

Compliance Assessment Report

Report ID:
CAR_NRW0031845

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

Site	Worldcare Wales Ltd	Permit Ref	UP3794FZ		
Operator/Permit holder	World Care (wales) Ltd				
Regime	Waste Operations				
Date of assessment	22/06/2017	Time in	12:00	Out	13:05
Assessment type	Site Inspection				
Parts of the permit assessed	As below				
Lead officer's name	Thomas, Rhys				
Accompanied by					
Recipient's name/position	Lee Jones/ Site Manager	Date issued	11/07/2017		

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	
B1 - Infrastructure - Engineering for prevention and control of emissions	A	
B4 - Infrastructure - Containment of stored materials	A	
C1 - General Management - Staff competency/training	A	
C2 - General Management - Management system and operating procedures	A	
C4 - General Management - Storage, handling labelling and Segregation	A	
F1 - Amenity - Odour	A	
F2 - Amenity - Noise	A	
F3 - Amenity - Dust/fibres/particulates and litter	A	
F4 - Amenity - Pests/birds and scavengers	A	
F5 - Amenity - Deposits on road	A	
G4 - Monitoring and Records, Maintenance and Reporting - Reporting and notification to Natural Resources Wales	C4	6.2.2

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

Pre-arranged site inspection carried out by Environment Officer Rhys Thomas. Accompanied on site by TCM Lee Jones. Purpose of inspection was to have pre-application discussions with the operator regarding permitting the plot next door, and also check on compliance issues raised following the last inspection on 28/02/2017. Operator has appointed the services of Consultant Claire Walters to prepare application for permitting the plot next door. Ms Walters was present during the visit.

A discussion took place in the site office regarding the plot to the West of the current permitted area, which is currently used by the operator with the benefit of registered waste exemptions. The Regulating Officer and Lee Jones have had discussions over recent months mainly concerning an application to extend the boundary of the current permit to include the adjacent plot, which would involve a permit variation. During the visit, Lee Jones and Claire Walters suggested that the intention now is to submit an application for a new permit for this area, which would be separate from the current permit. This application would be for an inert waste transfer station, with some scrap metal storage possibly included. It was discussed that the new permit would likely need to be a bespoke permit due to location factors and proximity to sensitive receptors. Complexities relating to recording waste movements between both sites were discussed and robust measures would need to be included into the EMS. It was also highlighted that activities on both sites would need to be kept separate and a distinct boundary between both sites would need to remain in place. Plans are due to be finalised over the next few weeks and a permit application submitted.

Following the permitting discussions a brief site walkover was carried out. Work has been carried out to construct a bay wall at the far side of the mixed waste storage area. This now completes a suitable bay area for this waste stream to be stored within. Please ensure that the mixed waste stockpile remains within this bay area. All other wastes on site were suitably stored within bays and containers. Most storage bays on site were full or nearly full, including the waste wood and plasterboard storage area. As is detailed in the site management system, if storage bays and containers are full no further waste shall be received on site, until waste can be removed.

The site surfaces were in an improved condition since the last site inspection, and were free from any standing water. Please ensure that site surfaces and drainage channels are suitably maintained to a good condition, particularly during periods of wet weather. No mixed wastes were observed stored outside the permit boundary during the visit. There continues to be a large amount of plasterboard stored on site with none removed for a considerable amount of time. A suitable outlet should be sourced for this material.

Materials are still being stored outside the permit boundary, on the plot next door, under the benefit of waste exemptions. Some green wastes have recently been removed from the stockpile located in this area. Please ensure that green waste is continually removed from this area as the exemption only allows storage for seven days before treatment and three months after treatment. Plastics are currently being stored within the building, also under the benefit of waste exemptions.

No documentation or records were viewed during the inspection. A review of site waste returns was carried out following the visit. It is noted that waste returns records for the last two quarters (Quarter 4 2016 & Quarter 1 2017) are outstanding. Please ensure these are submitted to Natural Resources Wales as detailed below.

The following breach of permit condition has been noted:

G4 Monitoring and Records - Reporting and notification. Permit condition 6.2.2 CCS Score C4.

Permit condition 6.2.2 states that a summary record of waste types accepted and removed shall be made for each quarter and shall be submitted within one month following the end of each quarter. The following waste returns are overdue:

- Quarter 4 (October - December) 2016

- Quarter 1 (January - March) 2017

Action: Please ensure that all outstanding returns are submitted to Natural Resources Wales by 11th August 2017. When submitting the returns please ensure that version 7.3 of the Natural Resources Wales waste returns spreadsheet is used. Completed returns should be e-mailed to waste.returns@naturalresourceswales.gov.uk.

If you would like to discuss anything mentioned in this report please contact Rhys Thomas on 03000 65 3765 or rhys.thomas@cyfoethnaturiolcymru.gov.uk.

Photographs:

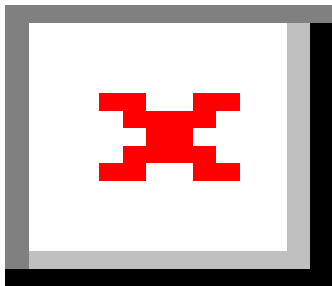


Photo 1: Mixed waste stockpile next to trommel.

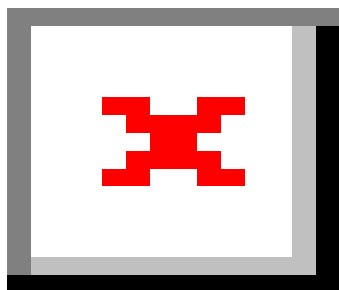


Photo 2: New bay wall constructed to complete mixed waste storage area.

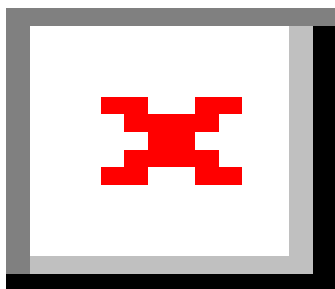


Photo 3: Plasterboard storage area

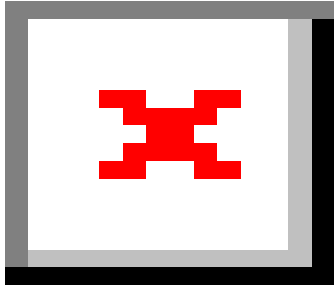


Photo 4: Scrap metal and WEEE storage bays.

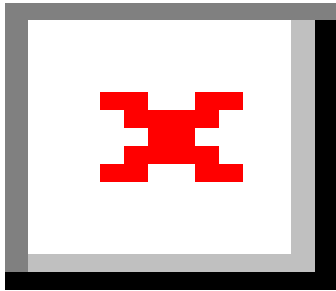


Photo 5: Wood storage bay.

EPR Compliance Assessment Report

**Report ID:
CAR_NRW0031845**

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Site	Worldcare Wales Ltd	Permit Ref	UP3794FZ
Operator/Permit holder	World Care (wales) Ltd	Date	22/06/2017

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.

In respect of the above non-compliance you have been issued with a warning. At present we do not intend to take further enforcement action. This does not preclude us from taking additional enforcement action if further relevant information comes to light or offences continue.

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	Submit all outstanding returns to Natural Resources Wales.	11/08/2017

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.