

Compliance Assessment Report CAR_NRW0039946

Permit being assessed: DB3930AB.

For: Rhayader Highways Depot, held by Powys County Council

At: Station Road, Rhayader, Powys, LD6 5AW .

Type of assessment carried out: Site Inspection, Reason: Other.

On 28/04/2022 between 08:30 and 10:30.

Parts of permit assessed: General Management, Infrastructure

NRW Lead Officer: Liz Park.

Report sent to: Nigel Hicks, TCM/ Manager on 08/06/2022.

1. Summary of our findings (full details in section 4)

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
F1 - Amenity - Odour	Assessed (A)	

Result types are explained in more detail in the 'Important Information' section below.

Total number of non-compliances recorded	Total non-compliance score
0	0

How we use the non-compliance score to calculate your annual fee is explained in the 'Important Information' section below.

2. What action is required?

No action required.

3. What will happen next?

Any non-compliance we have identified and recorded on this form is an offence. It can result in criminal prosecution and/or suspension or revocation of your permit.

At this time, we do not intend to take any further action.

This statement does not stop us from taking additional enforcement action if further relevant information comes to light or offences continue.

4. Details of our assessment

This site inspection was arranged to specifically view the process for loading of food waste from the sealed skips where it is kept into the collection lorry as a potential source of odour emissions.

Liz Park met with Ashley Collins (Powys Country Council (PCC) Senior Manager Waste and Recycling Service, Nigel Hicks (PCC Waste and Recycling Manager (North) & TCM)

Laura Samuel (PCC Contracts and Commissioning Manager) and James Hutton-Motherwell (Site Supervisor).

The emptying of the sealed skip requires a hooklift lorry that is able to lift and empty the skip. As this lorry is normally used on collection rounds, the food waste skips were being emptied before the lorry left the site. This is no longer the process and the food waste skip is now not emptied until the collection lorry is on site. An additional lorry has been purchased and will be available on site to empty the food waste skips.

Until recently, the collection lorry was being loaded over a wall (the site is split level). This is no longer the case. This is beneficial as it reduces the potential for odour emissions during the loading process.

The skips is emptied onto an area of impermeable surface with sealed drainage. There was a significant amount of liquid effluent generated by the food waste within the skip. The waste is then loaded into the collection lorry. The process took approximately 15 minutes.



Food waste skip being unloaded

During the food waste loading process, Liz, Ashley, Laura and Nigel went onto Station Road to see if they could observe any odour. On this occasion there was none, however it was noted that the wind direction was S S/W and therefore away from the area and towards the site.

The steps taken by the site should reduce any potential odour emission from the food waste loading process. Any potential odour emissions from this process should now last 15 minutes or less. It is understood that the process for loading food waste will be written into the new Environment Management System for the site and is already mentioned in the updated Odour Management Plan v5.

Odour Assessments undertaken by authorised NRW Staff

NRW staff have undertaken Ad-hoc odour assessments in the vicinity of Station Road on the following dates. A very faint odour was observed on one occasion.

12/04/2022 at around 10:00 hours

13/4/2022 at 14:45 hours

30/3/2022 at 12:30 hours

26/04/2022 at 16:20 hours

Odour Assessment undertaken by PCC Staff

Liz Park was informed that an odour emission was detected on one occasion outside the boundary of the site by PCC staff.

Odour Management Plan v5

This document has been reviewed and accepted as the current version.

It is known that additional odour monitoring points have been added.

ACTION: Please provide a copy of the updated Appendix 2.

Management of Odour

PCC are considering options for the management of odour on site including adaptations to the fans.

ACTION: Please provide an update by 16 June 2022

In this document 'Natural Resources Wales' means the Natural Resources Body for Wales established by Article 3 of the Natural Resources Body for Wales (Establishment) order 2012.

If you have any queries about this report, or to discuss completion of any actions, please contact the NRW Officer named above.

Important information

Legal status of this report

Your permit is issued to you under the Environmental Permitting Regulations. You have a responsibility to comply with the conditions of your permit and prevent pollution/harm of the environment. You must also ensure that you comply with any other relevant legislation that may apply to your site's operations.

This report explains the findings of our assessment and any action you are required to take. We categorise non-compliance using our guidance for assessing non-compliance at regulated sites.

When we find potential non-compliance/s we will normally give you advice on how to maintain compliance.

To correct non-compliance, we may:

- require you to take specific actions
- issue a notice
- review the conditions of your permit.

Any advice and guidance we give will be without prejudice to any other enforcement response that we consider may be required.

Assessment results and non-compliance categories (used in section 1):

Assessment result	Description
Assessed (A)	Assessed or assessed in part, no evidence of non-compliance found
Action only (X)	Action only relating to the activity assessment
Ongoing (O)	Ongoing non-compliance, not scored

Non-compliance category	Description	Score
C1 Major	Potential to have a major, serious, persistent and/or extensive impact or effect on the environment, people and/or property	60
C2 Significant	Potential to have a significant impact or effect on the environment, people and/or property	31
C3 Minor	Potential to have a minor or minimal impact or effect on the environment, people and/or property	4
C4 No environmental impact	Non-compliance at a regulated site that cannot foreseeably have any impact on the environment, people and/or property	0.1

How we use assessment scores

The number and severity of non-compliances recorded in a year will affect your annual subsistence fee the following year. A non-compliance factor is added to your site's Operator

Performance Risk Appraisal (OPRA) score when we calculate your fee to reflect the additional resource we use to assess permit compliance.

What are suspended scores?

In line with our guidance, we may suspend scores for up to six months to allow time for remedial action to be taken. Suspended scores will be re-instated if the action is not completed.

Full list of Industry and Waste action criteria (used in section 1 and 2):**A: Permitted activities**

- A1 Specified by permit

B: Infrastructure

- B1 Infrastructure – Engineering for prevention and control of emissions
- B2 Infrastructure – Closure and decommissioning
- B3 Infrastructure – Site drainage engineering (clean and foul)
- B4 Infrastructure – Containment of stored materials
- B5 Infrastructure – Plant and equipment

C: General management

- C1 General management – Staff competency/training
- C2 General management – Management system and operating procedures
- C3 General management – Materials acceptance
- C4 General management – Storage, handling, labelling and segregation

D: Incident management

- D1 Incident management – Site security
- D2 Incident management – Accidents, emergency and incident planning

E: Emissions

- E1 Emissions – Air
- E2 Emissions – Land and groundwater
- E3 Emissions – Surface water
- E4 Emissions – Sewer
- E5 Emissions – Waste

F: Amenity

- F1 Amenity – Odour
- F2 Amenity – Noise
- F3 Amenity – Dust/fibres/particulates and litter
- F4 Amenity – Pests/birds and scavengers
- F5 Amenity – Deposits on road

G: Monitoring and records, maintenance and reporting

- G1 Monitoring and records, maintenance and reporting – Monitoring of emissions and environment
- G2 Monitoring and records, maintenance and reporting – Records of activity, site diary/journal/events
- G3 Monitoring and records, maintenance and reporting – Maintenance records
- G4 Monitoring and records, maintenance and reporting – Reporting and notification to Natural Resources Wales

H: Resources efficiency

- H1 Resource efficiency – Efficient use of raw materials
- H2 Resource efficiency – Energy efficiency

Enforcement response

Any permit condition non-compliance is an offence and we may take legal action against you. Action we take can include prosecution, serving a notice on you and/or suspension or revocation of your permit. See our Enforcement and Sanctions Guidance for further information.

Data protection notice

You should make sure that anyone named in this report knows that the information it contains will be processed by Natural Resources Wales to fulfil its regulatory and monitoring functions and to maintain the relevant public register(s).

We may also use and/or disclose the report in connection with:

- offering or providing you with our literature or services relating to environmental matters
- consulting with the public, public bodies and other organisations (e.g. 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 our service
- Freedom of Information Act or Environmental Information Regulations requests.

We may also pass it on to our agents or representatives to do these things on our behalf.

Disclosure of information – this report will be available to view on-line

If you think this report contains commercially confidential information that should not be placed on our public register, you must contact your local Natural Resources Wales office within **fifteen working days** of receiving this report, using the contact details in the accompanying email or letter. You must give a full explanation of why it should not be added to our public register, including specifying which information is commercially confidential. We will assess your request and respond to you within 20 working days to let you know if we agree to your request.

What do I do if I disagree with the report or have a complaint?

If you disagree with this compliance assessment report, you should contact the lead officer without delay to discuss your concerns.

If you are unable to resolve the issue with the lead officer or their line manager you should contact our Customer Contact team on 0300 065 3000 (Monday to Friday 08:00 – 18:00), or email enquiries@naturalresourceswales.gov.uk for details of how to raise your dispute further through our Complaints and Commendations procedure.

If you are dissatisfied with our response, you can contact the Public Services Ombudsman for Wales by phone on 0300 7900203 or by email at ask@ombudsman.wales

Welsh Language Standards

We are committed to establishing Natural Resources Wales as a naturally bilingual organisation. We will provide compliance reports in your preferred language.