

Compliance Assessment Report CAR_NRW0052491

Permit being assessed: FB3432AY.

For: Tollgate House, **held by:** Smith's (Gloucester) Limited

At: Tollage House, Llandough Trading Estate, Llandough, Glamorgan, CF11 8RR.

Type of assessment: Site Inspection,

Reason: Routine.

On: 07/07/2026 between 09:00 and 17:00.

Parts of permit assessed: 1.1.1, 5.1.2, 4.6.1.

NRW Lead Officer: Marc Campbell, accompanied by Laoni Tye.

Report sent to: Operator, Operator, on 28/07/2026.

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	C3 Minor	1.1.1
W3B - Waste - Emissions and monitoring - Emissions of substances not controlled by emission limits	C3 Minor	5.1.2
W2A - Waste - Operations - Permitted activities	C3 Minor	4.6.1

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

Total non-compliances recorded	Total non-compliance score
3	12

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	plasterboard to be stored in the correct containers (sheltered from the rain or kept indoors)	11/08/2026
W3B	implement/enhance dust suppression and containment measures to reduce/stop dust from leaving the site boundary	11/08/2026

Criteria	Action needed	Complete by
W2A	review the condition and management of surface water drainage ditch to minimise pollution risk to controlled waters	11/08/2026

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

Waste Regulation Officer Marc Campbell and Senior Waste Regulation officer Laoni Tye visited Smiths (Gloucester) Limited, Tollgate House, Llandough Industrial Estate, Llandough, Cardiff CF11 8RR on the 07/07/2026 to conduct a routine site inspection and to assess compliance with the environmental permit EPR-FB3432AY

The operator holds a bespoke environmental permit. The site is a waste transfer station.

On arrival at site, we were met by the weighbridge operator and Mark Evans, who kindly showed us around.

The weather on the day of inspection was sunny, dry with low wind.

Breaches Recorded (Category 3)

W1A - General management – Category 3 (C3) Breach

Root Cause Breach – 1.1.1

Permit Condition 1.1.1 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 and those drawn to the attention of the operator as a result of complaints; and

(b) using sufficient competent persons and resources.

Following a review of the site's working plan, it was identified that the procedures and controls for the correct storage of plasterboard are not currently included. As plasterboard requires specific storage arrangements to minimise environmental risks and ensure compliance with permit requirements, appropriate controls should be incorporated into the working plan (Environmental Management System "EMS") to ensure this waste stream is

managed effectively.

We observed plasterboard being stored on site in a large metal bin which was uncovered. As discussed on site, plasterboard when wet degrades and can cause leachates that can contain heavy metals and other hazardous substances. Also, the gypsum within the plasterboard can create toxic gasses that are harmful.

Actions:

You will need to store plasterboard in a covered container that protects it from rain and other sources of water. Any fridges stored on site should also be managed in a manner that minimises the risk of pollution. Storage areas should be located and managed to reduce the potential for contaminated run-off, leachate, or other pollutants that could enter nearby surface water features, particularly during adverse weather conditions. Consideration should be given to the proximity of the surface water run-off ditch behind the storage area, as this may increase the risk of pollutants reaching the river if not appropriately controlled.

Photograph 1:



Photograph 2



Photograph 3



**W3B - Emissions of substances not controlled by emission limits - Category 3 (C3)
Breach****Root Cause Breach – 1.1.1****Permit condition 5.1.2 states:**

All emissions to air from the specified waste management operations on the site shall be free from visible concentrations of dusts, fibres or particulates as are likely to cause pollution of the environment or harm to human health or serious detriment to the amenity of the locality outside the site boundary, as perceived by an authorised officer of the Agency.

During the inspection, dust was observed migrating beyond the site boundary into the adjacent Site of special scientific interest (SSSI), resulting in visible off-site dust emissions. The extent of the dust observed indicated that existing control measures were not fully effective in preventing the escape of particulate matter from operational areas. Vehicle movement around site appeared to be contributing, with dust observed on the surface/ground. The migration of dust beyond the site boundary has the potential to cause nuisance to neighbouring receptors and is not consistent with the requirement to minimise pollution and its effects on the environment.

We have identified the following potential risks to the Cwm Cyfdin SSSI located next to your site.

- **Physical damage to foliage and bark** – dust can form a crust on leaf surfaces, causing leaf necrosis (death of leaf tissue), bark peeling, and direct injury to plant tissues.
- **Reduced photosynthesis** – dust coating leaves can reduce photosynthetic efficiency and alter stomatal function.

The continual deposit of dust could change soil conditions. This has the potential to cause the following:

- **Reduced growth and vigour** – heavy dust deposition has been associated with reduced tree growth and overall health.
- **Reduced reproduction** – dust can inhibit pollen germination and reduce fruit setting and seed production.
- **Changes to woodland composition and structure** – long-term dust deposition may favour more tolerant species, reduce stem density, and alter the composition of woodland communities.
- **Impacts on associated woodland flora** – dust can affect understory plants and other woodland species through shading effects and changes to growing conditions.

Actions:

You are required to review and enhance dust suppression and containment measures to

ensure that dust generated by site activities is adequately identified, controlled and prevented from leaving the site boundary. The effectiveness of these measures should be regularly assessed and maintained to ensure ongoing compliance with permit requirements and to minimise the risk of pollution or nuisance arising from site operations.

Photograph 4



W2A – Permitted Activities – Category 3 (C3) Breach

Root Cause Breach – 1.1.1**Permit condition 4.6.1 in table 4.6 states:**

Solid wastes which are likely to produce polluting or contaminating run-off.

i) Inert wastes only permitted if stored in areas with either:

hardstanding and drainage that prevents run-off from the waste into the adjacent River Ely or storm water drains; or an impermeable pavement and sealed drainage.

ii) Degradable wastes only permitted if stored in areas with impermeable pavement and sealed drainage and either:

received and stored in sealed containers; or

stored in covered shelters or roofed areas; or

stored in bays

During the inspection, it was observed that the site is constructed with a gradient that slopes towards the sealed drainage grate and surface water runoff ditch located along the inner site boundary, contained a significant accumulation of debris and waste materials. During discussions on site, it was confirmed that the ditch drains directly into the surface water drainage system and that no interceptor, settlement system, or other form of treatment is present prior to discharge.

Actions:

it is recommended that the operator review the condition and management of the surface water drainage ditch and ensure that appropriate measures are in place to minimise the risk of pollution to controlled waters and to maintain the effective conveyance of surface water from the site. Regular inspection and maintenance should be undertaken to ensure the ditch remains free from accumulations of waste and debris and that the risk of environmental impact is minimised.

Photograph 6



Photograph 7



Areas assessed as compliant and other comments can be found below.

Waste being stored within the maximum heights and separation distances specified by the environmental permit. Waste was stored in accordance with the site-specific conditions requiring a minimum 7-metre buffer from the bank of the River Ely, a minimum 10-metre separation distance between combustible waste and the distributor road, and maximum waste pile heights of 4.5 metres.

During the inspection, you explained that the site's fire prevention and mitigation measures had recently been enhanced through the installation of heat-sensing camera technology. This represents a positive improvement to the site's fire detection capabilities. Given the site's proximity to the adjacent distributor road, the prompt detection and management of any fire incident is particularly important in minimising potential risks to public safety and reducing the likelihood of disruption to the local road network.

Action: Please submit the latest version of the sites FPMP to NRW.

It was noted that the site is currently between Technically Competent Managers (TCMs) following the departure of the previous post holder last week. You confirmed that recruitment for a replacement is underway and that, in the interim, the responsibilities of the

TCM are being overseen by the Regional Manager, Ian Watson. It is important that the site continues to maintain the appropriate level of technically competent management in accordance with permit requirements.

Action: Please provide the most up to date competency certificates including the original award and any continuing competencies.

We also discussed ongoing complaints received in relation to the presence of gulls at the site. You advised that guidance and procedures are in place to manage this issue and agreed to provide a copy for review. The gull population does not originate from site activities and that measures are being taken to minimise the attraction of birds to the site were reasonably practicable. However, it is also recognised that controlling the presence of native seabirds can be challenging, particularly given the site's location and proximity to the coast. NRW appreciates the difficulties associated with managing this issue and encourages the continued implementation of appropriate measures to reduce the potential for nuisance.

Photograph 8 – No debris seen in the River Ely



Photograph 9 – Presence of Gull's on waste piles



Photograph 10 – Glass stored in segregated bay (referenced in Smiths Working Plan condition 1.5)



Thank you again for taking the time to show us around your site. If you have any questions, please feel free to contact me.

Marc Campbell

Email: Marc.campbell@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

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.