

Compliance Assessment Report CAR_NRW0041804

Permit being assessed: RP3195FP.

For: Cwmbran Service Centre, held by Rentokil Initial UK Ltd

At: Cwmbran Service Centre, Unit 334, Woodside Way, Springvale Industrial Estate, Cwmbran, Torfaen, NP44 5BR.

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

On 10/05/2023 between 10:10 and 10:55.

Parts of permit assessed: Various

NRW Lead Officer: Jak Rose, accompanied by Carla Curtis.

Report sent to: Karl Martin, Senior Service Centre Manager on 15/05/2023.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
D1 - Incident Management - Site security	Action only (X)	
C2 - General Management - Management system and operating procedures	Action only (X)	
B1 - Infrastructure - Engineering for prevention and control of emissions	Assessed (A)	
B3 - Infrastructure - Site drainage engineering (clean and foul)	Assessed (A)	
B4 - Infrastructure - Containment of stored materials	Assessed (A)	
C1 - General Management - Staff competency/training	Assessed (A)	
C3 - General Management - Materials acceptance	Assessed (A)	
F1 - Amenity - Odour	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
D1	Repair security fencing across the brick wall to ensure site security.	30/06/2023
C2	Site Working Plan and Environmental Management System to reflect the current TCM details.	30/06/2023

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 report details the site inspection conducted by Natural Resources Wales (NRW) Officers on 10 May 2023 at: Unit 334, Woodside Ways, Springvale Industrial Estate, Cwmbran, Gwent, NP44 5BBR. EPR- RP3195FP.

Waste Regulation Officers Jak ROSE and Carla CURTIS met with Mr. Karl MARTIN (Senior Service Centre Manager). The last site inspection was completed on 19 April 2022 (Ref: CAR_NRW0039846). The weather conditions consisted of scattered showers.

D1 - Site security – Action only

Condition 1.3.1 states: *“site security measures shall prevent unauthorised access to the site, as far as practicable”*.

The perimeter fencing appears to be missing across a few sections. To ensure no unauthorised access, this will need to be repaired to maintain site security (Photo 1 and 2 below)

Photo 1



Photo 2

Action required: Repair security fencing across the brick wall to ensure site security.

Due date: 30 June 2023

C2 - Management system and operating procedures - Action only

Condition 1.1.1 states: *the activities shall be managed and operated: (a) in accordance with a management system, which identifies and minimised risks of pollution, including those arising from operations, maintenance, accidents, incidents. And non-conformances and those drawn to the attention of the licence holder as a result of complaints; and (b) by sufficient persons who are competent in respect of the responsibilities to be undertaken by them in connection with the operation of the activities.*

Ms. Lorraine CARTER the previous Technically Competent Manager (TCM) has retired. Mr. MARTIN is now acting TCM, and all management system documents should be updated to reflect this change.

Action required: Update Site Working Plan and Environmental Management System to reflect the current TCM.

Due date: 30 June 2023

Site Observations***Inside warehouse (ground floor)***

Mr. MARTIN accompanied officers through the warehouse where Officers were first shown the medical services area. All wastes were stored in secure, sealed containers. All sealed skips/containers were sited on an impermeable surface which appeared to be in good condition with no signs of damage or cracking.

In this area vehicles reverse into the building via roller doors and clinical wastes which arrive in bags or other non-rigid containers are transferred into rigid containers immediately. Spill kits were available and appeared to be readily stocked with spare containers, absorbent granules, dustpan and brush and appropriate personal protective equipment (PPE)

All containers used to store liquids with the potential to cause pollution to land or water (i.e. the photographic solutions under the chapter 9 EWCs) are served by a bund. **See Photo 3 (below)**



Photo 3 – showing dental amalgam wastes and photo developer solution.

Any non-conforming wastes are segregated and put into a designated bin next to the chemical and equipment store within locked cage.

Outside warehouse

Officers were shown the bin storage area for the offensive hygiene wastes. **See Photo 4 (below)**



Photo 4 – offensive waste bags are stored in these skip bins outside

Officers did not detect any signs of odour emanating from the site activities at the time of inspection.

Technically Competent Manager (TCM)

Mr. Karl MARTIN is the nominated TCM for the site. Mr. MARTIN's competency was issued on 2nd September 2022. Please allow enough time to complete the ongoing competency qualifications. This is usually every two years.

Summary

NRW Officers left site at 10:55.

If you have any issues with this report, please contact Jak Rose on jak.rose@naturalresourceswales.gov.uk.

I look forward to working with the site in the future.

Thank you.

In this document 'Natural Resources Wales' means the Natural Resource Body for Wales established by Article 3 of the Natural Resources Body for Wales (Establishment) Order 2012.

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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.