

Compliance Assessment Report

Report ID:
CAR_NRW0033682

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

Site	Jab 93	Permit Ref	WP3498FW		
Operator/Permit holder	Joyce Thomas				
Regime	Waste Operations				
Date of assessment	24/07/2018	Time in	10:40	Out	11:45
Assessment type	Audit				
Parts of the permit assessed	See Below				
Lead officer's name	Edwards, Michael				
Accompanied by					
Recipient's name/position	Diane/ Manager	Date issued	25/07/2018		

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
B1 - Infrastructure - Engineering for prevention and control of emissions	A	
C1 - General Management - Staff competency/training	X	
C3 - General Management - Materials acceptance	A	
C4 - General Management - Storage, handling labelling and Segregation	A	
G3 - Monitoring and Records, Maintenance and Reporting - Maintenance records	C4	3.1
G4 - Monitoring and Records, Maintenance and Reporting - Reporting and notification to Natural Resources Wales	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	1	Total compliance score (see section 5 for scoring scheme)	0.1
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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

Unannounced site inspection undertaken by Michael Edwards of Natural Resources Wales accompanied on site by site TCM Diane.

B1 Engineering for prevention and control of emissions

During the inspection it was noted that there was an area of the impermeable pad that required immediate maintenance. As discussed on site this has already been raised by yourselves and you have taken the necessary steps to bring out a contractor to undertake the required maintenance. This does need to be done as a priority and once this work is complete please notify me.

Please be aware that the maintenance works for the impermeable surface needs to be completed in line with **conditions 3.1.5** and **table 3.1 (specifically conditions a, f and g)**

G3 Maintenance records

Under **conditions 3.1 f) and g)** of your permit you are required to routinely inspect the sites infrastructure.

Condition 3.1 (f) requires you to **undertake weekly inspections** of the bunded or siled area where waste oils are stored.

Condition 3.1 (g) requires you to **undertake monthly inspections** of infrastructure including but not limited to, areas of hardstanding, impermeable pavements, sealed drainage systems and storage for tanks.

No evidence was available for the inspection of the infrastructure. This has been scored as a **Category 4 breach** of permit condition.

Action - Please ensure that all routine inspections are recorded and undertaken in line with the relevant permit conditions. As discussed during the inspection you may wish to inspect the yard and infrastructure more often than required, but once an inspection has been completed it needs to be recorded in a site diary or checklist. I would recommend allotting a small part of the working day into ensuring that these checks are done and then recorded.

C1 Staff competency/training

As you notified me of the situation earlier this month that you were unable to book onto a

continuing competency in time for the expiry of your current certificate due to the demand of the courses held, it was agreed that you could undertake the continuing competency in the first week of August as this was the earliest available slot.

Once complete please forward me a copy of the certificate.

C4 Storage handling labelling and segregation.

All waste oils are stored in pre labelled barrels supplied by Pureclean, these are then stored in a bund in the depoulltion garage in line with the EMS and permit **conditions 3.1 (f) and 5.4 (a)**.

This is part of an on-going contract which Pureclean who collect and replace the oil barrels when required.

Under **condition 5.4 (c) (ii)** waste tyres are required to be stored in individual stacks no greater than 50 cubic meters and less than 3 meters in height, The site stores waste tyres in individual skips which are less than the limits for this condition.

EPR Compliance Assessment Report

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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			
G3	C4	Please ensure that all yard and infrastructure inspections are recorded.	01/08/2018
C1	X	Please notify me when you have completed the continuing competency.	02/08/2018

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.