

Compliance Assessment Report

Report ID:
CAR_NRW0035721

This form will report compliance with your permit as determined by an NRW officer

Site	I Hayward Ltd	Permit Ref	EP3794FY			
Operator/Permit holder	I Hayward Limited					
Regime	Waste Operations					
Date of assessment	05/09/2019	Time in	11:10	Out	11:35	
Assessment type	Site Inspection					
Parts of the permit assessed	Site drainage engineering, Staff competency/training, materials acceptance, Specified by permit, Management systems and operating procedures					
Lead officer's name	Henderson, Amy					
Accompanied by	White, Steven					
Recipient's name/position	Cari/Chris Hayward/ Site Manager/Owner	Date issued	03/10/2019			

Section 1 – Compliance Assessment Summary

This is based on the requirements of the permit under the Environmental Permitting Regulations or the licence under the Water Resources Act 1991 as amended by the Water Act 2003. A detailed explanation is captured in "Compliance Assessment Report Detail" (Section 2) and any actions you may need to take are given in the "Action(s)" (section 4). This summary details where we believe any non-compliance with the permit has occurred, the relevant condition and how the non-compliance has been categorised using our Compliance Classification Scheme (CCS). CCS Scores can be consolidated or suspended where appropriate, to reflect the impact of some non-compliances more accurately. For more details of our CCS scheme, contact your local office.

Permit conditions and compliance summary	CCS Category	Condition(s) breached
A1 - Specified by permit	C3	1.1.1a of permit (Section 3.8.1)
B3 - Infrastructure - Site drainage engineering (clean and foul)	A	
C1 - General Management - Staff competency/training	A	
C2 - General Management - Management system and operating procedures	X	
C3 - General Management - Materials acceptance	C3	2.3.2
KEY: See Section 5 for breach categories, suspended scores will be indicated as such. A = Assessed or assessed in part (no evidence of non-compliance), X = Action only, O = Ongoing non-compliance, not scored.		

Number of breaches recorded	2	Total compliance score (see section 5 for scoring scheme)	8
-----------------------------	---	---	---

If the Number of breaches recorded is greater than zero, please see Section 3 for our proposed enforcement response

Section 2 – Compliance Assessment Report Detail

This section contains a report of our findings and will usually include information on:

- The part(s) of the permit that were assessed (eg. Maintenance, training, combustion plant, etc)
- Where the type of assessment was 'Data Review' details of the report/results triggering the assessment
- Any non-compliances identified
- Any non-compliances with directly applicable legislation
- Details of any multiple non-compliances
- Information on the compliance score accrued inc.
- Details of advice given
- Any other areas of concern
- Any actions requested
- Any examples of good practice
- A reference to photos taken

This was an unannounced site inspection carried out by Steven White and Amy Henderson. The weather was dry after previous rainfall earlier in the day. On arrival at the site, officers met with Cari Hayward. Cari informed officers that work had begun on the depollution area for the ELVs. This is an operation already listed on the permit, but which I. Haywards have not previously carried out. Cari accompanied officers to this area, where it could be seen that work had begun on the drainage for the undercover area where this will take place.

Steven White asked Cari how often the site interceptor was checked, she stated this was done regularly. Officers checked the outfall on leaving the site, There appeared to be no issues with this.

The TCM was discussed, we do not have a record of the most recent TCM. It was agreed for Cari to send confirmation of this to Steven White.

Officers then carried out a walk around and inspection of the site.



General Management

An area of the site was being cleared ready to be concreted over before the site begin accepting vehicles for depolluting.

Fire extinguishers were being stored adjacent to the railings at the front of the site, see photo below. This waste type (16-05-05 Gases in pressurised containers) is not on the list of wastes that can be accepted on site. If you wish to keep accepting these wastes you will need to vary your permit in order to do so, otherwise these wastes need to be removed from site immediately.



Fire extinguishers on site

There were also some engines which were being stored out in the open, see photo below. Section 3.8.1 of the site EMS states any recovered materials from ELV processing i.e. engines, tyres will be stored in segregated containers. These should be stored in compliance with the EMS.



Engines being stored in the open

Emissions

At the far end of the site a metal drum was seen to contain evidence of burning, as shown in photo below. Officers discussed this with Cari, she stated this must have happened before the drum was brought onto site and that they had not been burning. Officers reminded her that no burning must take place on the site.



Evidence of possible burning in metal drum onsite.

Thank you for your time during the visit. My contact details are below.

Regards
Amy Henderson

Environment Officer - Waste Regulation Team

Amy.Henderson@cyfoethnaturiolcymru.gov.uk
03000653903

In this document 'Natural Resources Wales' means the Natural Resources Body for Wales established by Article 3 of the Natural Resources Body for Wales (Establishment) order 2012.

EPR Compliance Assessment Report

**Report ID:
CAR_NRW0035721**

This form will report compliance with your permit as determined by an NRW officer

Site	I Hayward Ltd	Permit Ref	EP3794FY
Operator/Permit holder	I Hayward Limited	Date	05/09/2019

Section 3 – Enforcement Response

You must take immediate action to rectify any non-compliance and prevent repetition. Non-compliance with your permit conditions constitutes an offence and can result in criminal prosecutions and/or suspension or revocation of a permit. Please read the detailed assessment in Section 2 and the steps you need to take in Section 4 below.

Section 4 – Action(s)

This section summarises the actions identified during the assessment along with the timescales for when they will need to be completed.

Criteria Ref.	CCS Category	Action required/advised	Due Date
See Section 1 above			
C3	C3	If you wish to keep accepting these wastes you will need to vary your permit in order to do so, otherwise these wastes need to be removed off site immediately.	23/10/2019
A1	C3	Engines to be stored in segregated containers as per 3.8.1 of the EMS	23/10/2019
C2	X	With regard to the ash found in the metal drum, you are reminded that no burning of waste must take place on site.	23/10/2019

Section 5 – Compliance notes for the Operator

To ensure you correct actual or potential non-compliance we may

- Advise on corrective actions verbally or in writing
- Require you to take specific actions verbally or in writing
- Issue a notice
- Require you to review your procedures or management system
- Change some of the conditions of your permit
- Decide to undertake a full review of your permit

Any breach of a permit condition is an offence and we may take legal action against you

- We will normally provide advice and guidance to assist you to come back into compliance either after an offence is committed or where we consider that an offence is likely to be committed. This is without prejudice to any other enforcement response that we consider may be required.
- Enforcement action can include the issue of a formal caution, prosecution, the service of a notice and/or suspension or revocation of the permit.

See our Enforcement and Civil Sanctions guidance for further information

This report does not relieve the site operator of the responsibility to

- Ensure you comply with the conditions of the permit at all times and prevent pollution of the environment
- Ensure you comply with other legislative provisions which may apply

Non-compliance scores and categories

CCS category	Description	Score
C1	A non-compliance that could have a major environmental effect	60
C2	A non-compliance which could have a significant environmental effect	31
C3	A non-compliance which could have a minor environmental effect	4
C4	A non-compliance which has no potential environmental effect	0.1

Operational Risk Appraisal (Opra) - Compliance assessment findings may affect your Opra score and/or your charges. This score influences the resource we use to assess permit compliance.

Section 6 – General information

Data protection notice

The information on this form will be processed by the Natural Resources Wales (NRW) to fulfil its regulatory and monitoring functions and to maintain the relevant public register(s). The NRW may also use and/or disclose it in connection with:

- Offering/providing you with its literature/services relating to environmental matters
- Consulting with the public, public bodies and other organisations (eg. 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 its service
- Freedom of Information Act/Environmental Regulations request

The NRW may pass it on to its agents/representatives to do these things on its behalf. You should ensure that any persons named on this form are informed of the contents of this data protection notice.

Disclosure of information

The NRW will provide a copy of this report to the public register(s). However, if you consider that any information contained in this report should not be released to the public register(s) on the grounds of commercial confidentiality, you must write to your local area office within fifteen working days of receipt of this form indicating which information it concerns and why it should not be released, giving your reasons in full.

Customer charter

What can I do if I disagree with this compliance assessment report?

If you are unable to resolve the issue with your site officer, you should firstly discuss the matter with officer's line managers using the informal appeals procedure. If you wish to raise your dispute further through our official Complaints and Commendations procedure, phone our general enquiry number 0300 065 3000 (Mon to Fri 08.00 – 18.00) and ask for the Customer Contact team or send an email to enquiries@naturalresourceswales.gov.uk. If you are still dissatisfied you can make a complaint to the Public Services Ombudsman for Wales. For advice on how to complain to the Ombudsman phone their helpline on 0845 607 0987.

Welsh Language

If you would like this form in Welsh please contact your Regulatory Officer.