

## Compliance Assessment Report CAR\_NRW0050284

**Permit being assessed:** JP3894FM.

**For:** The Windmill Site, **held by:** Thorncliffe Building Supplies Ltd

**At:** Rhuddlan Road, Abergele, LL22 9SE.

**Type of assessment:** Site Inspection,

**Reason:** Routine.

**On:** 18/09/2025 between 10:40 and 12:15.

**Parts of permit assessed:** See below..

**NRW Lead Officer:** Cheryl Griffiths, accompanied by Sarah Walton.

**Report sent to:** Dan Harper., Skips Operations Manager., on 09/01/2026.

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

Part of permitted activity assessed (compliance criteria)	Assessment result	Permit condition
W1A - Waste - Management - General management	Action only (X)	
W2A - Waste - Operations - Permitted activities	Action only (X)	
W3F - Waste - Emissions and monitoring - Pests	Assessed (A)	
W4B - Waste - Information - Reporting	C4 No impact	4.2.5

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

Total 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
W1A	Provide a copy of Dan Harper's most up to date Technical Continuing Competence certificate for our records.	19/01/2026
W2A	Seek advice before proceeding with any future plans which is not currently authorised under your existing permit.	27/07/2026

Criteria	Action needed	Complete by
W4B	To submit all waste returns within one month of the end of each quarter.	31/01/2026

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.

#### **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

This was an announced visit on Thursday, the 18<sup>th</sup> of September 2025 conducted by Natural Resources Wales (NRW) Waste Regulation Officers Cheryl Griffiths and Sarah Walton.

The main purpose of the inspection was to facilitate a handover, following a recent change in personnel. The previous Regulation Officer has recently taken on a new role, and the visit was undertaken to transfer site responsibilities to the newly appointed officer.

At the time of the site visit, weather conditions were dry, and operational activities were observed within the yard.

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A summary of the visit as follows:

#### **Permit conditions assessed**

##### **W1A – General management**

**As stated in permit condition 1.1.4, 'The operator shall comply with the requirements of an approved competence scheme.'**

The inspection began in the site office. We were aware prior to our visit, following previous correspondence via CAR report: CAR\_NRW0043844, that Jim Morgan was the site's Technically Competent Manager (TCM). However, during the visit officers were informed that he is leaving the business, and this inspection will be the final time NRW officers meet with him in his TCM capacity.

Following Jim's departure from the business, Dan Harper has now taken over the TCM

responsibilities. NRW has received a copy of their current Continuing Competence certificate, however, this certificate was due to expire on the 10<sup>th</sup> of November 2025.

**ACTION: Please provide a copy of Dan Harper's most up-to-date Technical Continuing Competence certificate for our records by no later than 1200 hours on Monday, the 19<sup>th</sup> of January 2026**

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### **W2A - Operations**

**As stated in permit condition 2.1.1 *"The operator is only authorised to carry out the activities specified in schedule 1 table S1.1 (the "activities")*.**

As noted in the previous CAR report (CAR\_NRW0046445), the site had acquired a recycling water bath within the fines treatment area to assist with separating rubble from fines, which is not an authorised treatment activity under the site permit. During this inspection, officers confirmed that the water bath had been removed from the site and that you have future plans to install a larger water bath at your sister site in Ewloe.

**ACTION: Please ensure that you seek advice from Natural Resources Wales regarding the need to vary your permit before proceeding with any future plans involving the installation or operation of a water bath, or any other treatment activity that is not currently authorised under your existing permit.**

**NRW acknowledges that you have already sought pre-application advice from the North-East Waste Team in relation to your future plans.**

**You are also advised to seek appropriate planning guidance from the Local Planning Authority and obtain relevant health and safety advice prior to progressing with any proposed installation of additional treatment equipment at your sister site.**

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### **W3F - Pests**

**As stated in permit condition 3.6.1 *"The activities shall not give rise to the presence of pests which are likely to cause pollution, hazard, or annoyance outside the boundary of the site. The operator shall not be taken to have breached this condition if appropriate measures, including, but not limited to, those specified in any approved pests management plan, have been taken to prevent or where that is not practicable, to minimise the presence of pests on the site"***

During the inspection, officers observed the presence of seagulls on site. The operator has implemented several deterrent measures, including the use of loud noises to disperse the birds and the operation of shutter doors to prevent them from entering the building, helping to minimise their presence and reduce potential impacts.

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**W4B – Reporting**

***As stated in your permit condition 4.2.5 ‘Within 1 month of the end of each quarter, the operator shall submit to Natural Resources Wales using the form made available for the purpose, the information specified on the form relating to the site and the waste accepted and removed from it during the previous quarter’.***

During the visit, NRW officers raised that the site’s waste return for the second quarter was not submitted within one month of the end of that quarter (31st July). Following this discussion, the Skips Operations Manager, Dan Harper, contacted NRW’s Waste Returns Team on 30th September 2025 to check whether the return had been received, and provided a further copy as a precaution. NRW subsequently confirmed that the waste return for the second quarter was received on 30th September 2025. NRW did not receive the waste return prior to this date, which confirms that it was a late submission

**ACTION: We will take this opportunity to remind you that all waste returns is to be submitted to [waste.returns@cyfoethnaturiolcymru.gov.uk](mailto:waste.returns@cyfoethnaturiolcymru.gov.uk) within one month of the end of each quarter which is by no later than;**

- ***30<sup>th</sup> of April***
- ***31<sup>st</sup> of July***
- ***31<sup>st</sup> of October***
- ***31<sup>st</sup> January***

Please also note that the Natural Resources Wales waste return template has been updated to allow selection of the reporting year 2026. From the January–March 2026 reporting period onwards, you must use the most recent version of the Excel template (v9). A copy of the updated template is attached to this report for your convenience.

***A CCS Category 4 score has been issued in response to this non-compliance against permit condition 4.2.2 Reporting.***

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NRW notes the email received from Dan Harper on 10th November 2025, confirming that Jim Morgan, your Technically Competent Manager has now left the business. The correspondence also stated that any future communication regarding regulatory matters should now be directed to Dan Harper and Tim Harper.

We would like to thank you for your co-operation and if you have any further questions about the contents of this inspection report, please do not hesitate to contact us.

Yours faithfully,

Waste Regulation Officer

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.

\*END\*

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 Waste compliance criteria (used in section 1 and 2):**

**1. Management**

- W1A – General management
- W1B – Energy Efficiency (MCP/SG facilities only)
- W1C – Avoidance, recovery and disposal of wastes produced by the activities

**2. Operations**

- W2A – Permitted activities
- W2B – Waste recovery plan
- W2C – Operating techniques
- W2D – The site
- W2E – Waste acceptance
- W2F – Technical requirements
- W2G – Improvement programme
- W2H – Pre-operational conditions

**3. Emission and Monitoring**

- W3A – Emissions to water, air or land
- W3B – Emissions of substances not controlled by emission limits
- W3C – Odour
- W3D – Noise and vibration
- W3E – Monitoring
- W3F – Pests
- W3G – Fire

**4. Information**

- W4A – Records
- W4B – Reporting
- W4C – 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](mailto: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](mailto: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.