

Compliance Assessment Report

Report ID:
CAR_NRW0033333

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

Site	E & J Autospare Ltd	Permit Ref	AP3698FQ			
Operator/Permit holder	Mandy Jayne Rowland					
Regime	Waste Operations					
Date of assessment	09/05/2018	Time in	12:30	Out	13:30	
Assessment type	Audit					
Parts of the permit assessed	Operations					
Lead officer's name	Lloyd, Cathy					
Accompanied by						
Recipient's name/position	Mandy Rowlands / Operator	Date issued	21/05/2018			

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
B3 - Infrastructure - Site drainage engineering (clean and foul)	C3	2.1.1 Table 2.1
C4 - General Management - Storage, handling labelling and Segregation	X	
	X	
D1 - Incident Management - Site security	C3	4.2.2
D2 - Incident Management - Accidents, emergency and incident planning	C2	5.1.4 table 5.1d

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)	39
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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

An unannounced routine inspection was carried out on the 9 May 2018. Present: Shaun Rowlands Manager

Shaun was not on site on arrival but was contacted to return to site.

There was no surface water ponding at the site entrance.

A pedestrian walkway to reception had been put in place.

The storage containers in the depollution bay were marked to show its contents and the IBC's containing oil were provided with secondary containment that would capture the contents if the oil container failed. Unfortunately one of the bunds had been damaged and needs replacing. Bunding or a sill must be provided around the depollution bay to prevent any liquids escaping onto permeable ground.

Action - provide secondary containment for waste storage containers and construct a sill around the depollution bay.



Photo showing the signage on containers and the bunding beneath the IBC

An acid resistant container was available for storing batteries. This was empty as the batteries had been removed offsite the day before.

Action - Please send a copy of the hazardous waste consignment note from the removal of these batteries. There was a large spillage of hydrocarbons on permeable ground that had not been cleaned up. **This is a breach of Condition 5.1.4 Table 5.1 d and has been scored a Category 2 breach under D2Accident, emergency and incident planning.**



Photo to show spillage on permeable ground

Action - Please produce an Accident Management Plan for your site. This was also requested in the compliance inspection report dated 15/03/2018. Failure to provide this report by the date specified will result in a Enforcement Notice being served.

Guidance can be found using the link below:

<https://naturalresources.wales/media/2110/how-to-comply-with-your-environmental-permit.pdf>

Condition 2.1.1 Table 2.1 requires non-depolluted vehicles to be stored on impermeable pavement with a sealed drainage system. As the drainage tank is full of silt this area cannot be described as having sealed drainage as contaminated run off can leave the site. Until the drainage tank is emptied and operational you will have to treat ELV's immediately on arrival at the site as there is nowhere to store non-depolluted ELVs.

The information on the site identification board is inaccurate.

Action - Please replace the site identification board and provide all the information required under Condition 4.2.2. Please note, the emergency number for Natural Resources Wales is 03000 653000.

Shaun Rowlands closed the site for a week to examine and treat all the ELVs being stored on the hardstanding area. I inspected these vehicles and noted that the fluids had been removed. No spills or leaks were noted in this area. This is a great improvement following our inspection in March 2018.



EPR Compliance Assessment Report

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Operator/Permit holder	Mandy Jayne Rowland	Date	09/05/2018

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.

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	Provide bunding for all containers storing residual waste from the depollution process.	26/07/2018
C4	X	Please send a copy of the hazardous waste consignment note produced from the removal of batteries from the site.	26/07/2018
D2	C2	Please produce an Accident Management Plan for your site.	26/07/2018
B3	C3	Clean out and empty drainage tank	26/07/2018
D1	C3	Replace identification board with the correct information	26/07/2018

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.