

Compliance Assessment Report CAR_NRW0041601

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 17/03/2023 between 09:30 and 13:15.

Parts of permit assessed: various

NRW Lead Officer: Rebecca Harwood, accompanied by Julia Frost.

Report sent to: Alan Rhodes, SHEQ Lead on 12/04/2023.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
C1 - General Management - Staff competency/training	Action only (X)	
C2 - General Management - Management system and operating procedures	Action only (X)	
B3 - Infrastructure - Site drainage engineering (clean and foul)	Action only (X)	
G3 - Monitoring and Records, Maintenance and Reporting - Maintenance records	Action only (X)	
B4 - Infrastructure - Containment of stored materials	Action only (X)	
C3 - General Management - Materials acceptance	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?

Criteria	Action needed	Complete by
C1	see text below	30/06/2023
C2	see text below	30/06/2023
B3	see text below	30/06/2023
G3	see text below	30/04/2023
B4	see text below	30/04/2023

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 Compliance Assessment Report follows a routine visit and site inspection of the HDU and Transfer Station facility at Wrexham Industrial Estate on 17 March 2023.

The SHEQ Director, SHEQ Lead and Site Manager were in attendance and introductions to new staff were made.

Staffing

The Operator has undertaken a review of staffing at Wrexham and recruited a new Maintenance Manager and SHEQ Officer, both to be based at Wrexham initially. The Maintenance Manager reports to the Site Manager and provides a direct interface between the site and wider engineering team. The Operator is also trying to reduce their reliance on agency staff and build in further resilience across the site.

Regulation 36 Notice

A Regulation 36 Notice was issued on 3 November 2022 requiring a number of steps to be completed following concerns related to competency. Responses were received on 22 November 2022, 9 December 2022, 11 January 2023 and 25 January 2023. NRW officers visited site to review progress in relation to training records and procedures.

The SHEQ Officer is currently reviewing procedures and policies and creating new "quick guides" for staff. These guides don't replace any Safe Working Procedures but provide additional information for staff about specific tasks and will direct them to the relevant procedures. Once completed these documents will be trained out to all relevant operational staff. It is anticipated that these new documents will be trained out to staff in Quarter 2 2023.

The Regulation 36 Notice has not technically been complied with because the dates for reviewing and implementing training, including demonstrating staff are suitably trained and competent have been exceeded. However, the Operator has made significant improvements to their work instructions, procedures and training implementation that goes beyond what was required in the notice. NRW are therefore satisfied that so long as the Operator continues with these improvements and training is rolled out as discussed then the requirements of the notice have been met.

Action 1: Provide an update to NRW by 30 June 2023 in relation to the completion, implementation and training of procedures to staff as identified above.

Site Inspection

The Operator confirmed that the penstock valve has been cleaned, checked and realigned. It currently remains closed, interim drain covers remain in situ. The penstock is only opened when required and the water is deemed clean and uncontaminated.

It was confirmed that there is an interceptor on site that was cleaned in Autumn 2022. This is on the Computerised Maintenance Management System (CMMS) for a quarterly inspection and 6 monthly pump out as required.

The Operator wishes to revert to the original operation as described in the permit application whereby the penstock remains opened and is only shut when needed, i.e. in the event of an emergency or spillage that could get into the local watercourse the penstock is closed.

Emergency procedures and spill procedures are being reviewed and updated. These will then be trained out to staff. Constant access to the penstock will be maintained.

Action 2: Inform NRW when the procedure and use of the penstock is to change. Demonstrate that procedures have been updated and staff trained on the use of the penstock prior to the change in operations.

New compactor skips are being used for the floc at the back end of the HDU process. These skips better contain the floc, resulting in less spillage to ground and will reduce the number of loads leaving the site. It was confirmed that condensate from the area below the skip and HDU is discharged to foul sewer via the bin wash. A new drainage channel has been installed below the roller shutter door to direct condensate to the bin wash and ensure liquid does not escape outside of the building.

Action 3: Any new works that have been implemented at site and require regular inspection and maintenance should be added to the relevant routine checks, maintenance schedules etc. This should be implemented by 30 April 2023.

It was noted that the secondary containment for an IBC containing heat transfer fluid at the rear of the site needed emptying. The Site Manager stated that they are looking at relocating the IBCs so that they are within an enclosed trailer and therefore any secondary containment would not be subject to rainwater fill.

Action 4: Secondary containment bunds to be emptied by 30 April 2023 and evidence submitted to NRW that this has been completed.

Action 5: Ensure that routine checks are undertaken to identify any bunds that require emptying and that this information is acted upon. Procedures should be reviewed and training provided to relevant staff as required. This should be completed by 30 June 2023.

A random selection of bins were checked to ensure these were compliant with storage requirements at the site. No issues were identified.

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.