

Compliance Assessment Report CAR_NRW0041916

Permit being assessed: EP3794FY.

For: I Hayward Ltd, held by I Hayward Limited

At: I Hayward Ltd, Gardden Ind Est, Ruabon, Wrexham, Clwyd, LL14 6RG.

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

On 02/06/2023 between 10:30 and 11:10.

Parts of permit assessed: storage, materials acceptance, Specified by permit, Management systems and operating procedures

NRW Lead Officer: Boguslawa Pierzchala, accompanied by Ian Thomas2.

Report sent to: Cari Hayward, manager on 09/06/2023.

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)	
G4 - Monitoring and Records, Maintenance and Reporting - Reporting and notification to Natural Resources Wales	C4 No impact	Condition 4.2.2 of your permit requires you to submit within one month of the end of each year, a summary of waste quantities and types accepted on to and removed from site during the previous year
F3 - Amenity - Dust/fibres/particulates and litter	Assessed (A)	
F5 - Amenity - Deposits on road	Assessed (A)	
F2 - Amenity - Noise	Assessed (A)	
C3 - General Management - Materials acceptance	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
1	0.1

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
A1	Engines to be stored in segregated containers as per 3.8.1 of the EMS	23/06/2023

Criteria	Action needed	Complete by
G4	Please submit your missing waste returns for 2022	30/06/2023
C3	Please ensure waste accepted on site is inspected as per Condition 3.2.5	09/06/2023

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

On Friday the 2nd of June 2023 Natural Resources Wales officers carried out a routine unannounced site inspection. The purpose of the visit was to check compliance and to introduce the new regulating officer Ian Thomas.

The site was last visited on 22nd of September 2021, CAR form CAR_NRW0038757 refers.

The weather was dry and sunny.

On arrival officers met with Cari Hayward, site owner, and Andy Williams who accompanied officers throughout the inspection

General Management

The site was generally tidy and well managed.

The indoor storage area was checked and appeared well organised with separate waste streams stored appropriately in containers.

Vehicle batteries were stored indoors in appropriate containers ready for collection.

Officers noted two batteries left outside the storage area. Mr Williams explained that they had been left by one of the customers who was going to return and collect them on the same day.



Action: Please ensure all batteries are stored indoors and within the dedicated container.

Officers saw vehicle engines stored on the ground. Please see photos below.

Section 3.8.1 of the EMS states any recovered materials from ELV processing i.e. engines, tyres will be stored in segregated containers.

This has been brought to the attention of Mr Williams and the site owner who stated they would be placed in a container.

Action: Please place the engines in a sealed skip with a weatherproof cover. For immediate compliance.





engines stored on
ground

Waste returns

Waste returns for the site are submitted annually. Our checks revealed that there is no waste return for 2022.

Condition 4.2.2 of your permit requires you to submit within one month of the end of each year, a summary of waste quantities and types accepted on to and removed from site during the previous year.

This has subsequently been scored as a C4 breach against the relevant permit condition.

Action Required: The missing annual return for 2022 must be submitted to waste.returns@cyfoethnaturiolcymru.gov.uk no later than 30th June 2023

Environment management system - EMS

Condition 3.2.5 states- Provided that the vehicle meets the acceptance criteria (as judged visually by a trained member of the operator) then the vehicle will be moved into the depollution building and onto the depollution rig to await depollution.

A vehicle was accepted on site which contained mixed waste (cardboard boxes, plastics, general waste).

This was brought to Mr Williams' attention who stated he would ring the customer to collect the waste left in the vehicle.

Action: Please ensure all waste is carefully checked on arrival and acceptance procedures are followed. For immediate compliance



ELV containing mixed waste

Thank you for assisting us with the inspection.

Kind regards,

Boguslawa Pierzchala, Waste regulation Officer

Please find your new regulating officer's contact details below.

Email: ian.thomas2@cyfoethnaturiolcymru.gov.uk

Post: Natural Resources Wales, Chester Road, Buckley, Flintshire, CH7 3AJ

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

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.