Cyfoeth Naturiol Cymru Natural Resources Wales

Compliance Assessment Report

Report ID: CAR_NRW0032575

This form will report compliance with your permit as determined by an NRW officer					
Site	Riverside Garage	Permit Ref	EB3433RE		
Operator/Permit holder	Grant Haines				
Regime	Waste Operations				
Date of assessment	28/11/2017	Time in	11:00	Out	11:40
Assessment type	Site Inspection				
Parts of the permit assessed	All				
Lead officer's name	Bowder, Alex				
Accompanied by					
Recipient's name/position	Tony Haines / Director	Date issued	07/12/2017		

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	A	
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	
G4 - Monitoring and Records, Maintenance and Reporting - Reporting and notification to Natural Resources Wales	A	

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	**0**	**Total compliance score** (see section 5 for scoring scheme)	0

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

Officer Alex BOWDER attended NAG Recycling Ltd at Riverside Garage, Newtown Industrial Estate, Cross Keys, Gwent, NP11 7PZ on Tuesday 28th November at 11:00 to carry out a routine inspection of permit **EPR-EB3433RE**. The weather was cold and dry at the time of visit. Met with operator Mr. Tony Haines and the assigned business Technically Competent Manager (TCM) Mr. Craig Williams. Inspected the yard and the surrounding site boundary.

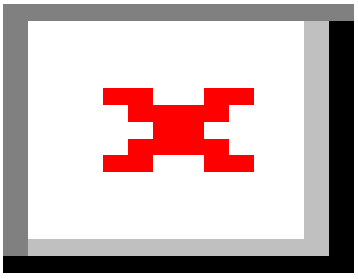
Actions from last CAR form

- Reduce waste volumes so that waste does not exceed bay wall height
- Create a Noise Prevention Plan
- Amend and update the site Working Plan to an Environment Management System (EMS)

Waste volumes

I was pleased to see that waste volumes have been largely reduced since my last inspection. Stored waste piles are no longer exceeding the bay walls in height and clear pathways were available in the yard for vehicle manoeuvring. Due to the reduction of waste on site, the space created makes for better site management and creates a safer working yard.

Please continue to keep the site in this manner by keeping waste volumes manageable.



Picture 1 - showing waste volumes contained within bays and below wall height

Increasing waste volumes

The site has queried whether they can increase the permit waste volumes storage allowance from 80 cubic

metres. The business might have the capacity to process more material, however this tonnage was originally devised by the permitting department for the site due to its closeness to local receptors such as rivers and residents etc. We will have to look at this in the future.

General site observations
No oil or liquid was seen on the floor at the time of inspection. Some puddles were seen pooling on the surface but this is to be expected in certain profiles of the concrete.

Drainage channels were clear of sediment at the time of inspection. Waste types were adequately separated in the bays and not stored above the wall height.

I was pleased to see that **no waste was being stored outside of the permit boundary** – this will help alleviate queuing of vehicles or build-up of traffic on the main road. Please continue to keep up this good practise. No waste remnants from skips were present on road that have been seen in the past.

WAMITAB
The site's Technically Competent Manager Craig Williams will be ending his services for the business in early 2018. The operator Tony Haines seeks to enrol on the relevant WAMITAB course to gain the qualification at the start of 2018 and will be taking over responsibility for the foreseeable future. Please ensure this is followed up.

Perimeter fencing
Waste was being stored and pushed up against the perimeter fence at the rear of the site. This has the potential to fall onto the river bank so please ensure that waste is safely stored and poses no risk of collapsing the fence further.

Action: Please ensure waste pushed up against perimeter fencing is moved away. Although space is tight on the yard, waste should not be resting on fencing.

Wood burner
I was informed that the business might be looking to install a wood burner for heating purposes.
Please ensure that the only fuel used for burning is virgin timber. You cannot use old furniture or bits of wood acquired through skips, as certain woods are varnished with arsenic to protect against rot and insects; which when burned produces harmful emissions.

Noise
Operating hours are being adhered to with no reports of work going on out of hours. However, there have been some reports of loud noises emanating from tipping of skips.

The business has recently obtained a wood chipper. It has been stated that it is quite loud and so the site has chosen not to use this machinery in light of recent noise issues. The site agreed an Action Plan date of creating a Noise Pretention Plan by 01 March 2018 - the site has made a good start on the document.

Action: Complete Noise Pretention Plan **Deadline – 01 March 2017**

Environment Management System (EMS)
The business agreed an Action Plan date of updating the EMS by 01 March 2018. This should include a detailed Fire Plan for the yard. NRW have been focusing on site fire plans across the catchment area for operators and asking them to submit new up-to-date versions.

Guidance has been sent separately for what to include in the Management System.

Action: Update and submit EMS **Deadline - 01 March 2017**

Waste return documents
Waste returns are being submitted quarterly within the grace period by the business. Please continue to keep this good habit.

I am pleased to see progress is being made by the site and that efforts are being made to take NRW comments on board. Please continue this in the new year.

If you have any issues with this report please contact Alex Bowder on 0300 065 3394 or alex.bowder@naturalresourceswales.gov.uk

Thank you.

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Operator/Permit holder	Grant Haines	Date	28/11/2017

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.

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			

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.