

Compliance Assessment Report CAR_NRW0042150

Permit being assessed: HB3393HC.

For: North Wales Skip Hire Ltd, held by North Wales Skip Hire Limited

At: Unit 21, Rhyl Rd, Colomendy Ind Est, Denbigh, Denbighshire, LL16 5TA.

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

On 22/06/2023 between 11:00 and 11:25.

Parts of permit assessed: 1.1 2.1 3.1 6.1

NRW Lead Officer: Amy Henderson, accompanied by Ian Thomas2.

Report sent to: Dahne Gizzi, Owner on 22/08/2023.

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	C3 Minor	1.1.4
A1 - Specified by permit	C4 No impact	4.2.2
C4 - General Management - Storage, handling labelling and Segregation	Action only (X)	
A1 - Specified by permit	Action only (X)	
A1 - Specified by permit	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
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
C1	Please provide certificate to establish TCM for the site	08/09/2023
A1	A summary of waste types and quantities deposited at the site and removed from the site will be forwarded quarterly to NRW at intervals specified in the Environmental Permit for the site, in addition to the spreadsheet of outputs which is updated on a weekly basis and emailed to NRW on request.	08/09/2023
C4	Check battery containment is suitable. Ensure no damage or holes which may affect the safe storage	31/08/2023
A1	Notice board required to be located on the fencing at the entrance to the site. Copy of relevant documents to be retained on site, including - site diary, copy of permit, copy of EMS.	31/08/2023

Criteria	Action needed	Complete by
A1	Copy of Fire prevention and Mitigation Plan to be provided.	31/08/2023

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.

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

On Friday the 22nd 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 weather was dry and sunny.

On arrival officers met with Martin Williams, one of the site operatives, he explained the running of the site and let officers view the site unaccompanied.

The required signage, displaying information about the site and NRW permit number was missing.

General Management

The owner Dahne Gizzi was not onsite at the time of the visit. The site operative was asked who the current Technically Competent Manager (TCM) for the site was, however, they were unable to provide these details. The TCM should be onsite for a minimum amount of time weekly. Please provide details of who is the current TCM for the site, along with a certificate to show they are suitably qualified.

The yard area of the site looks to be organised. Sections where empty skips are stored is tidy. Incoming waste area is separate and generally managed. There is an older vehicle which may be in a state of disrepair. This could be disposed of to free up more working space.

The container for vehicle batteries was not completely weatherproof. Mr Williams advised

of the fact.

White goods – there were some older fridges/freezers on site which were outside in all weathers. Article 8(3) of the WEEE regulations requires the storage of goods to be on an impermeable surface and have appropriate weatherproof covering. Mr Williams was again advised.

A skip containing plasterboard was noted, a tarpaulin covered a section of the contents. Advised to ensure the skip is completely covered from the weather.

Undercover area – The main building on site is made up of office space and three bays. All bays are utilised, there is some waste spread around the bays which may hinder the use of the areas.

Environment Management System – EMS

After viewing the site, we requested to see the site diary and copy of the EMS. The allocated area for the office had limited accessibility due to various types of waste being stored in the room, also there was no lighting or desk space. Mr Williams did not know where the EMS was and was unable to find a copy nor the FPMP (Fire prevention and Mitigation Plan).

No waste returns accepted or removed have been logged since 2018. The missing waste returns have been recorded on previous CAR forms.

There are some matters which are of concern to NRW, certain requirements are being neglected which may adversely affect the running of the permitted site.

The following breaches to the permit have been recorded:

(C1) Staff Competency and Training. Permit Condition 1.1.4. EMS Section 1.8.1 CCS Score 3

There was no hard copy of a valid certificate for a Technically Competent Manager (TCM) displayed on the notice board or information identifying a TCM. Previously, discussions had taken place when Mr Gizzi confirmed he had not completed the competence requirement on which he enrolled. The site diary was not available on site at the time of the visit and therefore unable to check the requisite minimum attendance of a suitably qualified TCM at the site. As the site is open all week, regular weekly attendance is required by the TCM which should be evidenced by logging their visit in the site diary.

(C2) Management Systems. Permit condition 1.1.1. EMS Section 3.6.5. CCS Score 4

It has been noted from previous CAR forms that no waste returns have been submitted since at least 2018. Previous officers have highlighted this and requested this be rectified. Permit condition 4.2.2 requires "within one month of the end of each quarter, the operator shall submit information relating to the site waste accepted and removed from it during the previous quarter" You must ensure that you submit waste returns at the end of each quarter. This is a breach of your permit conditions and non compliance scores have been applied on this occasion for the failure to submit returns and the ongoing failure to follow the Environmental Management System section 3.6.5 with regard to the submission of

Waste returns.

3 Actions recorded.

(A1), specified by permit. EMS section 2.2.1

(A1), specified by permit. EMS section 2.4.2

(C4) Storage, handling labelling and segregation. EMS section 3.3.5

Upon entry to the site, a notice board measuring greater than 1 square metre is required to be located, displaying the following minimum information:

The site address, telephone and fax number, emergency contact details. The permit holders names and address. The Natural Resources Wales telephone number. The hours of operation of the site. The site permit number and statement confirming the issuing authority.

A relevant sign is required for the site as stated in EMS 2.2.1

Documentation detailed to be kept in the site office:

Environmental permit (original). Management system documents. Current site diary & visitors book. Natural Resources Wales CAR forms. In house inspection sheets/recording forms. Duty of care transfer notes (2 yrs minimum). Hazardous waste consignment notes (kept for 3 years minimum) if relevant. Waste delivery tickets. Accident book (& 1st aid kit). COTC certificates. Copies of permits and exemptions for third party sites receiving outputs and residue (site office). Table in EMS section 2.4.2.

Batteries received will be placed within a dedicated lidded storage box, constructed of suitable acid proof material. The container on site had a lid but looked to have various holes where acid could leak from. Please check and rectify. EMS section 3.3.5.

Thank you for assisting us with the inspection.

Kind regards,

Ian Thomas, 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.



Site office.



Inside bay area.





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.