

Compliance Assessment Report CAR_NRW0040338

Permit being assessed: WP3836ZF.

For: Wrexham Clinical Waste Treatment Facility (Incinerator), held by Tradebe Healthcare National Limited

At: Wrexham Clinical Waste Treatment Facility (Incinerator) Marlborough Road , Wrexham Industrial Estate, WREXHAM, Clwyd, LL13 9RJ.

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

On 30/08/2022 between 13:36 and 15:51.

Parts of permit assessed: Various

NRW Lead Officer: Rebecca Harwood, accompanied by Lara Cubley.

Report sent to: Peter Stunden, Site Manager on 30/09/2022.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
G4 - Monitoring and Records, Maintenance and Reporting - Reporting and notification to Natural Resources Wales	Action only (X)	
G3 - Monitoring and Records, Maintenance and Reporting - Maintenance records	Action only (X)	
G2 - Monitoring and Records, Maintenance and Reporting - Records of activity, site diary/journal/events	Action only (X)	
C1 - General Management - Staff competency/training	Action only (X)	

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?

Criteria	Action needed	Complete by
G4	see text below	30/09/2022
G3	see text below	21/10/2022
G2	see text below	30/09/2022
C1	see text below	30/09/2022

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 an unannounced inspection of the Incinerator at Wrexham on 30 August 2022.

The Site Manager was on site during the visit.

NRW received a report that the ERV had opened on 25 August 2022 for 9 mins following an offsite power outage. Whilst discussing this it became apparent that the power outage had tripped the CEMS computer and the plant was put into shut down as the CEMS did not come back online. The Plant was started up again on Friday 26 August at around lunchtime once the CEMS PC was replaced. The ERV Schedule Notification although stating the plant went into shut down did not state when the plant went into shut down, when it was started up again or provide further information as to the implications of the power outage. Further details should be provided on Schedule Notifications.

Action: Notifications to be reviewed and should provide comprehensive information when submitted.

Whilst walking around the plant, it was noted that a spill kit had been deployed below the bin lift / hopper. The site manager confirmed that a hydraulic pipe linked to the ram feed had split. A planned shutdown of the plant was due w/c 5 September 2022 and it was stated that these pipes would be further inspected and replaced as required.

Action: Provide evidence of what works (planned and reactive) were undertaken during this shutdown. This should be submitted to NRW by 21 October 2022.

Concerns were raised regarding resources and staff numbers at the site. On arrival the Shift Team Leader (STL) was present but the operative loading the bin was thought to be on a break. When returning to the control room at 14:42 no staff were present in the immediate vicinity of the control room or bin lift. The STL explained he had been showing another team member the lime silo. During this time there was no one loading bins, reviewing the CEMS monitors or monitoring emissions. The STL stated that they had set a bin ready to load before going to look at the silo to allow time and that they were only gone a few minutes.

A review of shift logs was undertaken. New shift log proformas have been implemented and have been used since 8 August 2022. It was not possible to locate May's shift logs in either the control room or the maintenance office.

Action: Ensure shift logs are accessible on site and available for inspection.

A number of shift logs stated '3 man shift' and on 12 August the engineering and maintenance supervisors were covering as STL. The Site Manager stated that the facility should be operating with 4 staff for each shift.

It is noted that a number of procedures recently requested refer to a Plant Manager. At the current time there is no Plant Manager. The Site Manager confirmed that an existing employee has been identified to be trained up into this role.

Training records for 2 members of staff were reviewed. Each member of staff has a competency matrix. The STL competency matrix had last been updated in June 2021. Evidence was sought to see whether staff had been trained on recently updated procedures and work instructions, however, these could not be located on site.

Action: Ensure training records are accessible on site and available for inspection.

Following the inspection a Regulation 61 Statutory Notice was issued requiring information to be provided to NRW. The majority of the information was received by NRW on 19/09/2022 following an agreed extension. This information is currently being reviewed. If there are further questions or non compliances these will be dealt with in a separate CAR form.

It was noted that the side fire exit doors were propped open adjacent to Marlborough Road enabling anybody to walk into the site. It was stated that the doors were open to allow for a through flow of air. It is recommended that security arrangements at the site should be reviewed to ensure that the public are not able to access the plant.

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.