

Compliance Assessment Report

Report ID:
CAR_NRW0033859

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

Site	Rhydeion Civic Amenity Site	Permit Ref	XB3397TP			
Operator/Permit holder	D I Evans Ltd					
Regime	Waste Operations					
Date of assessment	22/08/2018	Time in	13:25	Out	14:10	
Assessment type	Site Inspection					
Parts of the permit assessed	Sub-criteria listed below					
Lead officer's name	Wilson, Alastair					
Accompanied by						
Recipient's name/position	Lindley Evans/ Director	Date issued	31/08/2018			

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	
B1 - Infrastructure - Engineering for prevention and control of emissions	A	
B3 - Infrastructure - Site drainage engineering (clean and foul)	A	
C1 - General Management - Staff competency/training	C3	1.3.1
C2 - General Management - Management system and operating procedures	A	
C3 - General Management - Materials acceptance	A	
C4 - General Management - Storage, handling labelling and Segregation	C4	1.1.1
D1 - Incident Management - Site security	A	
F1 - Amenity - Odour	A	
F2 - Amenity - Noise	A	
F3 - Amenity - Dust/fibres/particulates and litter	A	
F4 - Amenity - Pests/birds and scavengers	A	
F5 - Amenity - Deposits on road	A	
G2 - Monitoring and Records, Maintenance and Reporting - Records of activity, site diary/journal/events	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	2	Total compliance score (see section 5 for scoring scheme)	4.1
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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

This was a routine unannounced site inspection by Natural Resources Wales (NRW) officer Alastair Wilson (Environment Officer).

Throughout the inspection weather conditions were cool, overcast, with light rain towards the end of the visit.

The site was operating with one member of staff. There were a few members of the public arriving to drop off waste, and two lorries picking up waste.

Upon arrival the officer introduced himself to an operative at the site. The operative was busy helping customers and drivers collecting waste so the officer walked around the small site unaccompanied, but was able to talk briefly to ask questions of the operative.

A walk around of the permitted area was carried out, in general the site appeared clean and tidy. The officer was able to observe members of the public placing items of waste within the designated areas and questioning the operative as to where items should be placed. Waste segregation appeared to be of a good standard with clear signage directing users to the appropriate waste containers. From a visual inspection the skips/containers appeared to be in good condition and there was no evidence of spills or leaks on site. The skip for uPVC products was piled high, and there were door and window frames piled up against the adjacent skip.

Due to the observed issue the following compliance breach was recorded.

Compliance Classification Scheme Category 4 breach, Permit condition 1.1.1, CAR sub criteria C4 - General Management – Storage, handling, labelling and segregation.

As specified within condition 1.1.1 of the site permit that all wastes must be stored within skips, drums or containers. UPVC double glazing window frames were piled high in the skip, and stacked on the floor next to it. A Compliance Classification Scheme category 4 breach has been recorded against condition 1.1.1 of the site permit. See actions section for further details of actions to take.



The impermeable surfaces were clean and in good condition.

Drains inside the compound were clear. Water from the site is treated by a facility serving the old landfill site and is run by Ceredigion County Council.



In the site office the waste permit, environmental management system documents, technical competency certificates, emergency procedures, accident book were accessible, and daily inspection sheets were completed and up to date. The site sign in book appeared to be filled in

regularly. It was noted that the Technically Competent Manager (TCM) last signed in on the 17th July 2018, more than a month prior to the inspection visit.

The site TCM must attend for at least one hour per week, as stated in the document “How to comply with your environmental permit”, and the site Environmental Management System (EMS) specifies attendance by the TCM for 5% of the time that the site is operational.

Due to this issue the following compliance breach was recorded.

Compliance Classification Scheme Category 3 breach, CAR sub criteria C1 – General management – Staff competency/training.

A Compliance Classification Scheme category 3 breach has been recorded against condition 1.3.3 “Minimum staffing and supervision” of the site permit. See actions section for further details of actions to take.

No other issues were observed on the visit.

Thank you for your time on site. Should you have any questions or queries please do not hesitate to contact me.

Kind regards,

Alastair Wilson

Environment Officer – Natural Resources Wales

EPR Compliance Assessment Report

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Operator/Permit holder	D I Evans Ltd	Date	22/08/2018

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.

Other than the provision of advice and guidance, at present we do not intend to take further enforcement action in respect of the non-compliance identified above. This does not preclude us from taking enforcement action if further relevant information comes to light or advice isn't followed.

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	C4	Ensure waste is kept in containers	28/09/2018
C1	C3	TCM to visit site for at least minimum requirements, and to sign in when doing so.	05/10/2018

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.