

## Compliance Assessment Report

Report ID:  
CAR\_NRW0026992

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

|                              |                                       |             |            |     |       |  |
|------------------------------|---------------------------------------|-------------|------------|-----|-------|--|
| Site                         | Glan Dwr Poultry Farm<br>EPR/MP3538WD | Permit Ref  | MP3538WD   |     |       |  |
| Operator/Permit holder       | Hook 2 sisters Ltd                    |             |            |     |       |  |
| Regime                       | Installations                         |             |            |     |       |  |
| Date of assessment           | 10/06/2016                            | Time in     | 12:00      | Out | 12:45 |  |
| Assessment type              | Site Inspection                       |             |            |     |       |  |
| Parts of the permit assessed | 1.1, 3.1, 3.3, 3.4, 3.5               |             |            |     |       |  |
| Lead officer's name          | Haider, Helen                         |             |            |     |       |  |
| Accompanied by               |                                       |             |            |     |       |  |
| Recipient's name/position    | Andy Irving/ Environment Manager      | Date issued | 28/09/2017 |     |       |  |

### 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                                      | C3           | 1.1.1                 |
| B3 - Infrastructure - Site drainage engineering (clean and foul)                                               | C4           | 3.3                   |
| C2 - General Management - Management system and operating procedures                                           | C4           | 1.1.1                 |
| E2 - Emissions - Land and groundwater                                                                          | C3           | 3.3                   |
| E3 - Emissions - Surface water                                                                                 | A            |                       |
| F1 - Amenity - Odour                                                                                           | A            |                       |
| F2 - Amenity - Noise                                                                                           | A            |                       |
| F3 - Amenity - Dust/fibres/particulates and litter                                                             | A            |                       |
| F4 - Amenity - Pests/birds and scavengers                                                                      | A            |                       |
| F5 - Amenity - Deposits on road                                                                                | 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 | 4 | Total compliance score<br>(see section 5 for scoring scheme) | 8.2 |
|-----------------------------|---|--------------------------------------------------------------|-----|

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

### B1 Infrastructure- for prevention & control of pollution (Permit condition 1.1.1)

#### E2 Emissions- land & groundwater ( Permit condition 3.3)

Permit condition 1.1.1 states that 'the activities shall be managed and operated in accordance with a management system which identifies/minimises risks of pollution, including those arising from operations, maintenance, accidents, incidents, non-conformances and those drawn to the attention of the operator as a result of complaints'

Permit condition 3.3 states that 'Fugitive emissions of substances (excluding odour, noise & vibration) shall not cause pollution. The operator shall not be taken to have breached this condition if appropriate measures have been taken to prevent or where that is not practicable, to minimise, those emissions. All liquids whose emissions to water or land could cause pollution shall be provided with secondary containment, unless the operator has used other appropriate measure to prevent or where that is not practicable, to minimise, leakage and spillage from the primary container

*During the inspection there were areas of concrete on site that were damaged or missing and need repair as they are a direct pathway for wash water to drain to ground rather than entering the collection system. The areas of concern are kerbing missing/damaged by corner of shed 2 and in front of shed 12 & 10, deep cracks in front of sheds 8, 10 and 12, deep crack outside shed 9, large crack, deep hole and kerbing damaged outside shed 7. Site has received a CCS category 3 score for non-compliance with permit condition 1.1.1 and a CCS category 3 score for non-compliance with permit condition 3.3.*

*The areas mentioned above with missing kerbing or cracks that can be easily infilled, these must be repaired by **24<sup>th</sup> June 2016**. Where re-surfacing is required this was agreed to be undertaken by **12<sup>th</sup> August 2016**. As wash down is likely to take place prior to all of the repairs to the concrete taking place, you must use temporary measures (e.g. sleeping policeman, bund or sandbags) to ensure wash down water cannot drain to ground or surface waters.*

### C2 General Management – management system & operating procedure (Permit condition 1.1.1)

#### B3 Infrastructure- Site drainage engineering (clean & foul) (Permit condition 3.3)

*During the visit it was identified that there were several omissions and inaccuracies in the drainage plan. Please ensure that an accurate drainage plan is submitted to us by **7<sup>th</sup> October 2016**. Site has received a CCS category 4 score for non-compliance with permit condition 1.1.1 and CCS category 4 score for non-compliance with permit condition 3.3.*

*Not following the sites own management systems is the likely root cause for the non-compliant activities witnessed on site.*

#### General comments:

In general the joints between the concrete and cracking in the wash down areas are in need of re-sealing in the near future in order to prevent further routes for wash water to drain to ground. You said that re-sealing these have been factored into your programme of works for this year. You should ensure that the

joints between the concrete and cracking are sealed by **31<sup>st</sup> December 2016.**

#### **Entrance sign & Permit in office**

A new sign has been placed at the site entrance displaying the correct permit number. Permit number has been changed in the site office.

#### **Moss in guttering**

Guttering was free of blockage from moss during the visit



## EPR Compliance Assessment Report

**Report ID:  
CAR\_NRW0026992**

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

|                        |                                       |            |            |
|------------------------|---------------------------------------|------------|------------|
| Site                   | Glan Dwr Poultry Farm<br>EPR/MP3538WD | Permit Ref | MP3538WD   |
| Operator/Permit holder | Hook 2 sisters Ltd                    | Date       | 10/06/2016 |

### 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 |              |                                                           |            |
| E2                  | C3           | Repair missing kerbing and damaged concrete               | 24/06/2016 |
| C2                  | C4           | Please ensure that an accurate drainage plan is submitted | 07/10/2016 |
| B3                  | C4           | Please ensure that an accurate drainage plan is submitted | 07/10/2016 |
| B1                  | C3           | Repair kerbing and damaged concrete                       | 24/06/2016 |

## 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](mailto: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.