Cyfoeth Naturiol Cymru Natural Resources Wales

Compliance Assessment Report

Report ID: CAR_NRW0033073

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	06/03/2018	Time in	14:45	Out	16:00
Assessment type	Site Inspection				
Parts of the permit assessed	As below				
Lead officer's name	Thomas, Rhys				
Accompanied by	Peel, Louise				
Recipient's name/position	Lee Jones/ TCM	Date issued	22/03/2018		

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	
B1 - Infrastructure - Engineering for prevention and control of emissions	C3	2.1
B4 - Infrastructure - Containment of stored materials	C3	4.6.1
C1 - General Management - Staff competency/training	A	
C3 - General Management - Materials acceptance	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	

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	**2**	**Total compliance score** (see section 5 for scoring scheme)	8

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

Routine pre-arranged inspection carried out by Environment Officer Rhys Thomas and Senior Environment Officer Louise Peel. Accompanied on site by TCM Lee Jones. Operator's consultant Claire Walters also present throughout visit.

Initially, discussions took place at the site office surrounding the requirement for a Fire Prevention and Mitigation Plan to be in place. Natural Resources Wales are in the process of carrying out a variation to your permit to include a condition relating to a Fire Prevention and Mitigation Plan. Some of the practical issues surrounding fire prevention and mitigation, previously raised on site were discussed. You should refer to the latest copy of the guidance for advice on how the plan should be implemented, particularly the guidance surrounding the use of bays/bunkers to store waste.
http://naturalresources.wales/media/684379/guidance-note-16-fire-prevention-mitigation-plan-english.pdf

Officers proceeded to carry out a site walkover. Site surfaces were generally in a poor condition, this has been noted as a breach of permit conditions as detailed below. There was standing water in parts and the poor surface condition was causing mud to be tracked through site, further exacerbating the problem. The current condition of site surfaces also means there is a high risk of mud being tracked from the site onto the highway.

At the time of inspection there was a large amount of mixed waste stored in the bay behind the trommel. All wastes on site must to be contained within bays and containers, and effort needs to be made to ensure the wastes do not overspill out of storage bays. Wastes were appropriately stored within the wood waste bay and 'landfill waste' bay at time of inspection.

A large amount of soil was stored on site at the time, located towards the back end of site. This was due to a delay in receiving testing results to be able to move the soil on. This soil was temporarily enclosed with concrete blocks at time of inspection. The presence of the soil at this part of site was preventing access to the storage bays located at the back of site. However, it was evident that fridges were being stored in the bays along the back of the site. This is a breach of permit conditions (as detailed below) as this area does not benefit from an impermeable surface with sealed drainage.

<u>The following breaches of permit conditions have been noted:</u>

B1 Infrastructure – Engineering to control emissions. Permit condition 2.1. CCS Score C3.

Permit condition 2.1 (Table 2.1) sets standards for site surfaces. As mentioned above, parts of the site surfaces do not currently meet these standards. This was also brought to your attention following the last site inspection on 06/11/2017. Site surfaces should be maintained so that they have sufficient durability to avoid rutting by vehicle movement and should be free from standing water. The surface in front of the trommel / mixed waste stockpile is in particular need of maintenance. This non-compliance has been scored a CCS C3 as the breach could foreseeably result in minor pollution.

Action: Maintain site surfaces and drainage in line with standards set out in permit condition 2.1

This is the second consecutive inspection where this breach has been recorded. Failure to take appropriate action may result in further enforcement action being taken.

B4 Infrastructure – Containment of stored materials. Permit condition 4.6.1 (table 4.6). CCS Score C3.

During the inspection it was noted that fridges / freezers were being stored in the bays at the back of site. Such refrigeration equipment should not be stored here as this area does not benefit from the required infrastructure. Table 4.6 (i) requires refrigeration equipment to be stored on an impermeable pavement with sealed drainage, in accordance with permit condition 2.1. This non-compliance has been scored a CCS C3 as the breach could foreseeably result in minor pollution.

Action: Ensure all fridges / freezers are stored in bays or containers that meet the requirements set out in table 4.6(i).

Whilst on site, discussion took place around plans to permit the yard which is currently operated under registered exemptions. Options are being considered, including the potential to utilise the concrete pad located on this yard.

Before leaving site the renewed WAMITAB Continuing Competency certificate was viewed. This is now valid until 12/01/2020. No other records or paperwork were inspected during this visit. Compliance scores for 2017 were also discussed. The accumulation of CCS scores during 2017 means the site is currently in Compliance Band D. A breakdown of CCS Scores for 2017 was provided to the operator so that areas of repeat non-compliance can be identified and improved.

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

Photographs:

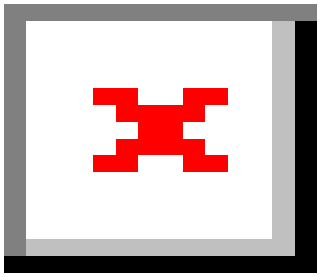


Photo 1: General view of site from entrance.

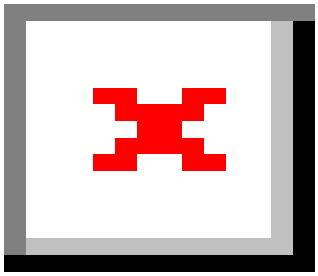


Photo 2: Mixed waste stockpile.

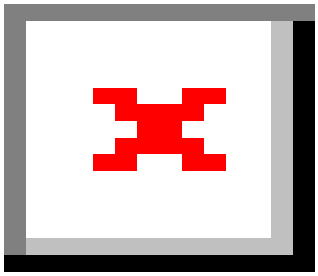


Photo 3: Site surface in poor condition next to mixed waste store / trommel.

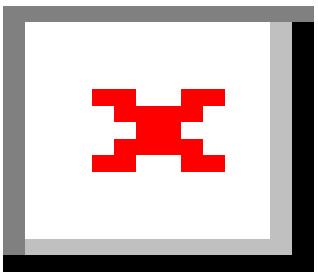


Photo 4: Mixed 'landfill waste' bay and wood storage bay.

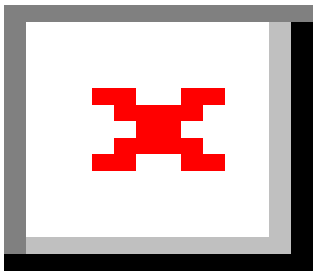


Photo 5: Large quantity of soil stored at the back of site.

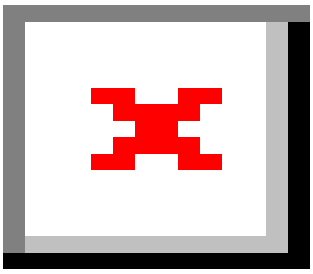


Photo 6: Fridges stored in bays at back of site. This area does no benefit from sealed drainage.

Cyfoeth Naturiol Cymru Natural Resources Wales	**EPR Compliance Assessment Report**	**Report ID: CAR_NRW0033073**

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	Date	06/03/2018

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.

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			
B4	C3	Ensure all fridges / freezers are stored in bays or containers that meet the requirements set out in table 4.6(i).	11/05/2018
B1	C3	Maintain site surfaces and drainage in line with standards set out in permit condition 2.1	11/05/2018

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.