

Compliance Assessment Report

Report ID:
CAR_NRW0036280

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

Site	Stiens Skip And Recycling Facility	Permit Ref	MB3193HZ		
Operator/Permit holder	Stiens Haulage Ltd				
Regime	Waste Operations				
Date of assessment	05/02/2020	Time in	10:15	Out	11:00
Assessment type	Audit				
Parts of the permit assessed	Routine inspection				
Lead officer's name	Wakeford, Sally				
Accompanied by	Kinhead, James				
Recipient's name/position	Mr Robert Stiens/ Manager	Date issued	07/02/2020		

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	A	
B3 - Infrastructure - Site drainage engineering (clean and foul)	X	
B4 - Infrastructure - Containment of stored materials	X	
C1 - General Management - Staff competency/training	A	
C4 - General Management - Storage, handling labelling and Segregation	X	
F3 - Amenity - Dust/fibres/particulates and litter	A	
F5 - Amenity - Deposits on road	A	

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	0	Total compliance score (see section 5 for scoring scheme)	0
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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

Waste Regulation Officers Sally Wakeford and James Kinkead of Natural Resources Wales (NRW) carried out a routine site inspection of Stiens Haulage Ltd, Crymlyn Burrows, Swansea on 05/02/2020. Also attending from NRW was Ethan Banfield from the permitting department of NRW.

The weather was sunny and dry.

NRW officers were Met by Robert and Craig Stiens on site and attended Officers on a site tour.

Craig Steins is the site TCM and is due to renew his WAMITAB by exam on 06/02/2020.

Waste Storage.

Despite being limited in space, the site is well organised, and all waste is being segregated and stored adequately. All waste containers are in good condition. Mixed waste is only being deposited and sorted on the covered concrete pad that is served by the sealed drainage system.

A new area is being cleared to make space for an additional container to store hard uPVC plastic. The site has secured an outlet for this waste stream.

Whilst on site it was observed that a number of bags of loose plasterboard had been placed on the ground outside the designated containers for plasterboard (**image 1**). Site staff explained this material had been deposited earlier in the morning and ensured NRW that this would be uplifted into a container by the end of the day. **Action: Please ensure this material is stored within a secure container – as outlined in table 2.3 part 1. B) of your permit.**



Image 1: Plasterboard outside of designated container.

Site infrastructure.

A sealed drainage system serving the covered concrete pad where waste sorting occurs has been installed. At the time of the visit the drainage appeared to be slightly blocked (see **image 2**). However due to site operations and a period of wet weather, the drain regularly needs clearing. Site staff were aware of this, and endeavour to keep the site tidy, clear the drainage weekly and carry out daily inspections. **Action: please continue to inspect drainage on a daily basis to ensure no waste effluent pools or flows**

past the impermeable surface.



Image 2: Drainage serving west side of waste sorting area.

The site is regularly tidied by staff and no loose waste or debris was noted outside of the site entrance.

NRW would like to thank Rob and Craig for taking the time to accompany us on this inspection.

EPR Compliance Assessment Report

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Operator/Permit holder	Stiens Haulage Ltd	Date	05/02/2020

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			
C4	X	Please ensure this material (plaster board) is stored within a secure container – as outlined in table 2.3 part 1. B) of your permit.	06/02/2020
B4	X	Please ensure this material is stored within a secure container – as outlined in table 2.3 part 1. B) of your permit.	06/02/2020
B3	X	Please continue to inspect drainage on a daily basis to ensure no waste effluent pools or flows past the impenetrable surface.	05/02/2021

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.