

## Compliance Assessment Report CAR\_NRW0050922

**Permit being assessed:** BB3791CU.

**For:** We Hire Ltd, **held by:** We Hire Ltd

**At:** Traston Rd, Newport, NP19 4PW.

**Type of assessment:** Site Inspection,

**Reason:** Routine.

**On:** 13/02/2026 between 10:30 and 10:40.

**Parts of permit assessed:** various.

**NRW Lead Officer:** Nicola Rossiter, accompanied by Carla Curtis.

**Report sent to:** Katherine Hawtin, Accounts Manager, on 03/03/2026.

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

Part of permitted activity assessed (compliance criteria)	Assessment result	Permit condition
W2A - Waste - Operations - Permitted activities	Assessed (A)	
W1A - Waste - Management - General management	Assessed (A)	
W1C - Waste - Management - Avoidance, recovery and disposal of wastes produced by the activities	Assessed (A)	
W2D - Waste - Operations - The site	Assessed (A)	
W2C - Waste - Operations - Operating techniques	Assessed (A)	
W3C - Waste - Emissions and monitoring - Odour	Assessed (A)	
W4B - Waste - Information - Reporting	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
W4B	Submit all outstanding waste returns for site, including null returns.	30/04/2026

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.

**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

Natural Resources Wales (NRW) Waste Regulation Officer Nicola Rossiter

### PERMIT INSPECTION

On 13<sup>th</sup> February 2026 NRW Officers Nicola ROSSITER and Carla CURTIS attended the facility at 10.30 am for an announced site visit to We Hire ERP-BB3791CU. The inspection was to assess the suitability to fully surrender their environmental permit EPR-BB3791CU. The Site Operator accompanied officers around the site. The weather was overcast and dry after a prolonged period of rain.

At the time of the visit Site Operator confirmed that the site has been non-operational for most of the permitted time, as the site has mainly been used as storage. The Site Operator confirmed he would be gravelling the area as requested by the landowner to enable him to pass back the site as it was at the beginning of his tenancy. There were vehicles on site to carry out the work however the Site Operator confirmed it has been too wet after prolonged rain to carry out this remedial work yet, as shown in photos 1 and 2.



Photo 1. Vehicles on site ready to undertake remedial works on site.



Photo 2. Water logged ground after period of prolonged rain.

There was no evidence of contamination or illegal waste activity, like fly tipping, and no waste was witnessed outside of the permitted boundary. A small amount of general waste was present in a skip, that had been generated whilst clearing the site ready for remedial work, as shown in photo 3.



Photo 3. Skip of waste

Site Operator showed us the firmed-up bank running alongside the reën at the edge of the boundary, as shown in photo 4.



Photo 4. Bank at the edge of the permit boundary

No offensive noises or odours were witnessed by any Officer while on site.

I would anticipate based on the type of permit, the site inspection, the activity that was/is happening at We Hire Transton Road ERP/BB3791CU that this would be a low risk surrender for this site, however as a reminder, this is guidance only and the NRW waste permitting team would determine the actual type of surrender.

Waste returns were discussed whilst on site, the operator was reminded that as this permit is still active and as stated in their permit 4.2.2, shown below, **all waste returns** are required to be submitted on a quarterly basis. These are therefore overdue but are still required, **including null**

**returns** when no waste has been processed, for a surrender to be granted.

- 4.2.2 Within one 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.

Officers ROSSITER and CURTIS left site at 10.40 am.

#### ACTION

Submit all outstanding waste returns for site, including null returns.

#### CONTACT DETAILS

If you have any queries regarding this CAR form or to provide an update on any actions above, please contact me using the following details: Nicola ROSSITER, Waste Regulation Officer, [nicola.rossiter@cyfoethnaturiolcymru.gov.uk](mailto:nicola.rossiter@cyfoethnaturiolcymru.gov.uk) .

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 required for the permit condition assessed to avoid non-compliance. No non-compliance scored at this time
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(1) – Emissions to water
- W3A(2) – Emissions to air
- W3A(3) – Emissions to 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.

**Disputing the Content of this Compliance Assessment Report Form**

If you disagree with the content of this Compliance Assessment Report form, you should submit your concerns, in writing, to the regulating officer who issued it within **15 working days** of its issue. This will be treated as a **Stage 1 review**.

If you are not satisfied with the outcome of the stage 1 review, you may request a **Stage 2 appeal**. This request must be submitted **within 21 working days** of receiving the response from the stage 1 review.

Further details on our review and appeal process are available at: [Natural Resources Wales / Appeal a regulatory decision from Natural Resources Wales](#)

**Concerns Not Related to the Content of this Compliance Assessment Report Form**

If your concerns do not relate to the content of the Compliance Assessment Report form, you should first attempt to resolve the issue with the regulating officer or their line manager.

If the issue remains unresolved, please contact our **Customer Contact Team**:

- **Telephone:** 0300 065 3000 (Monday to Friday, 09:00–17:00)
- **Email:** [enquiries@naturalresourceswales.gov.uk](mailto:enquiries@naturalresourceswales.gov.uk)

They will provide details on how to escalate your concerns through our **Complaints and Commendations procedure**.

If you are dissatisfied with our response, you may contact the **Public Services Ombudsman for Wales**:

- **Telephone:** 0300 790 0203
- **Email:** [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.