

Compliance Assessment Report

Report ID:
CAR_NRW0035207

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

Site	Worldcare Wales Ltd	Permit Ref	UP3794FZ			
Operator/Permit holder	World Care (wales) Ltd					
Regime	Waste Operations					
Date of assessment	08/05/2019	Time in	10:40	Out	12:15	
Assessment type	Site Inspection					
Parts of the permit assessed	The CAR Subcriteria listed below					
Lead officer's name	Briscoe, Ross					
Accompanied by	Hughes, Julie					
Recipient's name/position	Lee Jones/ Site Manager/Director/TCM	Date issued	07/06/2019			

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	A	
B3 - Infrastructure - Site drainage engineering (clean and foul)	C3	2.1.2
C1 - General Management - Staff competency/training	A	
C2 - General Management - Management system and operating procedures	A	
C3 - General Management - Materials acceptance	C3	1.1.4
C4 - General Management - Storage, handling labelling and Segregation	C3	4.6.1
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	3	Total compliance score (see section 5 for scoring scheme)	12
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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 site inspection was carried out on Wednesday 08 May 2019 by Natural Resources Wales officers Ross Briscoe (Senior Environment Officer) and Julie Hughes (Environment Officer).

Present was Lee Jones and Sonia Jones of World Care (Wales) Limited and Clare Walters of Ceri Environmental Consulting.

Weather conditions throughout the visit were overcast with conditions underfoot being damp. It had been raining prior to the inspection being carried out.

The visit had been prearranged in advance and was undertaken in order to assess compliance with a Regulation 36 Enforcement Notice which had been served on World Care (Wales) Limited on 07 March 2019.

On arrival officers proceeded to the new site office located just inside the main site entrance gates. Within the office, regulating officers were informed of actions that had been taken over the previous months which included new process, procedures and documentation being introduced.

Officers were informed that staff training has been taking place with site operatives having attended tool box talks on various subjects relevant to their roles. This included subject areas such as understanding the site permit, training requirements, asbestos awareness, fire training and emergency drills, permitting issues and guidance, site rules and banksmen training. All of the documentation available to view included a brief overview of the discussion, the names of the operatives who had attended and signatures to confirm attendance and understanding.

Officers were shown completed documentation relating to new site procedures for the movement of waste between World Care (Wales) Limited and Worldcare Recycling Limited which contained details of waste types and quantities that have transferred between the two. Officers were also provided with an explanation of how the system works in practice on site and how the operatives have become accustomed to using it.

Officers were presented with newly drafted waste transfer and product transfer notes which had been prepared to reduce confusion. These documents were now at the printers and once received would be implemented instantly.

Officers were also shown the site diary. Previously the site diary had become unused and was not being completed in line with the site permit requirements, however officers were able to see that the diary was being fully completed as required by the permit and included additional information which is not required by the permit.

Officers were presented with fully completed contractor work instructions for tasks being carried out on site, site inspection checklists which showed what had been observed on site during site inspections (which did include non-conformities but also included details of what action had been taken) and completed load rejection records for non-conforming waste which had been delivered to site (this also included details of what action had been taken).

Officers were informed that the site Environment Management System had been updated and so too had the site Fire Prevention and Mitigation Plan, based on recent site developments relating to the site drainage. These documents were provided in electronic format following the inspection.

Within regards to site drainage, officers were informed that the site now has a consented discharge to foul sewer. A copy of the consent was made available following the inspection.

Overall the site documentation, policies and procedures and how they are being stored on site in an accessible way are a vast improvement from previous months and even previous years. This feedback was provided to the site management and has demonstrated that several of the outstanding non-compliances from the previous inspections (27.03.2019, 15.02.2019 & 30.11.2018) have been addressed.

It is equally important that the standards seen upon this inspection continues moving forward over the coming months and years, as ultimately this will help to reduce instances of permit non-compliance.

Following lengthy discussions within the site office, officers moved into the permitted area of the site and were accompanied by Lee Jones, Sonia Jones and Clare Walters.

Although open, the site remained quiet throughout the visit with no waste material being accepted or dispatched. As the inspection spanned lunchtime no activities were taking place.

Photographs were taken throughout the inspection.

It was noted that the quantity of waste material stored on site had significantly reduced with the quantity now being stored appearing to be lower than that observed on previous inspections undertaken within the last 18 months. Most notably the landfill bay, wood bay, bays at the rear of the site and bays underneath the picking line all contained reduced quantities of waste and quantities which appeared appropriate to the size of the bay.

Further concreting had taken place upon the site. This was around the site entrance where a channel had been installed, around the landfill and wood bay and within the central area of the site. New drainage channels were visible which were connected into drains flowing to the foul sewer. Officers were able to view the pipework leading to the foul sewer directly outside the main site gates. In addition, given that rain had fallen prior to the inspection taking place, there were no areas of standing water apart from small minor puddles.

No waste material or empty skips were observed outside of the permitted area.

The site fencing had been repaired where required and a new section of fencing had been installed along the right-hand boundary of the site.

The highway outside the site was free from any mud/debris and appeared to have been recently swept by new road sweeping equipment which the site had purchased.

No issues were noted relating to noise, odour, litter or pests throughout the inspection.

Overall the general appearance of the site was much tidier, space was available within the central area of the site and officers were able to walk around and freely undertake the inspection.

However, despite the work undertaken several non-compliances did remain which are outlined below.

Non-Compliances

B3 - Infrastructure - Site drainage engineering (clean and foul), Permit Condition 2.1.2, Compliance Classification Scheme Category 3 breach.

The site drainage system is not compliant with the requirements of the site permit. Officers observed that extensive works had taken place, however sections were still incomplete, notably at the bays at the rear of the site and around where the mixed waste stockpile is located. Sections of the wood bay also remain incomplete on the side furthest the main site building. As outlined previously, condition 2.1.2 (Table 2.1) sets out the standards for the site drainage system which must be complied with. This breach of permit condition has been recorded as a minor category 3 non-compliance. Please ensure that these works are carried out to the required standard as soon as possible ensuring that the regulating officer is kept informed of progress.

C3 - General Management - Materials acceptance, Permit Condition 1.1.4, Compliance Classification Scheme Category 3 breach.

Wastes on site are not being appropriately stored within skips and bays as required by permit condition 1.1.4. Currently the unprocessed mixed waste stockpile and the stockpile of plasterboard are not being stored within skips and bays constructed in accordance with condition 2.1. Although the overall volume of waste has reduced on site, all waste being stored is required to be stored in compliance with the permit. This breach of this permit condition has been recorded as a category 3 non-compliance. Please keep the regulating officer updated with progress towards completing this necessary works.

C4 - General Management - Storage, handling, labelling and Segregation, Permit Condition 4.6.1 (Table 4.6), Compliance Classification Scheme Category 3 breach.

Condition 4.6.1 (Table 4.6) of the site permit specifies the storage standards for wastes with specified hazardous properties or forms. Within Table 4.6, requirement 'e' specifies that combustible wastes are only permitted if stored in bays provided with an impermeable surface and sealed drainage system. Although extensive work has taken place on site, Combustible wastes (wood, mixed waste) was observed without these provisions. Degradable household wastes (mixed waste stockpile) are required to be stored in areas with impermeable pavement and sealed drainage and either stored in sealed containers; or stored in covered shelters or roofed areas; or stored in bays. You must ensure that the wastes specified within Table 4.6 are stored in accordance with the requirements set out with Table 4.6. This breach of permit condition has been recorded as a category 3 non-compliance. Please keep the regulating

officer updated with progress towards completing this necessary work.

Regulating officers discussed all of the above with site management whilst on site outlining the non-compliances and action which would be required. Officers were informed that work would continue over the coming days and weeks in order to meet the requirements. Officers advised that details of work to be undertaken including timescales for completion should be forwarded on for consideration and this was agreed with the site management.

To summarise the following non-compliances have been recorded.

B3 – Category 3 breach – 4 CCS points

C3 – Category 3 breach – 4 CCS points

C4 – Category 3 breach – 4 CCS points

Total number of CCS points recorded for site inspection on 08 May 2019 – 12.

Although not all of the requirements of the Regulation 36 Enforcement Notice were fully complied with, it is recognised that the operator has made a substantial effort to work towards compliance over the recent months. With this in mind Natural Resources Wales are currently placing any enforcement action on hold so that the works which have been specified by the operator in order to meet the requirements have been completed by the operators own set deadlines can be taken into consideration.

As a result however of the Regulation 36 Enforcement Notice requirements not being achieved, the previously suspended CCS scores for the requirements which have not been achieved will now be reapplied. Therefore, the total number of CCS points for the 2019 compliance year so far is 60.1. This at present places you within compliance band E.

Please keep the regulating officer aware of progress on site over the coming weeks.

Thank you for your time.

Regards

Ross Briscoe, Senior Environment Officer (Waste Regulation),

ross.briscoe@cyfoethnaturiolcymru.gov.uk

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_NRW0035207**

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

Site	Worldcare Wales Ltd	Permit Ref	UP3794FZ
Operator/Permit holder	World Care (wales) Ltd	Date	08/05/2019

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.

We will now consider what enforcement action is appropriate and notify you, referencing this form.

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	C3	Ensure that wastes with specified forms (combustible) as indicated within table 4.6 of the site permit are stored in accordance with the criteria outlined.	21/06/2019
C3	C3	Ensure that all waste on site is contained within skips and bays as required by permit. Ensure that any excess waste that cannot be stored in compliance with the permit is removed from site.	21/06/2019
B3	C3	Carry out required infrastructure works so that the drainage system is fit for purpose and compliant with the requirements set out within the site permit. Ensure that drainage system is monitored and any broken or damaged sections are repaired or replaced.	21/06/2019

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.