to be determined at the same time as Crane

Cross. If we have misunderstood this, then please advise Holly Noble, the Waste Permitting Team Leader directly.

Once again, please accept our apologies for any inconvenience our delays are causing Pembrokeshire County Council. Louise Wild will keep you updated on the progress of your applications and Ged Davies will contact you next week to organise an inspection of your new facility and ensure that there is a managed transfer of operations between your sites.

Please do not hesitate to contact me directly if you have any queries or further concerns – my details are below.

Yours sincerely



**Holly Noble** MSc. BSc. (Hons) FGS

Rheolwr Tim (Gwastraff)/Team Leader (Waste)

Gwasanaeth Trwyddedu (Caerdydd)/Permitting Service (Cardiff)

Cyfoeth Naturiol Cymru/Natural Resources Wales

Ffon / Tel: 03000 654385/07909 701179

Ebost / Email: [holly.noble@cyfoethnaturiolcymru.gov.uk](mailto:holly.noble@cyfoethnaturiolcymru.gov.uk) / [holly.noble@naturalresourceswales.gov.uk](mailto:holly.noble@naturalresourceswales.gov.uk)

Gwefan / Website: [www.cyfoethnaturiolcymru.gov.uk](http://www.cyfoethnaturiolcymru.gov.uk) / [www.naturalresourceswales.gov.uk](http://www.naturalresourceswales.gov.uk)

If you are dissatisfied with this response or feel that it is inaccurate or insufficient please contact:

Clive Thomas, Director of Governance, Natural Resources Wales, Rhodfa Padarn,  
Llanbadarn Fawr, Aberystwyth, Ceredigion SY23 3UR,  
[clive.thomas@cyfoethnaturiolcymru.gov.uk](mailto:clive.thomas@cyfoethnaturiolcymru.gov.uk)

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At any stage of this complaint, if you are not satisfied with the way in which we have dealt with this matter you have a right to complain to the Public Services Ombudsman for Wales. The Ombudsman expects you to bring your concerns to our attention first and to give us a chance to put things right. Please find contact details for the Ombudsman below.

You can contact the Ombudsman by:

**phone:** 0845 601 0987

**e-mail:** [ask@ombudsman-wales.org.uk](mailto:ask@ombudsman-wales.org.uk)

**the website:** [www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)

**writing to:** Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed CF35 5LJ

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

We will be retaining your personal details along with your request in a database for the purpose of recording progress and monitoring our performance. If you wish to inspect the personal information we hold about you, please contact the Access to Information Officer at [accesstoinformationteam@naturalresourceswales.gov.uk](mailto:accesstoinformationteam@naturalresourceswales.gov.uk). An administration fee will be charged.