

Compliance Assessment Report CAR_NRW0050610

Permit being assessed: YP3632EM.

For: Sandycroft Poultry Processing, **held by:** 2 Sisters Food Group Limited

At: VION Sandycroft Glendale Avenue , Sandycroft, DEESIDE, Clwyd, CH5 2QP.

Type of assessment: Site Inspection,

Reason: Incident Response (Incident number 2600760).

On: 04/03/2026.

Parts of permit assessed: See Below.

NRW Lead Officer: Hannah Ibbotson, accompanied by Stuart Ross.

Report sent to: Environmental Manager, Environmental Manager, on 07/04/2026.

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

Part of permitted activity assessed (compliance criteria)	Assessment result	Permit condition
IR3B - Installations - Emissions and monitoring - Emissions of substances not controlled by emission limits	C3 Minor	3.2.1
IR2C - Installations - Operations - Operating techniques	C3 Minor (Suspended)	2.1.1

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

Total non-compliances recorded	Total non-compliance score
2	4

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
IR3B	No further action required	27/03/2026
IR2C	See main text	31/08/2026

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

On the 4th March 2026 at 10:00am an announced visit was carried out at 2 Sisters Food Group Limited, 2 Glendale Ave, Sandycroft, East Side, Deeside CH5 2QP by Hannah Ibbotson, and Stuart Ross Natural Resources Wales. The purpose of the visit was an awareness visit for the handover of the site to a different regulatory officer, to review and discuss recent odour and noise complaints and to review the Schedule 1 Notification received for a coolant leak.

The site was operational at the time of the inspection.

Schedule 1 Notification Received 14th January 2026

On the 14th January 2026, NRW received a schedule 1 notification for a coolant leak which was detected on the 13th January 2026.

The notification stated that a leak had been identified on the main plant cooling tower, with an estimated coolant loss of 500 kg of coolant.

Contact with the operator found that the refrigerant used at the main plant cooling tower is R-407F a fluorinated HFC.

This has been scored a Category 3 non compliance of condition 3.2.1, under subheading IR3B Emissions of substances not controlled by emissions limit

The operator confirmed the refrigerant system undergoes a full leak check every quarter and that the leak detection system is calibrated twice yearly by a qualified engineer.

The operator informed NRW that they are in the process of reviewing a new refrigeration system for the main plant cooling tower that does not require F-gas. NRW have advised that an application to vary the permit will be needed in good time to allow for the use of the new refrigeration system which uses Carbon Dioxide Glycol as the cooling agent.

No further action is required at this stage.

New Chiller Plant

The operation of a new chiller unit at the site has been discussed in compliance assessment report CAR_NRW0049953 which was sent to the operator on the 2nd of December 2025.

During the inspection the chiller plant was found to be in operation despite the permit not allowing this activity. A permit variation to include the new chiller unit has been submitted to NRW.

A Category 3 score has been applied against permit condition 2.1.1 under subheading IR2C Operating Techniques. This score has been suspended due to a previous score being applied within CAR_NRW0049953.

It is noted that the site is currently holding 2.5 ton of F-gas in surge drums from the previous refrigeration plant on site while they are looking for the most appropriate way to dispose of it.

Summary or WIRS received January / February 2026

Noise and Odour Reports 22nd January 2026

On the 22nd January 2026, the following reports were received by Natural Resources Wales.

2600759 received 17:36- Odour

2600760 received 18:01- Odour

2600769 received 23:27 – Noise

Completed odour investigation forms indicate that that one of the carcass doors was damaged.

No onsite sources of noise were identified.

Action 1. Provide information which demonstrates when the carcass door was damaged and confirm whether the door was stuck in an open or closed position by the 1st May 2026.

Noise and Odour Reports 24th January 2026

2600802 received 17:34- Noise and Odour

Carcass shed doors are still reported to be open. No onsite sources of noise were identified.

Noise and Odour Reports 25th January 2026

2600760 received 14:35- Noise and Odour

Noise investigation reports, discuss that noise is audible from another permitted site. This will be investigated and discussed in a report specific to that site.

Part A10 Blood/ Sludge Odour Abatement (Small Tank)

The form for the investigation which was conducted at 14:45 on the 25th January 2026 shows that panel readouts for pH and REDOX were outside their specified range.

An email was sent to the operator on the 29th January 2026 which requested that daily site check procedures for A10 were provided along with information about how the pH and REDOX values are maintained to A10.

The operator responded on the 6th of February stating that the scrubber is serviced by an external contractor, with the most recent service being 21/01/2026. The system also is subjected to an engineering Planned Preventative Maintenance (PPM) regime twice daily. It was also stated that the scrubber is a self-controlled system with automatic adjustment of chemical dosing – where the automatic adjustments do not need the pH and Redox readings in line with limits the site engineers manually bring the system back within specification. NRW was also provided with PPM check records for the day of the reading (25th January) and the day before and after which show the readings were within specification.

Noise and Odour Reports 29th January 2026

On the 29th January 2026, the following reports were received by Natural Resources Wales.

2600981 received 19:48- Odour

2600982 received 20:42- Noise

Completed site investigation forms provided the following information.

“Possible source: carcass shed. Only smell detected at check point 3 (Church view). Trailer uncovered during loading & x1 door open.”

“A further note states that “door is now fixed door has been open as Diesel FLT was in use and to prevent build up of fumes (half way open during the investigation).”

Site investigations determine that the source of the audible noise was likely from another site in the area and that the site was following its noise management procedure.

Action 2. Provide relevant sections of the management system which describe the loading of carcass trailers by the 1st May 2026.

Action 3. Provide the sites odour management plan by the 1st May 2026.

Action 4. Provide the sites noise management plan by the 1st May 2026.

At present, no scores have been applied against the complaints received on the 29th January 2026.

Note that scores may be applied once the requested information has been reviewed.

Odour Reports 5th February 2026

2601206 received 20:11

Odour investigation was completed at 20:26, it was reported that no issues on site or externally could be found on site during the investigation that would cause odour:

Odour Reports 6th February 2026

2601213 received 7:07, and 2601214 received 7:11.

Due to the times of these reports, 1 odour investigation round was completed to cover both reports. No issues were identified during the investigation on site or externally. It was found that during the time of the reports there was a CAT 2 collection taking place.

- A CAT 2 collection took place, starting at 05:10 and finishing at 07:20.

CAT 2 is collected three times per week (Monday, Wednesday, and Friday) in the early morning.

This is normal site activity and historically has not resulted in odour issues during collection.

Odour Report 10th February 2026

2601379 received 18:09

Completed odour investigation reports could find no issues on site or externally, or any cause of odour.

Odour Report 13th February 2026

2601486 received at 14:50

A completed odour investigation could find no issues or odour onsite. On the external section of the investigation a slightly smell of live birds was noted in the car park area.

Odour report 18th February 2026

2601650 received 23:32

Completed odour investigation report could find no issues on site or externally, or any odour.

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 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(1) – Emissions to water
- IR3A(2) – Emissions to air
- IR3A(3) – Emissions to 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.

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

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

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.