

Compliance Assessment Report CAR_NRW0040729

Permit being assessed: EP3198FW.

For: Neath And Port Talbot Hospital, held by Veolia Energy & Utilities Services UK Plc
At: Neath & Port Talbot Hospital, Baglan Way, Port Talbot, N P T, SA12 7BX.

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

On 22/11/2022 between 11:00 and 12:00.

Parts of permit assessed: Outside Yard area

NRW Lead Officer: Linda Warrick.

Report sent to: Peter Jones, TCM on 13/12/2022.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
B4 - Infrastructure - Containment of stored materials	Assessed (A)	
C4 - General Management - Storage, handling labelling and Segregation	Assessed (A)	
C2 - General Management - Management system and operating procedures	C3 Minor	1.1.1
B1 - Infrastructure - Engineering for prevention and control of emissions	Assessed (A)	
C1 - General Management - Staff competency/training	C4 No impact	1.1.4

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

Total number of non-compliances recorded	Total non-compliance score
2	4.1

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
C2	Ensure EMS identifies key records and management of these records to ensure site compliance	31/01/2023
C1	TCM to have the relevant technical competence level	Already completed

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.

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 visit was arranged after it was established that the contact from the previous few years Mr Bob Sealy had retired. Mr Sealy was the main contact for the transfer station. It had been identified that Mr Sealy did not have the appropriate level of Technical Competence, but the site was being covered by an external TCM Mr Rob Poyer. Bob Sealy was responsible for the day to day running of the site and Mr Poyer was responsible for any particular waste technical issues.

Prior to my visit I was informed that Veolia (the most recent operators) were transferring the permit to Kier. An application has recently been submitted and rejected due to inadequate information on the application form. This has now been resolved and the application is currently with NRW's permitting team.

This initial site visit with the new operators is to establish who the main contacts are and to review management controls at the transfer station. I was met on site by Jemma Thripp and Pete Jones. Pete is the new acting TCM for the site. I have received Mr Jones CCC and this is up to date and expires on the 26/09/2024. Mr Jones has the appropriate level for this site which is Transfer - Hazardous (TSH) and Treatment Hazardous (TMH). I also suggested that staff complete the Clinical waste additional competence component to complement this qualification, as it is specific to this sector. During the visit we discussed previous reporting issues with regards to Directly Applicable Legislation in particular Hazardous Waste Consignee Returns. It was agreed that returns would now be in place from the takeover of the operations as of the 4th of November 2022. We discussed the requirement to do Consignee Returns from all hazardous waste entering the site.

The producer registration had recently been renewed but had previously expired (CAD416). The new premise registration code is CAY255.

When looking at the root cause to why the consignee returns had not been recorded, it stems back to 1.1.1 and the site management system. There is no procedure to cover Directly Applicable Legislation and the management of the record keeping relating to waste movements and consignee returns. Please provide an updated management system detailing waste movement into and out of the transfer station. This should include pre acceptance and record keeping. An updated system should be in place by the 31st of January 2023.

I visited the waste storage yard. All the waste was stored in appropriate rigid containers, these were locked and labelled. I queried the lack of dual coding for the medicinally contaminated sharps. These cannot be treated at SRCL's Bridgend plant. Please ensure procedures are in place to clearly identify and label these sharps to ensure they do not get mixed with the non-medicinally contaminated sharps. Please provide evidence of these procedures and confirm onward destination for destruction by the 31st of January 2023. The housekeeping in the storage area was good and the impermeable pavement looked in good working order.

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.