Cyfoeth Naturiol Cymru
Natural Resources Wales

Compliance Assessment Report CAR_NRW0039977

Permit being assessed: WP3636ZG. For: Wrexham Clinical Waste Treatment Facility (HDU & TS), held by Tradebe Healthcare National Limited At: Tradebe Healthcare HDU & TS, Marlborough Road, Wrexham Industrial Estate, Wrexham, Wrexham, LL13 9RJ. **Type of assessment carried out:** Site Inspection, Reason: Routine. On 31/05/2022 between 09:50 and 15:40. Parts of permit assessed: Various **NRW Lead Officer:** Rebecca Harwood. **Report sent to**: Lorna Steel / Peter Stunden, SHEQ Lead / Site Manager on 28/07/2022.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
A1 - Specified by permit	Action only (X)	
G3 - Monitoring and Records, Maintenance and Reporting - Maintenance records	Action only (X)	
C4 - General Management - Storage, handling labelling and Segregation	Action only (X)	
C2 - General Management - Management system and operating procedures	C3 Minor	Condition 1.1.1
C1 - General Management - Staff competency/training	Action only (X)	
B4 - Infrastructure - Containment of stored materials	C3 Minor (Suspended)	Condition 3.2.3

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

Total number of non-compliances recorded	Total non-compliance score
2	4

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?

Criteria	Action needed	Complete by
A1	see text below	17/08/2022
G3	see text below	31/08/2022
C4	see text below	31/07/2022
C2	see text below	31/07/2022
C1	see text below	31/08/2022
B4	see text below	17/06/2022

Action criteria codes are listed in the 'Important information' section below.

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.

You are non-compliant with your permit.

At this time, we are issuing you with a warning for the non-compliance recorded above. Warnings may influence future enforcement response for continued or further non-compliance.

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 Compliance Assessment Report follows a routine visit and inspection of the HDU and Transfer Station at Wrexham on 31 May 2022.

The Site Manager, Engineering Manager and SHEQ Lead were on site during the audit.

Improvement Conditions

The Operator has submitted their responses to the Improvement Conditions following the Permit Variation issued 28/06/2021. These were discussed and the queries below identified which require further clarification.

IC25 – The Operator stated that the EMS system is being independently audited by an external consultant. This should help identify issues relating to inconsistencies between procedures and ensure that all requirements are identified within the EMS before 17/08/2022.

Action 1: Provide details of when the audit is happening, when the review of initial findings will be complete and provide timescales for any amendments required following the review. Please update NRW by 31 July 2022.

Action 2: As discussed please forward the Odour Management Plan as referenced in correspondence 27/11/2019 and 20/08/2020 by 31 July 2022.

IC26 / IC28 – There was lack of clarity over the wastewater inventory and why the report had screened out some substances when they appeared to be no evidence or results for that substance.

Action 3: Clarification is required relating to the H1 assessment supplied and further information relating to IC26 and IC28 is to be provided. Please respond back to NRW before 17 August 2022 with further details regarding this IC. *Please note that point source emissions to sewer monitoring is required as detailed in the Permit (Condition 3.5.1) from 17 August 2022.*

The methodology for monitoring the point source emissions to air was reviewed. New sample ports have been installed. The Operator stated that preliminary testing from these ports was to happen prior to 17 August 2022.

Action 4: NRW asked whether these ports could be used for all of the emissions to air monitoring required. Please respond back to NRW before 17 August 2022.

IC27 - Storage procedures are being updated to ensure storage capacities are monitored and not exceeded. The report also states that the abatement systems are under negative pressure to reduce diffuse emissions of dust, organic compounds and odour. A further site visit will be undertaken to review BAT and the information provided as part of the BRef review following the Permit Variation.

I***C29*** – The FPMP was submitted to NRW on 31/03/2022.

Site Inspection

It was confirmed that the HDU had been started up that morning following a routine shutdown. Due to the amount of waste coming into the site for treatment the Operator stated that the HDU generally runs 5 days out of 7 with a shutdown usually on a Sunday and Monday to allow for checks and any maintenance to be undertaken. Around 200-220 bins are processed per day through the plant.

A new HEPA filter has been installed as part of the A1 emission point (shredder) and the bio-beds have also been changed, with new duct works installed. A discussion was held as to how often the filter should be checked and whether it had been added to the PPM schedule as part of routine checks.

Action 5: Check sheets should be reviewed and updated to ensure all relevant and necessary equipment is identified and frequency of checks confirmed.

An assistant Team Leader was operating the HDU during the visit. His training records were checked and he had received training for the new start up / shut down procedure.

Temperature probes were reported to have been calibrated at the last shutdown in April meaning that the plant should be operating at the correct temperatures. Previous discussions have highlighted the aging infrastructure and works required to update it. There has been a delay in any corporate decision on substantial works at Wrexham until the Belshill Plant in Scotland has been completed, it is anticipated that this will be towards the end of 2022.

The outside yard area was observed to be chaotic with bins blocking access to the IBC area at the rear of the site. There were stacks of sharps bins on pallets that were unstable. Numerous wooden pallets were also being stored on site. The Quarantine area was not clearly identifiable. Non-hazardous pharmaceuticals waste was being stored in blue tubs within IBCs in this area. These were being stored to be transported off site. The Operator was unable to identify when the tubs had been placed there or where they had come from, there had been a loss of traceability of the waste. It was confirmed later that these blue tubs had last been removed from site on 19 May 2022 and a load would probably be removed w/c 6 June 2022. Also in the quarantine area was an IBC stored with liquid waste from the HDU bund. This was being tested before being disposed of off site.

Action 6: The Quarantine area is to be cleared and labelled up in order that non-conforming or rejected material can be dealt with in accordance with Procedure THC108 On Site Waste Acceptance and Rejection.

NRW raised concerns that waste towards the rear of the site could be blocked by newer waste coming onto the site and therefore waste is being stored for longer than necessary. It was confirmed that daily meeting notes now reflect the number of bins on site at any given time. The Site Manger is responsible for completing and documenting this. The procedure for waste storage (THC WRX 001) was provided to NRW on 30/3/2022 following a previous visit.

On review of a random selection of bins it was noted that some (e.g. CT38024, CN32438, WP00885, CT33668) had been on site a few days longer than guidance states **Waste storage, segregation and handling appropriate measures - Healthcare waste: appropriate measures for permitted facilities - Guidance - GOV.UK (www.gov.uk).** There were also numerous yellow bins on pallets waiting to be treated that could not easily be identified, on inspection it was noted that some had dates of 20/5/2022 and 22/5/2022 written on them. The Operator agreed that this was the date the waste had arrived on site. Bin CN32438 reportedly contained bloods and had been on site outside since 11/5/2022, as this is anatomical waste this should not have been stored for more than 24 hours outside as per the Operators waste storage procedure. It is unclear how many other bins may have been being stored incorrectly without undertaking a full audit.

The waste storage procedure also references a 'deep clean' with all storage areas and associated infrastructure being cleared of all wastes at least once every three months and the area thoroughly cleaned and disinfected. This should be recorded, however there was no evidence that this was happening, although the Operator stated that cleaning did take place as bins were moved around. This further raises concerns regarding procedures being followed.

In light of the above it is apparent staff are not following the Operators procedure for storage and handling of waste and this has been scored a category 3 breach of condition 1.1.1. The Operator has since stated that they are reviewing the procedure to ensure it reflects best practice.

Action 7: Review and update the procedure for waste handling and storage by 31 July 2022. Ensure all staff are trained in the procedure and understand the storage requirements by 31 August 2022.

In relation to the cooling system the Operator stated that this is to be upgraded to a closed loop system. As this process is linked to the unbunded IBC identified previously (CAR NRW_0039535) a short timescale was agreed for the changes to be implemented. **The unbunded IBC has been scored a Category 3 breach of Condition 3.2.3. This score has been suspended subject to the works having been completed by 17 June 2022.** Confirmation that the work had been completed was provided by the Operator with a photo dated 21 June 2022 showing that the IBC had been removed.

The Operator stated that this area and the other IBC storage areas of the site are included in the checks undertaken by operatives, however, when reviewing the PPM schedules it was unclear if a review of secondary containment was being undertaken.

Check sheets relating to the HDU need to be reviewed to ensure they encompass all aspects of the operation and that all checks and maintenance activities are identified. Following the previous emissions exceedance it was reported that the Operator is now carrying out a weekly cleaning regime of the shredder and HDU extract system, however this didn't appear to be on the check sheets. (**See Action 5 above**).

It was confirmed that the Penstock valve to the brook was in the closed position and access was maintained.

Outstanding CAR Actions

A number of actions from previous Compliance Assessment Reports need completing and closing out as detailed below.

The Operator had stated that they were going to install a steam flow meter, this is now not happening as the Operator stated they are using water to create moisture and a water flow meter has been installed instead.

The efficacy testing procedure was submitted to NRW on 31/03/2022, however, after discussion it requires further revision to reflect roles and responsibilities, responsible persons and what the process is if there is a failure.

It was confirmed that a CCTV drainage survey was undertaken and the Operator reported that no concerns were raised. A further visual inspection is still to be completed, this has yet to be scheduled and manholes are still to be labelled.

NRW confirmed that a Technically Competent Manger was required on site full time in accordance with Condition 1.1.4. The current Site Manager has the relevant Wamitab qualifications and the Transport Manager is currently being trained up. It was confirmed that if the Site Manager was to be off (e.g. leave, sick, training) then another full time person needs to be present on site to cover the TCM role.

The Operator is chasing Scotland NHS for their PAAs.

Although the Q-Pulse system is used for managing defects there is still not a formal asset register or process for keeping this up to date. A hybrid spreadsheet is updated and maintained by the Maintenance Supervisor. Assets are added to this, but there is no formalised process and there is the risk that items could be missed. This issue is linked to the Management of Change process which should pick up new kit and like for like kit as it is replaced. It was agreed that both environmental and safety critical kit should be identified on the spreadsheet which could also be linked to the critical maintenance spreadsheet (MEP). Identification of roles and responsibilities were also discussed and should be incorporated as part of the asset register.

Action 8: Provide an update regarding these outstanding actions to NRW by 31July 2022.

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.