



Office for Environmental Protection  
County Hall  
Spetchley Road  
Worcester  
WR5 2NP  
T: 03300 416 581  
[www.theoep.org.uk](http://www.theoep.org.uk)

Environment Agency  
Horizon House, Deanery Road  
Bristol, BS1 5AH

**Unique ID:** CMS-334  
**Date:** 20 January 2023



Dear OEP Complaints Advisor,

#### OEP Compliance Action Plan

#### **Case unique ID number: CMS - 334**

The Office for Environmental Protection (OEP) has received a complaint reporting a failure in the Environment Agency's duties to provide a public register.

We have carried out a full assessment of the complaint to consider whether we can and should take any further action, including commencing an investigation.

#### **Our Assessment**

There are two elements to our handling of complaints: firstly, determining if the complaint brings to the OEP's attention information that falls within its role; and secondly, determining if the information indicates that there may have been a serious failure to comply with environmental law that the OEP should prioritise, as set out in our enforcement policy.

In this case, we believe that there is an indication that the Environment Agency may have failed to comply with environmental law and, based on the evidence available, we consider this failure is potentially serious. However, we have decided not to prioritise an investigation at this time as we understand that the Environment Agency is developing its online Public Register to ensure compliance with the relevant provisions of The Environmental Permitting (England and Wales) Regulations 2016. We therefore intend to monitor the progress of this work.

The complaint also raises concerns as to the completeness of the register and the quality of inspections. We are not taking any specific action regarding this element of the complaint at this time.

To aid our monitoring of this matter, please supply the information specified in Schedule 1 to this letter by **17 February 2023**. We are requesting this information under the duty to co-operate with the OEP placed on public authorities under section 27 of the Environment Act 2021.

If you have any questions relating to the information below or wish to clarify any aspect of this request, please contact me on the details provided below.

Yours faithfully

[REDACTED]

Complaints and Enforcement | Office for Environmental Protection

[REDACTED] Address: OEP,  
Worcestershire County Hall, Spetchley Road, Worcester WR5 2NP [Website](#)

<b>SCHEDULE 1 INFORMATION REQUESTED</b>
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<b>Request reference number</b>	<b>ACTION REQUIRED</b>	<b>Date required</b>
334/1	<p>Submit an action plan detailing the development of the online public register that meets the duties specified in The Environmental Permitting (England and Wales) Regulations 2016</p> <p>As a minimum this plan should include:</p> <ul style="list-style-type: none"><li>- Any improvements made since submission of the last complaint response in December 2021.</li><li>- improvements planned, including dates for completion.</li><li>- Any interim improvements made or planned to enable the public to access the register.</li></ul>	17 February 2023