

Compliance Assessment Report

Report ID:
CAR_NRW0033363

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

Site	Briton Ferry Household Waste Recycling Centre	Permit Ref	FB3539AZ			
Operator/Permit holder	F C C Waste Services (U K) Limited					
Regime	Waste Operations					
Date of assessment	27/04/2018	Time in	10:30	Out	12:00	
Assessment type	Audit					
Parts of the permit assessed	1.1.1, 1.1.2					
Lead officer's name	Thomas, Ffion					
Accompanied by						
Recipient's name/position	Daren Hemming/ Contract Manager	Date issued	17/05/2018			

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
A1 - Specified by permit	A	
C1 - General Management - Staff competency/training	A	
C2 - General Management - Management system and operating procedures	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
-----------------------------	---	---	---

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 compliance Assessment Report Form was completed following assessment of the FCC environmental operated Household Waste Recycling Centres (HWRC) sites operated in the Neath Port Talbot council area on the 27th April 2018

This CAR form covered the Britton ferry HWRC permit EPR FB3539AZ

The audit was pre-planned and looked at the operating procedures specific to the management systems concerning plant maintenance, site daily checks and how maintenance matters are resolved. The audit also looked at staff training records.

Agenda

EMS – maintenance programme

Site daily checks procedures

Staff training

Site walk over

AOB.

Present:

Ffion Thomas

Darren Hemming

EMS – maintenance programme:

A review of the sites working plan held on NRW file “Britton ferry Working Plan March 2017” show no elements that cover maintenance programming, specifically maintenance of plant and vehicles required in the management of waste on site.

An onsite review of the sites procedures and documents was undertaken. Darren Hemming provided hard copy records and displayed the company’s intranet system where applicable as evidence.

FCC operate an all business environment management system, within this there is a 28-day servicing of all fleet vehicles.

The plant operates on a 500 hrs servicing schedule (clocks on vehicles, plant record this timing)

When plant or vehicles are out for servicing the site has sufficient on-site storage to maintain waste storage via containers, or if required replacements are available within the business and/or via access to contractors.

On the Britton ferry site there is a JCB and Sennebogaen used to manage waste. Both have maintenance schedules and documents are kept in hard copy files.

Documents demonstrating the JCB and Sennebogen operator before use checklist were reviewed.

These checklists document the before start up checks, after start up and on end of shift checks. The checklist records any maintenance issues and is the first stage to reporting the issues to the internal FCC maintenance team to schedule and allocate repairs as required.

If site staff identify maintenance issues it is reported to Mike Adams -site supervisor, who is then charged with recording and to action the repairs. The repairs are programmed in and completed as deemed necessary on risk and availability. The site manager then over sees the suitability and sign off.

Site daily checks:

The site has daily check lists that cover both site checks and environmental checks.

Copies of the checks were inspected.

The checks are undertaken both morning (start of shift) and night (end of shift)

The logs were up to current date.

Again, if any repairs or issues are recorded these are brought to the attention of the site supervisor for recording and completion as required.

If the supervisor is unavailable, then the report is passed to the site manager.

Staff training:

Hard copy evidence of staff training was seen along with the companies training matrix.

Staff under go training relevant to their job. A review of the records confirmed this.

The training is a mix of internal FCC trainers and e-learning computer based. The courses are run every 2 years with refreshers.

The staff are trained also on waste identification and the initial challenge will see un-acceptable waste not being accepted and on rare occasions of it not been seen on deposit staff are trained in quarantining the waste. It will be reported and arrangements for removal undertaken ASAP (as per the waste characteristic).

Toolbox talks are also undertaken as a training programme across the company. Records were seen of the FCC internal safety alert system. The alerts were viewed and covered such items as "waste wood classification" – highly commend this work and below I have included NRW's comments on the matter:

Evidence was also shared of the staff sign sheet demonstrating who had received training.

Wood Waste:

Background – Going forward NRW will be requiring operators to classify wood as untreated, treated non-hazardous and treated hazardous, rather than using the A, B, C, D classification of wood waste.

To assign the correct code to waste wood there is a legal requirement to assess it as hazardous or non-hazardous. In accordance with the Guidance on the classification and assessment of waste – Technical Guidance WM3 - an assessment must be carried out to determine the chemical composition. (see WM3 link below)

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/427077/LIT_10121.pdf

NRW have adopted the same position statement as the Environment Agency (see link).

<https://www.gov.uk/government/publications/classifying-waste-wood-from-mixed-waste-wood-sources-rps-207/classifying-waste-wood-from-mixed-waste-wood-sources-rps-207>

Operators are being given till November 2018 to decide how they will classify waste in accordance with this. After 1 November 2018 all un-assessed waste wood must be classified as hazardous.

Site walk over

An inspection of the site was undertaken.

Of the areas viewed and documents audited no non-compliances were witnessed.





AOB

Confirmation was given that the black bag scheme (looking to remove recyclables from residual waste) is to be postponed until after site infrastructure developments are completed.

A £1.5 million investment from welsh government into waste management has been sourced and £150,000 is to be spent at the Britton ferry site. This will see areas to the south of the site office (adjacent to the current shop) expanded with infrastructure of a sealed drainage and impermeable service added.

The site is currently the only location between Port Talbot and Cardiff accepting black bags without challenge. This is resulting in extremely high inputs averaging approx. 60 ton per week of black bags to the MREC. There have been vehicle queues extending to the dual carriageway as a result of the demand.

A request made by FCC for a joint visit with the Fire Rescue Service has been progressed and dates are being confirmed for later in June.

END

EPR Compliance Assessment Report

**Report ID:
CAR_NRW0033363**

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

Site	Briton Ferry Household Waste Recycling Centre	Permit Ref	FB3539AZ
Operator/Permit holder	F C C Waste Services (U K) Limited	Date	27/04/2018

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			

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.