

Compliance Assessment Report CAR_NRW0052222

Permit being assessed: DP3099FV.

For: Mitchell Troy Household Waste Recycling Centre, **held by:** SUEZ Recycling and Recovery UK Ltd

At: Mitchell Troy H W R C, Mitchel Troy, Monmouth, Monmouthshire, NP25 4HX.

Type of assessment: Site Inspection,

Reason: Routine.

On: 26/06/2026 between 12:10 and 12:25.

Parts of permit assessed: Various.

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

Report sent to: Jason Edwards, TCM, on 09/07/2026.

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	Assessed (A)	
W2A - Waste - Operations - Permitted activities	Assessed (A)	
W2C - Waste - Operations - Operating techniques	Assessed (A)	
W2D - Waste - Operations - The site	Assessed (A)	
W3C - Waste - Emissions and monitoring - Odour	Assessed (A)	
W3F - Waste - Emissions and monitoring - Pests	Assessed (A)	
W4A - Waste - Information - Records	Assessed (A)	
W4B - Waste - Information - Reporting	Assessed (A)	

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?

No action required.

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 report details the site visit made on 26 June 2026 to Mitchell Troy Household Waste Recycling Centre (HWRC) for an unannounced routine site inspection. Natural Resources Wales (NRW) officers Anna ANDREWS and Carla CURTIS arrived at Mitchell Troy HWRC, Mitchell Troy, Monmouth, NP25 4HX at 12:10 pm and met with a staff member. Weather conditions were warm and sunny at the time of inspection.

Permit Breaches

Mitchell Troy HWRC has no outstanding actions and no breaches were identified during the site inspection.

Site Inspection Observations

Officers attended the site whilst it was operational and completed an induction upon arrival. There was no evidence of excessive dust, noise, or odour, and no litter was observed leaving the site. Pest bait boxes were observed across the site and no significant bird activity was noted. The hardstanding was in good condition throughout, and the drainage infrastructure was clear of debris. The staff were observed using the cleaning stations on site to keep the hardstanding clean as well.

All containers observed were appropriate for the waste types stored and were clearly labelled, demonstrating effective segregation practices (see images 1 and 2). A separate lidded container had been provided for overflow fluorescent lightbulbs that could not fit inside of the disposal company's self-assembled plastic containers, indicating appropriate management of excess hazardous waste.



Images 1 and 2: Left – Labelled skips at the top of the HWRC. Right – Closed plasterboard skip.

Loose plastics, including sheeting and bubble wrap, were securely stored in sacks. This ensured that these light materials were prevented from leaving the site. Staff were also observed using transport containers to collect smaller waste items such as batteries, paint and lightbulbs from the public byway. These materials were then transferred to the appropriate containers elsewhere on site prior to closure, demonstrating good operational practices.

The site has several white goods awaiting collection, including fridges (see image 3). These are currently collected little and often due to ongoing fridge disposal issues. However, the white goods were observed being stored outside. Guidance for the [storage of Waste Electrical and Electronic Equipment \(WEEE\)](#) states that *“The type of covering will depend on the types and quantities of waste but must ensure the WEEE is protected from the weather. It could be as simple as a lid or cover over a container for small items but in other cases may require the construction of a roofed building.”* Therefore, **please consider providing suitable weatherproof containment for the storage of white goods awaiting collection to protect them from the weather.**



Image 3: White goods awaiting collection on site.

Officers ANDREWS and CURTIS departed the site at 12:25 pm.

WAMITAB

The site has a TCM with a valid WAMITAB certificate with an expiry date of the 20 February 2027.

Waste Returns

Mitchell Troy HWRC have no outstanding waste returns. In 2025, 1,367.77 tonnes of waste were received, and 1,388.17 tonnes of waste was removed. These amounts are within the permitted allowance of 4,999 tonnes per year.

5.28 and 2.92 tonnes of EWC 19 12 11 (other wastes (including mixtures of materials) from the mechanical treatment of waste containing hazardous substances) were reported as received during Q4 2025 and Q1 2026, respectively. This is not a waste type permitted by the environmental permit. However, the waste was described as “fridges and freezers”, which suggests that the correct code may be EWC 20 01 23 (discarded equipment containing chlorofluorocarbons). **Please ensure that all**

waste transfers are assigned the correct EWC code and that waste returns are completed accurately.

Contact Details

If you have any queries regarding this Compliance Assessment Report (CAR) please contact Dr Anna Andrews at 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

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.