

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

Site	Material Recycling Facility	Permit Ref	QP3098FL		
Operator/Permit holder	Resources Management U K Ltd				
Regime	Waste Operations				
Date of assessment	05/07/2016	Time in	10:00	Out	11:30
Assessment type	Audit				
Parts of the permit assessed	MRF - Activities and Reporting				
Lead officer's name	Wakeford, Sally				
Accompanied by	Bacon-Weekes, Liane				
Recipient's name/position	Bryan Cameron/ Site Manager	Date issued	25/08/2016		

Section 1 – Compliance Assessment Summary

This is based on the requirements of the permit under the Environmental Permitting Regulations. 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	
G4 - Monitoring and Records, Maintenance and Reporting - Reporting and notification to Natural Resources Wales	C4	MRF Sch 9A Part 2(2)

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

The site was inspected on 05 July 2016 by Sally Wakeford and Liane Bacon. The site was inspected for both general compliance and MRF Activities under Schedule 9A. This CAR form is reporting only on the MRF activities, the general compliance assessment will be completed in a separate CAR form.

Site Inspection:

On walking around the site it was evident there were a lot less residual wastes on site than the previous visit.

Both the separated steel cans and aluminium cans appeared to have a large amount of contamination, you explained that these wastes went through the picking line a second time to ensure maximum recycling rates and getting the best % target materials possible. It is evident from the baled wastes that this is the case, and the bales appeared consistent with the samples of outputs taken and reported.

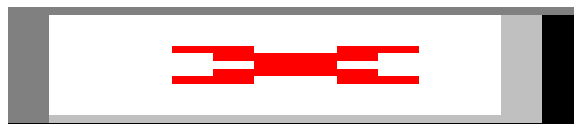
The sampling station is well away from moving vehicles and chance of contamination. The area was clean and tidy, even though sampling was in progress at the time of the inspection. It was well organised, and the wastes currently being sampled appeared to be consistent with the input samples reported.

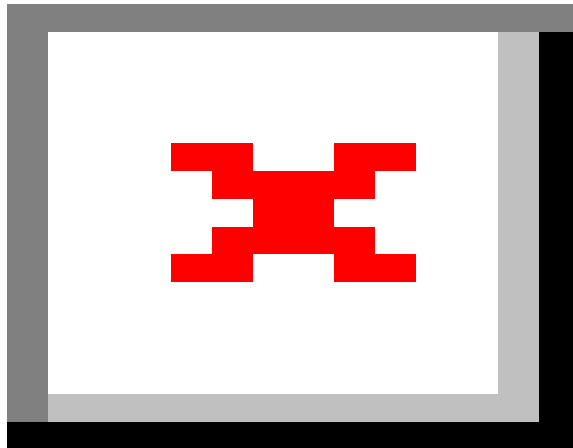
Reporting:

We discussed the analysis of the waste returns which had been completed and we discussed as follows:

Inputs:

- Site reported sample of 115.42kg weight which should have been at least 840kg. Must query if this is typo/tonnage figure to check that the site is not under sampling.
 - o You calculated from the sample sheets provided that this was indeed a typo, and should have stated 1155.42kg. Well over the tonnage limit required.
- Individual target materials do not add up to the 77% reported (metal, plastic & paper equal 54.4%). Need to query what other material types the site classifies as 'target' to ensure that this is not an error.
 - o This was discussed and you indicated one of the paper or cardboard figures had not been included in the paper/card column.
- To note – site appears to be receiving separately collected paper (20 01 01) but this is reported as chapter 19 code in the outputs suggesting incorrectly coded/mixed with other materials. The process should be queried.
 - o You do receive separately collect cardboard/paper. This is bulked, along with the waste which has been separated from mixed inputs. Bulking is not enough for the waste to change in characteristics therefore this separately collected input should also leave the site as a 20 01 01 code. This should be kept separate from your co-mingled collection outputs.
 - o We discussed the outputs from the MRF – these should be coded as 19 codes (especially as there has been some magnetic separation). Extracts from our internal guidance can be found below:





In conclusion, your separately collected paper and card should remain as the 20 01 01 code on its leaving your site.

Your MRF outputs should be reported separately and should leave site as 19 codes. This means 2 separate lines on your waste returns.

Outputs:

- Same number of samples being taken for all outputs raises general query on how the outputs are being sampled.
 - o You routinely sample all the inputs and output fractions at the same time to ensure you are over sampling rather than being caught out by under sampling. There are no compliance issues with regard to this.
- All outputs are claimed to be over 99% target material, which is high compared to the wales average.
 - o Your outputs are sent through the picking line at least twice to ensure the highest possible target material %. The baled outputs appeared consistent with the 99% - as the only contamination seen was small amounts of very light plastics in the metal which would weigh next to nothing compared to the remainder of the bail.
- Site advised previous officer that glass was collected and separately bulked. Bulking is not enough to change from a 20 01 02 EWC code to a 19 12 05.
 - o We discussed this was a historical issue. Please ensure that any bulked only waste is reported using a 20 code in future.

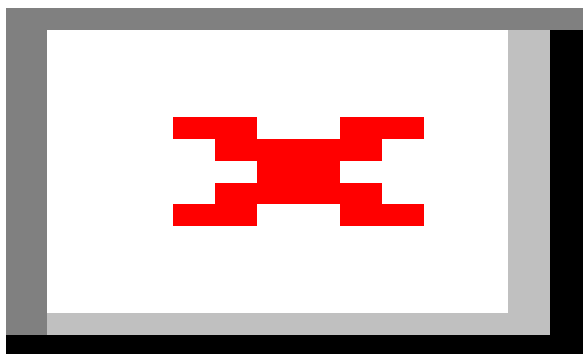
We discussed that only the source segregated wastes require the sampling. The waste coming in as separately collected doesn't need sampling, and as such only the output wastes which originated as co-mingled inputs (the ones coded 19 on your waste returns) would require sampling. Please feel free to give me a ring to discuss this further.

Sampling Data/Waste Returns:

I examined your sampling sheets which corresponded with the Q1 2016 returns. I created a spreadsheets (which I have since shared with you separately) for the input and output calculations from your sampling data for January to March. I found a few inconsistencies, which led to identifying a few issues with your returns.

Inputs:

We have confirmed that the paper/cardboard, plastics, and metal are your inputs which are considered your "Target" materials. We have also discussed which of the materials are considered as non-target recyclable and non-recyclable for the purposes of the reporting as shown in the table below:



Your new spreadsheet for inputting the samples and calculating the % and SD of the samples now correlates to this division of recyclable/non-recyclable. And should now help to ensure the totals add up to 100%.

Outputs:

You have been incorrectly calculating your Standard Deviations, we have discussed this is due to the calculations used. The standard deviation is the variation from the average of the samples. All your samples for outputs are of the same magnitude in each sample. Your standard deviations should therefore be smaller than you have reported. You should calculate the standard deviation from each sample not monthly for the waste type.

G4 – Monitoring and records, maintenance and reporting – Reporting and notifications to Natural Resources Wales – CAT 4 – The Environmental Permitting Amendment (England and Wales) 2014 Regulations Schedule 9A, Part 2(2).

As discussed via email - you have been scored against the above criteria as during the inspection of your sampling sheets you have been failing to complete the MRF reporting adequately – sampling is being completed but reported incorrectly.

Advice and Guidance has been provided separately to this CAR Form to assist in the process going forward. Please contact me prior to submitting the next returns if you have any issues.

ACTION: Please ensure you complete the action in section 4 of this form by the due date shown (date of next returns)

If you have any further questions regarding this report please don't hesitate to contact me.

**Any compliance criteria not highlighted in the above summary should be considered as not assessed.
In this document 'Natural Resources Wales' means the Natural Resource Body for Wales established by Article 3 of the Natural Resource Body for Wales (Establishment) Order 2012.**

EPR Compliance Assessment Report

**Report ID:
CAR_NRW0023811**

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

Site	Material Recycling Facility	Permit Ref	QP3098FL
Operator/Permit holder	Resources Management U K Ltd	Date	05/07/2016

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			
G4	C4	Improve reporting of sampling on MRF Waste returns	31/10/2016

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 reports should not be released to the public register(s) on the grounds of commercial confidentiality, you must write to your local area office within twenty 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.