

## Compliance Assessment Report CAR\_NRW0051995

**Permit being assessed:** WP3799FB.

**For:** Olivers Sales & Rentals, **held by:** Mr Paul Jones And Mr Roger Jones

**At:** Tir Y Berth, Hengoed, Ystrad Mynach, CF82 8AU.

**Type of assessment:** Site Inspection,

**Reason:** Routine.

**On:** 27/05/2026 between 09:25 and 09:55.

**Parts of permit assessed:** Various.

**NRW Lead Officer:** Anna Andrews, accompanied by Carla Curtis.

**Report sent to:** Roger Jones, TCM, on 08/06/2026.

### 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              | C3 Minor          | Section 2.2.1    |
| W2C - Waste - Operations - Operating techniques              | Assessed (A)      |                  |
| W2D - Waste - Operations - The site                          | Assessed (A)      |                  |
| W3C - Waste - Emissions and monitoring - Odour               | Assessed (A)      |                  |
| W3D - Waste - Emissions and monitoring - Noise and vibration | Assessed (A)      |                  |
| W4A - Waste - Information - Records                          | Assessed (A)      |                  |
| W4B - Waste - Information - Reporting                        | C4 No impact      | Section 4.2.2    |

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

| Total 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 |
|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| W1A      | Please review and update the sites working plan, otherwise known as an EMS, to adequately reflect current site activities and risk controls. Please ensure the updated EMS outlines new procedures for waste storage within the authorised site boundary. Provide an electronic copy of the updated EMS to NRW. | 28/09/2026  |
| W2A      | Please remove any skips containing material from outside of the authorised boundary and provide Officer ANDREWS with photographs of the empty skip storage area once this action has been completed.                                                                                                            | 15/06/2026  |
| W4B      | Please provide the outstanding waste return for Q1 2026.                                                                                                                                                                                                                                                        | 29/06/2026  |

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 report details the site visit made on the 27 May 2026 to Olivers Sales and Rentals for an unannounced routine site inspection. Natural Resources Wales (NRW) officers Anna ANDREWS and Carla CURTIS arrived at Olivers Skip Hire, New Road, Tir Y Berth, Hengoed, CF82 8AU at 9:25 am and met with site manager Mr Roger JONES. Weather conditions were sunny with a breeze at the time of inspection.

### Permit Breaches

#### **W2A – Permitted Activities (Category 3) –**

Section 2.2.1 of your permit states:

*“The activities shall not extend beyond the site, being the land shown edged in green on the site plan at schedule 7 to this permit”.*

Two skips containing material were stored outside of the authorised site boundary at the time of the site inspection. This issue has been raised previously in Compliance Assessment Reports NRW0048780 (9 July 2025), NRW0045953 (10 January 2025), and NRW0042770 (23 October 2023). **Please complete the following two actions:**

1. **W2A (Permitted activities, Category 3 Breach) - Please remove any skips containing material from outside of the authorised boundary and provide Officer ANDREWS with photographs of the empty skip storage area once this action has been completed by the 15 June 2026.**
2. **W1A (General Management, Action only) - Please review and update the sites working plan, otherwise known as an Environmental Management System (EMS), to adequately reflect current site activities and risk controls. Please ensure the updated EMS outlines new procedures for waste storage within the authorised site boundary. Provide an electronic copy of the updated EMS to NRW by the 28 September 2026.**

Failure to comply with these requirements may result in further regulatory action.

#### **WB4 – Reporting (Category 4 Breach) –**

Section 4.2.2 of your permit states: *“Within one month of the end of each quarter, the operator shall submit to the Environment Agency 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 the previous quarter”.*

**Action: Please provide the outstanding waste return for Q1 2026 by the 29 June 2026.**

#### **Site Inspection Observations**

At the time of inspection, the site entrance was observed to be clean and free from residues. The drainage channel leaving the site was also clear, with no visible residues or blockages. Mr JONES informed officers that the drainage channel is checked daily to ensure it's unobstructed and that the site entrance is regularly cleaned to prevent silt or mud from leaving the site.

Several skips were located at the site entrance, two of which contained materials including plasterboard and scrap metal (see image 1). Mr JONES explained that skips are only collected once full to ensure cost efficiency, however, officers reiterated that waste operations are not permitted outside of the authorised site boundary. Where section 2.2.1 of your permit states:

*“The activities shall not extend beyond the site, being the land shown edged in green on the site plan at schedule 7 to this permit”.*

This issue has been raised previously in Compliance Assessment Reports NRW0048780 (9 July 2025), NRW0045953 (10 January 2025), and NRW0042770 (23 October 2023). **Please remove any skips containing material from outside of the authorised boundary and provide Officer ANDREWS with photographs of the empty skip storage area once this action has been completed by the 15 June 2026.**

Due to the ongoing non-compliance relating to Olivers Sales and Rentals storing waste outside of its permitted boundary, it has been identified that the working plan, otherwise known as an Environmental Management System (EMS), needs to be reviewed and updated (please see further details below).



Image 1: Skips containing material outside of the authorised site boundary.

The site comprises a large hardstanding area, which appeared to be in good condition at the time of the inspection. Overall, the site was observed to be clean and tidy, with housekeeping generally in good order. There was no evidence of excessive dust, noise, or odour, and no litter was observed leaving the site.

During the inspection, it was noted that the unsorted waste stockpile was relatively high (see image 2). Mr JONES indicated that the stockpile height would be reduced following further sorting activities throughout the day. Several other stockpiles containing sorted waste streams were observed across the site, including wood piles, a cable pile, a rebar pile, and hardcore piles. The hardcore is sorted further using a trommel that is located at the rear of the site, and the processed hardcore is stored at the top of the site ready for removal (see images 3 and 4).



Image 2: Unsorted waste stockpile.



Images 3 and 4: Left – Photograph of the trommel at the rear of site. Right – Photograph of processed hardcore stored at the top of the site.

Additional sorted materials were kept in skips, which contained PVC windows, scrap metal, and general waste.

Site security consists of perimeter fencing and a small gate. A hole was identified in the fence, which Mr JONES advised is due to be repaired. NRW officers Anna ANDREWS and Carla CURTIS left the site at 9:55 am.

### **Working Plan / Environmental Management System**

As mentioned, skips containing waste have been stored outside of the authorised site boundary consistently since 2023. This consistent non-compliance indicates that the working plan, otherwise known as an EMS, dated 15 January 2013 needs to be reviewed and updated accordingly. Where section 1.1.1 of your permit states:

*“The operator shall manage and operate the activities:*

*(a) in accordance with a written management system that identifies and minimises risks of pollution, including those arising from operations, maintenance, accidents, incidents, non-conformances, closure and those drawn to the attention of the operator as a result of complaints”.*

It is vital that your EMS reflects the activities undertaken on site to minimise any risks to the environment or human health. All operational activities should be systematically assessed to identify potential risks. Appropriate control measures and procedures must then be implemented and fully documented to demonstrate how these risks are effectively managed. The EMS must ensure that all site activities are carried out in compliance with the conditions of the environmental permit and all relevant legislation. This includes strict adherence to operations within the authorised site boundary at all times.

Please review and update the sites working plan, otherwise known as an EMS, to adequately reflect current site activities and risk controls. This has previously been requested in Compliance Assessment Report NRW0042770 (23 October 23) and has not been actioned. Please ensure the updated EMS outlines new procedures for waste storage within the authorised site boundary. Provide an electronic copy of the updated EMS to NRW.

### **WAMITAB**

Mr Roger JONES is the TCM, who has a WAMITAB with an expiry date of the 14 January 2027.

### **Waste Returns**

As detailed in the permit breaches section, during the site inspection officers reminded Mr JONES that quarterly waste returns need to be submitted after each quarter (see below for details). It was noted that the Q1 2026 waste return has not yet been submitted. **Please provide the outstanding waste return for Q1 2026.**

#### **Quarterly returns**

| Quarters                 | Deadline for return |
|--------------------------|---------------------|
| January 1 to March 31    | April 30            |
| April 1 to June 30       | July 31             |
| July 1 to September 30   | October 31          |
| October 1 to December 31 | January 31          |

### **Contact Details**

If you have any queries regarding this Compliance Assessment Report (CAR) please contact Dr Anna Andrews at [anna.andrews@cyfoethnaturiolcymru.gov.uk](mailto:anna.andrews@cyfoethnaturiolcymru.gov.uk).

***In this document 'Natural Resources Wales' means the Natural Resource 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 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.