

Compliance Assessment Report CAR_NRW0048453

Permit being assessed: DP3735NP.

For: Waen Anaerobic Digestion Site, **held by:** Biogen Waen Ltd

At: Holywell Road, St Asaph, Denbighshire, St Asaph, Clwyd, LL17 0DS.

Type of assessment: Site Inspection,

Reason: Routine.

On: 04/06/2025 between 11:00 and 11:20.

Parts of permit assessed: 3.3 Odour.

NRW Lead Officer: Kathryn Bradshaw.

Report sent to: Site Manager, Site Manager, on 30/06/2025.

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

Part of permitted activity assessed (compliance criteria)	Assessment result	Permit condition
IR1A - Installations - Management - General Management	Action only (X)	
IR3C - Installations - Emissions and monitoring - Odour	Action only (X)	

Result types are explained in more detail in the 'Important Information' section below.

Total 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
IR1A	See Report	29/08/2025
IR3C	See Report	31/07/2025

Compliance 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 was an unannounced site inspection following an odour complaint about the site which was received on 3rd June 2025.

The site had informed Natural Resources Wales (NRW) on 15th April 2025 that work will commence on the de-gritting of the raw waste buffer tank (RWBT), digester 1 tank and digester 2 tank. The de-gritting of the RWBT was scheduled to start on 16th April 2025. The site notified NRW in advance of the works in case of any issues with odour and noise. The site had also communicated the planned maintenance works with the local community councils. The site also confirmed they would undertake daily odour monitoring to check if there would be any off-site odour impacts.

De-gritting of digester tank 2 commenced on 27th May 2025 and NRW were informed on 23rd May along with the local community.

Odour monitoring prior to the site visit was undertaken at the following times and locations;

10:44 hrs - B5429, Rhuddlan Road - a distinct stale, ammonia, manure type odour

10:51 hrs - Holywell Road before the site entrance - faint, transient stale, manure type odour

The weather was dry and sunny with winds blowing from the West South West.

Entering the site driveway no particular odour could be detected. The doors were open to the waste reception building and the separator room. The separator door was open as the enclosed skip was being exchanged. The waste reception door was open as the grit from digester 2 tank was being loaded into the waste reception area for storage until it could be removed from site. Whilst on site a container was being loaded with the waste grit and a strong ammonia odour was present when the grit was being loaded at high level into the container.

A small section of the digester 2 tank has been removed to enable access for a digger into the tank to remove the grit. There was also fans in place to extract ammonia gases from the tank to enable the driver to enter the confined space. The gases generated from the grit were being discharged from the top of the tank.

The de-gritting of digester tank 2 is planned to be completed in approximately 2 weeks. The site is continuing to accept food waste during this time using digester tank 1. De-gritting of digester tank 1 will commence approximately 2 weeks following completion of tank 2. The site stated that the tanks had not been de-gritted since the plant started operation 7 years ago and is an essential maintenance task to ensure efficient operation.

A copy of the procedure that covers this maintenance task has been requested but not yet

submitted.

Action 1

Submit a copy of the procedure that covers degritting of the tanks by **29th August 2025**

Odour Management Plan (Waen) V8 (OMP)

Section 19.2 states the following;

*Biogen have undertaken a full review of the foreseeable situations which might compromise the sites ability to prevent and or minimise odourous releases from the process and the actions taken to minimise the impact. This can be seen in the **Accident Management Plan.***

The Accident Management Plan (V3 04.06.19) does not refer to any major maintenance activities including the tank de-gritting process, which may produce odour.

Action 2

Review and update the OMP to include any major maintenance activities that may produce odour and identify if any measures can be taken to minimise odours generated during this time by **29th August 2025**

The receptors along B5429 have not been included in Section 10 despite the prevailing winds being from a south westerly direction.

Action 3

Review the OMP to include sensitive receptors along the B5429 by **29th August 2025**.

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.

If your assessment result in Section 1 is suspended, what does this mean?

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 compliance criteria (used in section 1 and 2):

1. Management

- IR1A – General management
- IR1B – Finance (only applicable to Landfill)
- IR1C – Energy efficiency
- IR1D - Efficient use of raw materials
- IR1E - Avoidance, recovery and disposal of wastes produced by the activities
- IR1F - Multiple operator installations

2. Operations

- IR2A – Permitted activities
- IR2B – The site
- IR2C – Operating techniques
- IR2D – Technical requirements
- IR2E – Improvement programme
- IR2F – Pre-operational conditions
- IR2G – Landfill engineering (only applicable to Landfill)
- IR2H – Waste acceptance (only applicable to Landfill)
- IR2I – Leachate levels (only applicable to Landfill)
- IR2J – Closure and aftercare (only applicable to Landfill)
- IR2K – Landfill gas management (only applicable to Landfill)

3. Emission and Monitoring

- IR3A – Emissions to water, air or land
- IR3B – Emissions of substances not controlled by emission limits
- IR3C – Odour
- IR3D – Noise and vibration
- IR3E – Monitoring
- IR3F – Pests
- IR3G – Air quality management plans
- IR3H – Monitoring for the purposes of the Industrial Emissions Directive (this heading includes Large Combustion Plants)
- IR3I – Fire

4. Information

- IR4A – Records
- IR4B – Reporting
- IR4C – Notification

Enforcement response

Any non-compliance with a permit condition 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 twenty 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 to 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.