

Steven Kilmartin

Our Ref: NAT/NPS/16595

(sent by email)

Date: 12-October-22

Dear Steven,

Your e-mail dated 3 October has been referred to me as the Operations Manager for the teams that undertake waste permitting. I can see you have already received a response from my colleague Adrian Redfern. I am writing to provide an update on the application EPR/LB3108LW/A001 for Sweethayes Farm, London Road, Hurst Green, East Sussex, TN19 7PS.

Your application was received by us on 10 February 2022 and considered as a complete application on 9 March 2022. I haven't looked into the detail, but this usually means a small bit of extra information was required, or an additional fee. Since then it has been waiting for a Permitting Officer to begin work on the application.

Unfortunately we have been experiencing delays and have a backlog of work. We're working hard to reduce this backlog by employing a significant number of additional staff and making changes to our processes to increase efficiency. I'm sorry any impacts our delays are having on your business.

I see that there has already been communication with Claire Roberts, Principal Permitting Team Leader. Claire is a member of my team. Work that we consider to be 'waste deposit' is dealt with separately to other general waste permitting work. Claire's team and one other deal with that waste deposit work. This includes RvD applications. Work is picked up by the next available Permitting Officer who has the right skills and capacity and we work on the principal of picking up the oldest application first. This application is currently 59th in the queue. This means there are 58 applications classed as waste deposit (which includes RvD) that are older than yours.

I hope this clarification and update is useful.

We have recorded your comments as a complaint, with the reference NAT/NPS/16595. You can find out more about how we handle complaints and your options if you are not satisfied with how we have responded, on our website at:

<https://www.gov.uk/government/organisations/environment-agency/about/complaints-procedure>

Your sincerely  
Laura Armitage  
Permitting Manager