

## Compliance Assessment Report

Report ID:  
CAR\_NRW0032477

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

|                              |                            |             |            |     |       |  |
|------------------------------|----------------------------|-------------|------------|-----|-------|--|
| Site                         | Clyne Civic Amenity Site   | Permit Ref  | HB3397TK   |     |       |  |
| Operator/Permit holder       | City and County of Swansea |             |            |     |       |  |
| Regime                       | Waste Operations           |             |            |     |       |  |
| Date of assessment           | 20/11/2017                 | Time in     | 10:30      | Out | 11:30 |  |
| Assessment type              | Audit                      |             |            |     |       |  |
| Parts of the permit assessed | 1.1.1, 6.3.1               |             |            |     |       |  |
| Lead officer's name          | Thomas, Ffion              |             |            |     |       |  |
| Accompanied by               |                            |             |            |     |       |  |
| Recipient's name/position    | Chris Fender/ Site Manager | Date issued | 20/11/2017 |     |       |  |

### 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            |                       |
| F2 - Amenity - Noise                                                 | 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.

|                                    |          |                                                                     |          |
|------------------------------------|----------|---------------------------------------------------------------------|----------|
| <b>Number of breaches recorded</b> | <b>0</b> | <b>Total compliance score</b><br>(see section 5 for scoring scheme) | <b>0</b> |
|------------------------------------|----------|---------------------------------------------------------------------|----------|

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 has been completed following the site visit and audit held at Clyne HWRC on Monday 20<sup>th</sup> November.

The audit agenda:

1. Noise monitoring – as per NAMP Demonstration of BAT
2. Staff training – as per NAMP Demonstration of BAT

1. Noise monitoring – as per NAMP Demonstration of BAT

The audit opened discussions regarding the noise monitoring plan related to environmental monitoring under Table 3 of the Noise Management Action Plan NMAP (that was submitted in line with step 2 of the Reg 36 notice back in May 2016) NMAP Demonstration of BAT - BAT options for all noise sources associated with the site included the instigation of noise monitoring. (copied below for ease of reference)

*"In consultation with NRW, a quarterly noise survey, to allow for seasonal fluctuations would be carried out by Pollution Control Division. [Consultation with NRW on determinands to be monitored, standard reference methods, sampling protocols, monitoring strategy, selection of monitoring points, determination of background levels contributed by other sources; resultant overall uncertainty of measurements; quality assurance, equipment calibration, maintenance, sample storage, chain of custody/ audit trail; reporting procedure, data storage, interpretation and review of results"*

During the visit Jenny Aazem discussed the proposed monitoring procedure. The bullet headlines include, The location for monitoring to be on the site cabin (repeating previous location data) Monthly, initially for 12 months, 7 days continuous, 1 minute average covering all %ile, not spectrum = not frequency. The calculations will then be tracked back to demonstrate impact at residential properties. The background levels will be determined based on the BS. BS 8232 to be followed.

Cross referencing with vehicle movement data shows that Jan, April, May and August are peak months and so the monitoring will be increased at these times.

Going forward will look to increase monitoring where data suggests issues or cut back to quarterly is data supports minimisation of impacts.

Quarterly reporting will be Made to NRW with an interpretive written report of the monitoring. Raw data is to be held and available should NRW wish to verify any trends identified. (Raw data can be submitted either via SD card of the Pack and Go data or in excel format)

Monitoring is to commence in January 2019.

**ACTION Swansea Council: Jenny Aazem to forward written confirmation of the monitoring procedure by 20<sup>th</sup> December 2017**

2. Staff training – as per NAMP Demonstration of BAT

The Sites permit (condition 1.4.1) the EMS and NAMP includes the requirement for staff training.

During the site audit records were shared illustrating several of the staff training records. The sites risk assessment, is updated annually (or as required following site changes) All staff receive training as indicated by the RA, as a mitigation measure to control risks. Staff are inducted onto site and have training related to overall practices.

The following toolbox talk training packages were shared at the time of this visit as they specifically relate to noise management:

Keeping noise to a minimum, respect our neighbours – signed by staff who received the training 7/9/17

The safe systems at work training had been delivered and a reminder toolbox training done regarding vehicle reversing alarms and use of site radios – signed 8/8/17

An update had just been agreed for delivery for the safe systems at work procedure for removing skips and roll on roll of skips – this update had been undertaken following an identified mitigation measure of preventing public access to vehicle movement areas as reversing warning alarms are disabled on site to minimise noise. Banksman are used for all skip movements.

During my site visit, there was a steady continuous flow of visitors that I observed through the site cabin window. I did not notice any significant noise incidents during this time.

No non-compliances of permit were identified at the time of this visit.

**END**

## EPR Compliance Assessment Report

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|                        |                            |            |            |
|------------------------|----------------------------|------------|------------|
| Site                   | Clyne Civic Amenity Site   | Permit Ref | HB3397TK   |
| Operator/Permit holder | City and County of Swansea | Date       | 20/11/2017 |

### 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](mailto: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.