

## Compliance Assessment Report

Report ID:  
CAR\_NRW0031372

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           | 28/02/2017                | Time in     | 10:30      | Out | 11:15 |
| Assessment type              | Site Inspection           |             |            |     |       |
| Parts of the permit assessed | As below                  |             |            |     |       |
| Lead officer's name          | Thomas, Rhys              |             |            |     |       |
| Accompanied by               | Challender, Paul          |             |            |     |       |
| Recipient's name/position    | Lee Jones/ Operator / TCM | Date issued | 15/03/2017 |     |       |

### 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                                                  | C3           | 1.1.2                 |
| B1 - Infrastructure - Engineering for prevention and control of emissions | C3           | 2.1                   |
| B4 - Infrastructure - Containment of stored materials                     | A            |                       |
| B5 - Infrastructure - Plant and equipment                                 | A            |                       |
| C1 - General Management - Staff competency/training                       | A            |                       |
| C2 - General Management - Management system and operating procedures      | A            |                       |
| C3 - General Management - Materials acceptance                            | A            |                       |
| C4 - General Management - Storage, handling labelling and Segregation     | C3           | 1.1.4                 |
| D1 - Incident Management - Site security                                  | 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 | 3 | Total compliance score<br>(see section 5 for scoring scheme) | 12 |
|-----------------------------|---|--------------------------------------------------------------|----|

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 site inspection carried out by Environment Officers Rhys Thomas and Paul Challender. Accompanied on site by TCM Lee Jones. The main purpose of the visit was to check compliance with issues identified during the last site inspection carried out on 22/12/2016. Weather conditions at time of inspection was wet, with very little wind.

During the inspection the following permit breaches were noted:

### **A1 Permitted Activities - Specified by Permit. Permit condition 1.1.2. CCS Score C3.**

At the time of inspection a skip containing mixed waste was stored outside of the permit boundary, on the plot of land to the west of the site. This plot of land does benefit from registered waste exemptions, however none of these exemptions allow the storage of mixed wastes.

**Action:** Ensure all waste material associated with permitted activities are stored within the permit boundary, unless otherwise authorised and compliant with the registered waste exemptions.

### **B1 Infrastructure - Engineering to control emissions. Permit condition 2.1. CCS Score C3.**

It was brought to your attention following the last visit that the hardstanding surfaces on site were uneven and subject to rutting and water pooling in places. It is noted that some work has been carried out since the last inspection with hardcore placed in some locations. However, during the inspection it was evident that site surfaces require further attention, as standing water was evident in areas in front of the trommel and on the hardstanding area behind the wood storage bay. It is recommended that drainage channels and gullies are regularly maintained so that they remain fit for purpose and drain standing water from the surfaces.

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

### **C4 General Management - Storage, Handling, Labelling and Segregation. Permit Condition 1.1.4 (table 1.1) CCS Score C3.**

Following the last inspection you were asked to ensure that all wastes on site are stored within designated bays or skips as specified within the permit. This was in reference to the large stockpile of mixed waste, not stored within a bay or skip. It was noted that the volume of the mixed waste stockpile had reduced slightly, and that work had been carried out to construct a bay wall. However, the material is currently contained by a bay wall on one side only, therefore this remains a breach of permit condition 1.1.4.

**Action:** Ensure all wastes on site are stored within designated bays and skips as specified within the permit. Any excess waste should be removed to a suitably permitted facility.

### Observations:

As is mentioned above, ground conditions on site were generally wet, with site surfaces not holding up due to the wet weather conditions in the days and hours leading up to the inspection. Site surfaces and drainage channels need to be maintained to the standards set out in the permit. Wastes were being sorted on the concrete pad area next to the weighbridge. The trommel and picking line were not operational at the time of inspection. It was good to see that work has been carried out to create a suitable bay wall for the mixed waste stockpile. As is mentioned above further work is required to bring this area into compliance.

Wastes were stored appropriately in bays at the back of the site and within the wood storage bay. There remains a large amount of plasterboard stored on site. Plasterboard has not been removed from site for a considerable time.

At time of inspection, wastes were being stored in the exempt area, to the west of the permit boundary. Please be mindful that the green waste stored in this area under a T6 exemption only allows the storage and treatment of up to 500 tonnes over a 7-day period and waste can be stored for up to three months after treatment.

No documentation or site records were viewed during this inspection. A brief discussion took place regarding an application for a permit variation to extend the permit boundary. As mentioned, site surfaces of any new areas of site will need to meet the

requirements currently set out in the permit.

**Please take note of the non-compliances and actions mentioned above. Failure to comply could lead to further enforcement action being taken.**

If you would like to discuss anything mentioned in this report please contact Rhys Thomas on 03000 65 3765.

Photographs:

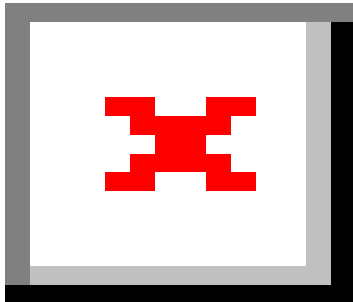


Photo 1: Mixed waste stored outside the permit boundary

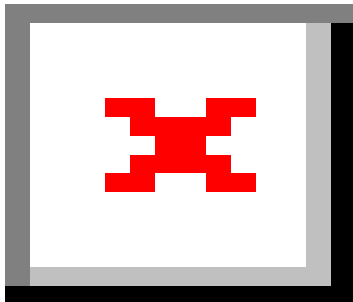


Photo 2: General view of site, showing stockpile of mixed waste behind the trommel.

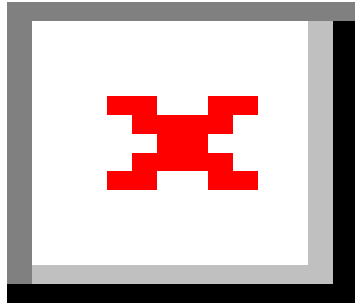


Photo 3: New bay wall constructed to contain mixed waste.

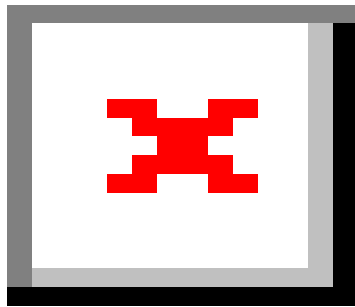


Photo 4: Waste stored within wood storage bay. Water pooling on the hardstanding area.

## EPR Compliance Assessment Report

**Report ID:  
CAR\_NRW0031372**

**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       | 28/02/2017 |

### 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 |              |                                                                                                                                                                                                    |            |
| C4                  | C3           | Ensure all wastes are stored within designated bays and skips as specified within the permit. Any excess waste should be removed to a suitably permitted facility.                                 | 30/04/2017 |
| B1                  | C3           | Maintain site surfaces and drainage in line with permit condition 2.1                                                                                                                              | 30/04/2017 |
| A1                  | C3           | Ensure that all waste material associated with permitted activities are stored within the permit boundary of the site, unless otherwise authorised and compliant with registered waste exemptions. | 30/04/2017 |

## 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](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.