# Compliance Assessment Report CAR_NRW0037118

**Permit being assessed**: WP3636ZG.
For: Wrexham Clinical Waste Treatment Facility (HDU & TS), held by Tradebe Healthcare National Limited
At: Tradebe Healthcare HDU & TS, Marlborough Road, Wrexham Industrial Estate, Wrexham, Wrexham, LL13 9RJ.

**Type of assessment carried out:** Site Inspection, Reason: Routine.
On 30/09/2020 between 10:00 and 15:00.
Parts of permit assessed: Various

**NRW Lead Officer:** Rebecca Harwood, accompanied by Lara Cubley.
**Report sent to**: Janine Scott, Site Manager on 11/11/2020.

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

| Part of permitted activity assessed (criteria) | Assessment result | Permit condition |
|---|---|---|
| B5 - Infrastructure - Plant and equipment | Action only (X) | |
| G3 - Monitoring and Records, Maintenance and Reporting - Maintenance records | Ongoing (O) | Condition 1.1 General Management |
| C3 - General Management - Materials acceptance | Action only (X) | |
| B3 - Infrastructure - Site drainage engineering (clean and foul) | C3 Minor | Condition 4.3.5 |
| G4 - Monitoring and Records, Maintenance and Reporting - Reporting and notification to Natural Resources Wales | Action only (X) | |

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

| Total number of non-compliances recorded | Total non-compliance score |
|---|---|
| 1 | 4 |

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 |
|---|---|---|
| B5 | see Action 1 below | 30/11/2020 |
| G3 | see Actions 2 and 3 below | 31/12/2020 |
| C3 | see Action 4 below | 31/01/2021 |
| B3 | see Actions 5 and 6 below | 31/12/2020 |
| G4 | see Action 7 below | Already completed |

Action 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.

**You are non-compliant with your permit.**

**At this time, we are issuing you with a warning for the non-compliance recorded above. Warnings may influence future enforcement response for continued or further non-compliance.**

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 follows a routine inspection of the site undertaken on 30 September 2020 by Regulatory Officers Lara Cubley and Rebecca Harwood.

The Site Manager, Plant Manager and SHEQ Manager were on site at the time of the visit. Other members of Tradebe staff assisted with providing information.

This report summarises any relevant observations, actions and non-compliance observed on the day and reviews the supplementary information provided following the visit.

**Site visit**

The Plant Manager provided a tour of both the HDU and Incineration plants. Site schematics have been sent through to NRW.

All bins are weighed individually as they arrive, and the tare weight of the bin used to calculate the volume of waste. All bins are bar coded.

It was observed that lagging had been placed on top of the HDU adjacent to the steam exit pipe.

**Action 1: Please confirm the nature of this lagging and whether it is a temporary measure by 30/11/2020.**

**Site generated waste disposal**

The Operator confirmed that flock from the HDU process is stored in containers and remains on site for 24 hours before being removed to Hafod landfill.

**Fire Incident 16 November 2019 – outstanding actions**

The Operator undertook an investigation into the fire which resulted in several actions that have been completed, including conducting a root cause investigation. It is thought that the fire was started by either a transformer or welder.

Although an asset register / Planned Preventative Maintenance (PPM) schedule is currently being introduced this has not been completed. There was no process to ensure that any new plant or kit was added to the register.

**Action 2: The Operator should complete and implement the asset register by 31/12/2020**

**Action 3: The Operator should develop a procedure to ensure new plant bought onto site is captured in the asset register and tracked for PPM. This should be submitted to NRW in writing by 31/12/2020**

The Operator stated that PAT testing is due in December and that the fixed wiring testing was completed during September's shutdown.

The Operator reports that they have requested a visit from the North Wales Fire and Rescue Service, but they have not yet been to visit the site.

**Pre Acceptance Audits (PAA)**

As per the Regulatory Decision communicated to the Operator on 3rd July 2020, we expect expired audits to be planned and undertaken between July and September 2020, and submitted to their waste operator no later than 31 October 2020. Desktop audits for COVID-19 areas will be accepted to demonstrate compliance.

The Operator presented a spreadsheet used for tracking PAAs. According to the spreadsheet the most recent PAA was conducted in February 2020 - Fairfield Independent, prior to the Covid-19 lockdown.

We looked at the electronic record of the PAA for Borders General Hospital which was reportedly conducted on 16th & 25th April 2019. More than 5 tonnes per year is accepted from this producer. In accordance with Sector Guidance EPR 5.07 Clinical Waste, this would require a PAA frequency of a minimum of 12 months. The Operator provided an electronic copy of the Customer Audit Declaration conducted on 21st March 2019 following the audit.

The Operator reports that the greatest input of waste to the installation currently comes from Lancashire Teaching Hospital (>5 tonnes/yr) and their tracking spreadsheet confirms the last PPA was undertaken in April 2019.

The Operator stated that they have been chasing waste producers to undertake PAA and they are slowly recommencing. The Operator anticipates all acute trust PAAs to be completed by January 2021.

**Advice and Guidance: Pre Acceptance Audits should be undertaken in accordance with Sector Guidance EPR 5.07 Clinical Waste.**

**Action 4: Complete all PAA by January 2021 and provide updated tracking spreadsheets to demonstrate this to NRW by 31/01/2021.**

**Drainage Plans**

The office portacabin has moved from its previous location following the previous visit where concerns were raised. However, it does not appear on the updated drainage plan, e.g. where is the foul sewer connection. A new area of hardstanding has been constructed in front of this office area and is being used for car parking. Any drainage amendments from this area should also be added to the drainage plans.

Condition 4.3.5 states: *Where the Operator proposes to make a change in the nature or functioning, or an extension of the activities, which may have consequences for the environment and the change is not otherwise the subject of an application for approval under the Regulations or this permit: (a) the Environment Agency shall be notified at least 14 days before making the change; and (b) the notification shall contain a description of the proposed change in operation*.

**NRW were not informed of the amendments and therefore a CCS3 score has been applied.**

**Action 5: The Operator is to submit an updated drainage plan to NRW by 31/12/2020 to include changes associated with the connection of the newly moved office to sewer and any addition drainage associated with the new car parking area.**

**Action 6: The Operator must review procedures for changes which could impact on the environment to ensure appropriate controls are put in place and that procedures are followed. A summary of this review should be provided to NRW together with a copy of control procedures employed by 31/12/2020**

**Monitoring returns**

The permit requires monthly submissions of treatment efficacy to NRW, Table S3.4 in Schedule 3. However, in line with the majority of permits, NRW are happy to receive these particular returns on a quarterly basis going forward.

The Operator is reminded that any breach of emissions limits must still be reported as per Condition 4.3.1, 4.3.2 and Schedule 5 of the permit.

**Action 7: Monitoring returns to be submitted quarterly.**

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 only relating to the activity assessment |
| 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.

**What are suspended scores?**
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 and Waste action criteria** (used in section 1 and 2):

**A: Permitted activities**
- A1 Specified by permit

**B: Infrastructure**
- B1 Infrastructure – Engineering for prevention and control of emissions
- B2 Infrastructure – Closure and decommissioning
- B3 Infrastructure – Site drainage engineering (clean and foul)
- B4 Infrastructure – Containment of stored materials
- B5 Infrastructure – Plant and equipment

**C: General management**
- C1 General management – Staff competency/training
- C2 General management – Management system and operating procedures
- C3 General management – Materials acceptance
- C4 General management – Storage, handling, labelling and segregation

**D: Incident management**
- D1 Incident management – Site security
- D2 Incident management – Accidents, emergency and incident planning

**E: Emissions**
- E1 Emissions – Air
- E2 Emissions – Land and groundwater
- E3 Emissions – Surface water
- E4 Emissions – Sewer
- E5 Emissions – Waste

**F: Amenity**
- F1 Amenity – Odour
- F2 Amenity – Noise
- F3 Amenity – Dust/fibres/particulates and litter
- F4 Amenity – Pests/birds and scavengers
- F5 Amenity – Deposits on road

**G: Monitoring and records, maintenance and reporting**
- G1 Monitoring and records, maintenance and reporting – Monitoring of emissions and environment
- G2 Monitoring and records, maintenance and reporting – Records of activity, site diary/journal/events
- G3 Monitoring and records, maintenance and reporting – Maintenance records
- G4 Monitoring and records, maintenance and reporting – Reporting and notification to Natural Resources Wales

**H: Resources efficiency**
- H1 Resource efficiency – Efficient use of raw materials
- H2 Resource efficiency – Energy efficiency

## Enforcement response

Any permit condition non-compliance 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 20 working days to let you know if we agree to your request.

## What do I do if I disagree with the report or have a complaint?

If you disagree with this compliance assessment report, you should contact the lead officer without delay to discuss your concerns.

If you are unable to resolve the issue with the lead officer or their line manager you should contact our Customer Contact team on 0300 065 3000 (Monday to Friday 08:00 – 18:00), or email enquiries@naturalresourceswales.gov.uk for details of how to raise your dispute further through our Complaints and Commendations procedure.

If you are dissatisfied with our response, you can contact the Public Services Ombudsman for Wales by phone on 0300 7900203 or by email at 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.