

Compliance Assessment Report

Report ID:
CAR_NRW0031632

This form will report compliance with your permit as determined by an NRW officer

Site	Site Serv Recycling Ltd	Permit Ref	JB3893HP			
Operator/Permit holder	Siteserv Recycling (sw) Limited					
Regime	Waste Operations					
Date of assessment	05/05/2017	Time in	10:30	Out	12:00	
Assessment type	Site Inspection					
Parts of the permit assessed	Operational and storage area					
Lead officer's name	Tye, Laoni					
Accompanied by	Ward, Adam					
Recipient's name/position	Carl Jones and Luke England/ TCM and Director	Date issued	15/06/2017			

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
C2 - General Management - Management system and operating procedures	C3	1.1.1
C4 - General Management - Storage, handling labelling and Segregation	C3 - Suspended	2.3.1
D1 - Incident Management - Site security	A	
E1 - Emissions - Air	A	
F1 - Amenity - Odour	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	2	Total compliance score (see section 5 for scoring scheme)	4
------------------------------------	----------	---	----------

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

Updated CAR form, score has been unsuspended. The content of the CAR form remains the same

Environment officers Laoni Tye and Adam Ward visited site on 5th May 2017 and met with Carl Jones and Gareth Tevlin. The weather was dry but very windy at the time of the visit. The purpose of the visit was to conduct a site inspection and discuss what progress had been made in line with the compliance notices.

Breaches recorded

C2 – Management – Management system and operating procedures. Category 3 breach

Condition 1.1.1 states that the operator shall manage and operate the activities a) in accordance with a written management system that identifies and minimises the risks of pollution, including those arising from operators, maintenance, accidents, incidents, non-conformances, closure and those drawn to the attention of the operator as a result of complaints.

The document entitled 'Application for reduction in Regulation 37 restrictions' is currently not being fully complied with. The volumes of mixed municipal waste leaving the area of Hangar B is not in line with the 200 tonnes per week that was committed to by the site. We understand that there will be variations and fluctuations, which we have recognised, but we agreed that on an average monthly basis the figures should be in line with the 200 tonnes per week which they have not been to date.

Action: As discussed, the site is going to provide us with a plan to include a proposal for deadlines for the removal of this waste to be complete. This report should include the volumes of waste, along with the associated costs. The deadline for proposal can then be formulated in an updated Regulation 36 notice, as discussed.

Action: The FPMP and IMS need to be updated. A volumetric survey is to be carried out to ascertain exact volumes which will then form part of the proposal for removal.

C4 – Management – storage, handling, labelling and segregation. Category 3 breach* Suspended score*

Condition 2.3.1, table 2.3 states that unless stored or treated outside as specified waste:

- a) all bulking, transfer or treatment of waste shall be carried out inside a building;
- b) all waste shall be stored in a building or within a secure container
- c) all waste shall be stored and treated on an impermeable surface with sealed drainage system

Specified waste shall be stored and treated on hard standing or on an impermeable surface with a sealed drainage system.

There are large volumes of waste stored outside of a building which is not in line with this condition. This includes the waste fines that have been discussed previously that are leaching into the ground and the fire burnt waste from Hangar B, along with other unspecified wastes such as metals and plastics. This score has been suspended and there is an enforcement notice in place to bring the site back into compliance.

Action: As above please submit a proposal outlining a date of completion for waste to be removed from site, prioritising that of higher risk first. Once agreed dates for removal of priority wastes will be formulated in an updated compliance notice.

Landfill tax reduction

The thirty percent reduction on the landfill tax is expected to be successful and will assist with the cost of removing the waste.

Dust issues

Whilst on site we noticed that there was a lot of dust present on the ground but also in the air, which was made worst with vehicles arriving and moving around site. We are aware that the previous SHEQ was in the process of creating a dust mitigation plan but this was never completed. We were advised that the road cleaner was being fixed which

would be partly responsible for the amount of dust on site. The dust was not noticed off site and is likely due to movement of vehicles and you have therefore not been breached for this however, there is a potential pathway onto nearby receptors that could cause problems in the future, especially as the weather begins to get drier.

If you could please provide us with details of any current on site procedures for managing dust and what plans will be in place going forwards. If the issue gets worst and dust begins to leave site a full investigation may be required and a dust management plan created and submitted to NRW.

Odour

There were no odours present during the visit and therefore it has been assessed with no evidence of non-compliance. We will continue to monitor this during each visit as odour levels are likely to increase over summer months due to the waste being stored outside of hangar B.

Hangar A

Hangar A continues to be well managed with a good turn around of waste meaning that stockpiles are not stored for long lengths of time. Waste types are processed in age order and are removed from site in the same way to reduce environmental risks.

Hangar A continues to store the RDF bales and we were advised that the proposal to store them outside in sealed skips is not viable. These bales therefore need to continue to be removed from site as discussed and should not be moved outside to the area of Hangar B.

Further discussions were had in terms of improving the storage in hangar A to include concrete walls to allow more waste to be stored with a reduced fire risk. Discussions were also had in terms of suitable fire suppression systems which will be discussed with the FRS.

If you have any questions please get in touch with your regulatory officer.

Photographs







EPR Compliance Assessment Report

**Report ID:
CAR_NRW0031632**

This form will report compliance with your permit as determined by an NRW officer

Site	Site Serv Recycling Ltd	Permit Ref	JB3893HP
Operator/Permit holder	Siteserv Recycling (sw) Limited	Date	05/05/2017

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.

We will now consider what enforcement action is appropriate and notify you, referencing this form.

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			
C4	C3	Waste to be removed from site, proposal to be submitted.	14/11/2017
C2	C3	Update of FPMP and IMS. Deadline proposed for removal of waste.	14/11/2017

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.