

Compliance Assessment Report

Report ID:
CAR_NRW0031305

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	22/02/2017	Time in	10:00	Out	12:00	
Assessment type	Site Inspection					
Parts of the permit assessed	Operational area					
Lead officer's name	Tye, Laoni					
Accompanied by	Powell, William					
Recipient's name/position	Luke England and Carl Jones/ TCM and Business Development Manager	Date issued	10/04/2017			

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
B4 - Infrastructure - Containment of stored materials	A	
C2 - General Management - Management system and operating procedures	C2	1.1.1
C4 - General Management - Storage, handling labelling and Segregation	C3	2.3.1
F4 - Amenity - Pests/birds and scavengers	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)	35
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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

Environment officers Laoni Tye and William Powell visited site on the 22nd February 2017 to conduct a site handover to the new regulatory officer. The weather was cold, windy and drizzling at the time of the visit. We met with Carl Jones, Business Development Manager and Nigel England, group director. Carl Jones accompanied us around the site during the visit.

Please use the following contact details going forwards:

Laoni Tye

Laoni.tye@naturalresourceswales.gov.uk

03000 65 4492

During the visit there were breaches recorded which are outlined below:

C2 – Management – Management system and operating procedures. Category 2 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.

There is a large amount of waste in hangar B which does not appear to have improved since the previous visit in January. The pile runs almost the length of the hangar and almost reaches the roof in places. There are no fire breaks and limited space for fire fighting equipment to access inside the building. There was a small area cleared where waste was being sorted and a small area at the back but this is insufficient. Stockpiles of waste need to reduce as a matter of urgency, resuming a high turnaround of waste and fire breaks need to be in place. Contingency plans need to be acted upon in line with your Fire Prevention Plan.

Action: As agreed, please can you send me weekly updates and weighbridge figures for waste coming in and waste coming out of site (Hangar B) so that we can assess any progress made.

The first update will be expected on the 27th March 2017.

Action: Please explain in a management plan how stockpiles are currently being managed and what action is going to be taken to ensure these levels are brought down. The management plan should include but not be limited to, information on how inputs and outputs are managed to ensure 'older' material is being processed first. How does the site identify how long waste has been on site and which wastes need to be processed/removed to ensure they do not exceed storage times? Do staff understand these procedures and how do you ensure they being adhered to? **Please supply this management plan to us no later than the 17th March 2017.**

Please note that this breach has been escalated to a category 2 due to the ongoing issues and non-compliance with this condition. There have been Category 1 and 2 incidents in the past of a similar nature and there is the potential for another incident to occur which could result in a significant impact on the environment, people and/or property.

Action: Please update your fire prevention plan to reflect the current situation and processes on site.

You advised on site that work had progressed in removing the waste until a week ago when the energy from waste sites that you send waste to have temporarily stopped taking in waste which we understand makes things difficult for the site. There is however still waste being brought onto site.

Action: As discussed, it is important that we have a clear understanding of this situation and therefore can you please send information of this along with any documentation evidencing the above and dates of when the situation is going to be rectified. If the problem persists additional contingency plans will need to be included and acted upon. **Please forward this information no later than the 17th March 2017.**

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

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.

Large volumes of waste fines are currently being stored outside, along with other unspecified wastes such as wood, plastic, mixed c&d type waste and metal, which is not allowed under this standard rules permit. In August 2017 some of the fines would have been on site for 3 years, the maximum time for waste destined for disposal to be stored on site is 1 year. Leachate has been seen to be coming out of the waste fines material and due to the infrastructure will be able to penetrate into the ground. As discussed this must start being removed and disposed of accordingly as soon as possible.

Action: Please start removing waste fines from site and ensure all other unspecified wastes are treated and stored inside a building. We would like to be updated on a fortnightly basis with progress and can you please tell us what you plan to do. If we do not see things beginning to improve we may need to consider further enforcement action.

Fire prevention plan

The fire prevention plan was issued in January 2016 with a review date of June 2016. Currently,

the plan refers to our 7.01 guidance and the WISH guidance and has identified areas that the site needs to improve in however, it does not set out what procedures are in place in order for your site to meet these requirements. The volume of waste and the way it is currently managed is a concern and you are currently considered a high fire risk. It is therefore vital that these procedures are looked at and put into place.

Action: Please produce a revised, up to date fire prevention plan that relates to the current condition of the site. We recommend focusing on those areas deemed to be high risk first.

Site Plan

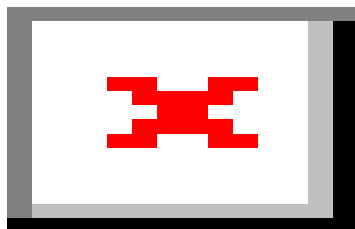
Please update the FPP in line with available guidance. Please see the following link to our Fire Prevention and Mitigation Guidance for info: <https://naturalresources.wales/media/678552/nrw-fire-prevention-guidance-2016v1.pdf>

Action: Can you also provide us with the sites drainage plan which show which areas of the site drain to which systems and whether they are surface water and the locations of any interceptors etc. There is an area at the NE of the site that gets used for washing trucks but we did not know where this drained to whilst on site.

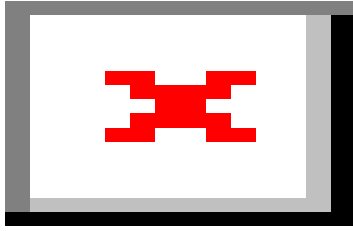
SHEQ Manager

We have since been advised that a new SHEQ has been appointed to the site which we are pleased to hear. We understand that Gareth Tevlik will be taking over but that Carl Jones will continue overseeing things.

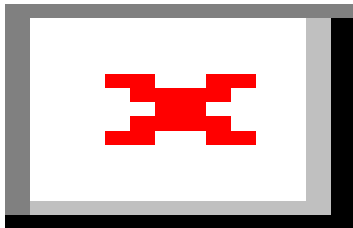
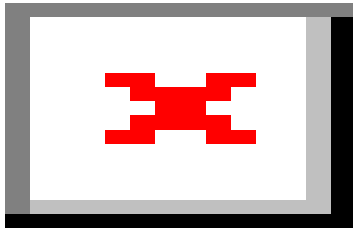
Photographs from the visit



The front entrance to hangar B with large stockpiles, no fire breaks and no through way



The back entrance to Hangar B, large piles stacked too high. Piles could be seen steaming.



Stockpiles of waste fines stored outside of the building.

Thank you for your time to take me around the site and provide me with information to get the site handed over. I am confident that we can work together to bring the site back into compliance with the permit and I look forward to working with you in the future.

If you have any comments please get in touch. I look forward to receiving the first update.

Kind regards,

Laoni Tye

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EPR Compliance Assessment Report

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Site	Site Serv Recycling Ltd	Permit Ref	JB3893HP
Operator/Permit holder	Siteserv Recycling (sw) Limited	Date	22/02/2017

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.

In respect of the above non-compliance you have been issued with a warning. At present we do not intend to take further enforcement action. This does not preclude us from taking additional enforcement action if further relevant information comes to light or offences continue.

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	See comments section	31/08/2017
C2	C2	Please see comments section	13/03/2017

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.