

Compliance Assessment Report CAR_NRW0042433

Permit being assessed: ZP3695VH.

For: Refail Newydd, held by Humphreys Waste Recycling Ltd

At: Caergeiliog, Holyhead, Gwynedd, LL65 3DX.

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

On 06/09/2023 between 12:15 and 12:45.

Parts of permit assessed: 'Storage, Handling & Segregation', 'Materials Acceptance', 'Dust/fibres/particulates and litter', Odour

NRW Lead Officer: Sarah Walton.

Report sent to: Cai Humphreys, Operations Manager on 13/10/2023.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
C4 - General Management - Storage, handling labelling and Segregation	C4 No impact	Permit Condition 2.3.1: 'The activities shall be operated using the techniques and in the manner described in Table 2.3 below; b) all non-hazardous waste shall be stored in a building or within a container'.
C3 - General Management - Materials acceptance	C3 Minor	Permit Condition 2.2.1 Waste shall only be accepted if: a) It is of a type and quantity listed in table 2.2 below'.
F3 - Amenity - Dust/fibres/particulates and litter	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
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
C4	Store waste wood within a building or container.	15/09/2023
C3	Remove non-permitted waste types from site including the waste oils and fridge/freezers. Ensure this goes to an authorised facility and provide NRW with Waste Transfer Notes / Consignment notes to evidence the removal.	22/09/2023

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

A routine site inspection took place on 6th September 2023. In attendance was Sarah Walton (Waste Regulation Officer) and John Holmes (Enforcement Officer). Officers met with Cai Humphreys (Operations Manager). Sarah Walton is the new Regulating Officer for the site, therefore this inspection was to act primarily as a site familiarisation visit.

The inspection began with viewing the outside yard area, which was clean and free from mud/debris. Construction was under way to extend the existing building.



Photograph showing waste storage on site.

Permit Condition 2.3.1: 'The activities shall be operated using the techniques and in the manner described in Table 2.3 below; b) all non-hazardous waste shall be stored in a building or within a container'.

The photograph above shows waste wood being stored outside. As this is not a 'specified waste' that can be treated outside, this waste should be stored either within a secure container or within the building.

Storing wood waste outside means this is exposed to the weather, which could affect the quality and recyclability of the waste.

This permit breach has been assigned a CCS 4 score.

ACTION: Store wood waste within a secure container or building.



Inside the building, the picking line/trommel was not in operation at the time of inspection. The area was again clean and tidy, with wastes segregated into the different bays.

Permit Condition 2.2.1 Waste shall only be accepted if: a) It is of a type and quantity listed in table 2.2 below'.





Photographs showing storage of un-authorised wastes

There were a number of different wastes on site that are not permitted by the site permit. This includes fridges/freezers and waste oils.

Cai explained that these wastes had come in as non-conforming wastes within large skips. The fridges were being stored in a 'paper' bay and had not yet been moved to the quarantine area. The waste oils were being stored with a bay containing mattresses and plastic bottles.

Due to the amount of non conforming wastes, this has been assigned and consolidated into one CCS 3 score.

Please ensure that the quarantine area is well defined and that non-permitted wastes are assigned to this area as soon as is practicable.

ACTION: All non conforming wastes should be removed from site and taken to an authorised facility. Please provide NRW with Waste Transfer Notes / Consignment Notes showing the removal of the oils and fridges/freezers.

Should the site wish to accept wastes not specified in the current permit, then an application should be made to NRW. As the site currently operates under a Standard Rule set permit (SR 2008 No7), then the site could apply to either change to a different Standard Rule set or apply for a Bespoke Permit:

<https://naturalresources.wales/permits-and-permissions/waste-permitting>

At the end of the inspection, officers viewed a selection of Waste Transfer Notes which were completed fully and stored in an organised manner. No issues were found with this documentation.

Thank you to all staff who assisted officers throughout the visit.

Should you have any queries or wish to discuss anything in this report, please make contact using the details below.

Kind Regards,

Sarah Walton

Waste Regulation Officer

Email: sarah.l.walton@cyfoethnaturiolcymru.gov.uk

Post: Natural Resources Wales, Maes y Ffynnon, Penrhosgarnedd, Bangor,
Gwynedd, LL57 2DW

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.