

Compliance Assessment Report CAR_NRW0052464

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: Routine.

On: 21/07/2026 between 17:20 and 18:00.

Parts of permit assessed: Odour.

NRW Lead Officer: Hannah Ibbotson, accompanied by Libby Hughes.

Report sent to: Environmental Manager, Environmental Manager, on 23/07/2026.

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

Part of permitted activity assessed (compliance criteria)	Assessment result	Permit condition
IR1A - Installations - Management - General Management	Action only (X)	
IR2B - Installations - Operations - The site	Action only (X)	
IR3C - Installations - Emissions and monitoring - Odour	Action only (X)	
IR3D - Installations - Emissions and monitoring - Noise and vibration	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
IR1A	See Main Text	31/07/2026
IR2B	See Main Text	31/07/2026
IR3C	See Main Text	31/07/2026

Criteria	Action needed	Complete by
IR3D	See Main text	31/07/2026

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

This Compliance Assessment Report (CAR) has been raised following multiple unannounced site visits to the 2 Sisters Food Group at Sandycroft, on 15th July, 17th July, & 21st July.

Site Visit – 15 July, 20:30

The site was attended in the evening by two NRW officers, and both odour and noise were substantiated off-site that was considered attributable to the installation. A mild odour and moderate noise was detected from Chester Road.

During the inspection, NRW officers identified a high-pitched alarm like tone that was audible on-site and most noticeable on the offal gantry within the Category 2 and Category 3 collection area. It was requested that the site investigate the source of this noise. NRW officers also perceived a strong odour of decomposing organic material at the lairage area of the site.

Action 1 : Investigate the source of the high-pitched noise and provide details of findings and any corrective measures implemented by 31/07/2026.

Action 2 : Provide NRW with a copy of procedures in use for the minimisation of odour emissions from the lairage. Please do so by 31/07/26.

Site Visit – 17 July, 10:50

Following several odour incident reports (WIRs) received on 17 July, an NRW officer undertook an off-site odour assessment and substantiated moderate odour downwind of the site on Hamilton Avenue.

The officer subsequently attended the site and accompanied by the Environment Manager, EHS Manager and Engineering Manager, visited the offsite location where the odour had been identified. Site operatives confirmed that they could also detect a strong odour in the area.

On returning to the site, it was observed that a drain within the trailer wash area was partially blocked, contributing to odour in that location. A strong odour was also detected in the vicinity of the PRP room, where doors had been left open to facilitate cleaning activities.

The NRW officer requested the following information:

Action 3 : Investigate measures required to minimise odour release from the PRP room during cleaning operations. Provide NRW with your findings and timescales for completion (as necessary)

by 31/07/2026.

Action 4 : Provide NRW with the scald scrubber maintenance records from the last 6 months by 31/07/2026

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Site Visit – 21 July, 17:20

Two NRW officers undertook a further off-site odour assessment at approximately 17:00 on 21 July. A mild lairage related odour was substantiated downwind of the site on Bernsdale Close.

An odour from a different installation was detected upwind of 2 Sisters Food Group. NRW officers also perceived a high-pitched whirring noise on Chester Road, and to the rear of the site that was attributed to the installation. It is noted that this is a different noise to that identified during the visit on the 15th July.

NRW officers attended the site and were accompanied by site representatives to the trailer wash area, where it was confirmed that the source of the noise was the extraction fan associated with the evisceration process. Whilst the noise from the extraction unit had not been perceived as significant during previous visits, a site representative advised that the fan is “always this loud”.

Action 5 : Identify the cause of noise from the extraction fan for the evisceration process and advise NRW of the noise mitigation measures that are currently in place for this equipment. Where there are no mitigation measures, inform NRW of the steps to be taken to ensure Best Available Techniques are in place for the prevention and minimisation of noise. Please do so by 28/08/2026

During the inspection, NRW officers confirmed that the previously blocked drain had been cleared.

It was also observed that blood was dripping from the side of an ABP waste trailer. The site operative promptly closed the open valve and arranged for the affected area to be cleaned.



Action 6 : Please provide the operating procedure relating to the cleaning of the offal gantry, associated yard areas and trailers by 31/07/2026.

The site operative advised that Category 2 ABP is currently collected every other day. However, the Odour Management Plan states that offal, feather and viscera trailers are removed from site two to three times per day.

Action 7 : Please clarify the current Category 2 and 3 waste collection frequency and explain any deviation from the arrangements detailed within the Odour Management Plan.

NRW officers also noted that the PRP room had a pedestrian door fitted with plastic strip curtains which had been secured to the side holding them open. The PRP room is odorous and it was observed that the large roller shutter door is permanently in the open position because of a lack of power.

Action 8 : Please confirm when the issue was identified with the roller shutter door, the cause of the fault, and whether repairs have now been completed. Please do so by 31/07/26. If repairs remain outstanding, please repair without delay and inform NRW upon completion.

The site operative also advised that throughput at the facility had recently increased to accommodate production impacts at other sites.

Action 9 : Please confirm the date on which the increase in production commenced and the extent of the increase in throughput compared to normal operating conditions and permitted limits.

Non-compliance scores may be applied following receipt of additional information and a follow up site inspection may also be conducted

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.