

Compliance Assessment Report

Report ID:
CAR_NRW0033863

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

Site	Ewloe Waste Transfer Station	Permit Ref	BP3797SZ		
Operator/Permit holder	Thorncliffe Building Supplies Ltd				
Regime	Waste Operations				
Date of assessment	02/08/2018	Time in	14:37	Out	15:05
Assessment type	Site Inspection				
Parts of the permit assessed	Infrastructure, Emissions & Amenity				
Lead officer's name	Challender, Paul				
Accompanied by					
Recipient's name/position	Tim Harper/Dan Harper/ Owner/Site Manager	Date issued	30/08/2018		

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	A	
B4 - Infrastructure - Containment of stored materials	A	
C1 - General Management - Staff competency/training	A	
C2 - General Management - Management system and operating procedures	X	
C3 - General Management - Materials acceptance	A	
C4 - General Management - Storage, handling labelling and Segregation	A	
E1 - Emissions - Air	A	
E5 - Emissions - Waste	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	

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	0	Total compliance score (see section 5 for scoring scheme)	0
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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

This was an unannounced inspection due to calls received by members of the public with regard to multiple amenity issues in the Ewloe Barns area. Mr Dan Harper was available to assist the new inspecting officer, Paul Challender. During the inspection the weather was very dry, warm and breezy.

Natural Resources Wales (NRW) had received a number of complaints regarding the Ewloe Barns area which were being attributed to the Thornclyffes site by the complainants in the days leading up to the visit regarding different issues impacting the area. We had been notified about seagulls, odour and dust. Due to these complaints I had visited the general area and have been in communication with the site via telephone and email prior to the inspection visit.

NRW had received an odour complaint for the site during the evening before the inspection. The site was visited at the earliest opportunity the next day. Before entering the permitted area I attended multiple locations in the immediate surroundings of the Thornclyffes site and found no apparent odour. On commencing the inspection the odour issue was discussed with Mr Dan Harper and he stated that they had not detected any odour or received any complaints directly. During the inspection the site was in full operation with wastes being accepted and processed. I was escorted around all the operational areas by Mr Harper including inside the building where the mixed household waste is processed into RDF and no odour was detected during the visit.



Prior to the inspection an NRW colleague and I had visited the area and its surroundings a week earlier due to the seagulls complaint. No seagulls were present in the area then or during this inspection. Discussions during the inspection and prior to the inspection by telephone and email indicated that the seagull situation in the permitted area had improved greatly and that the operator has not perceived any issues with seagulls at the site during operational hours since the completion of the building works as all waste types likely to attract scavenging birds are now deposited, processed and stored within a building. This is evident on the site.



During the inspection, plant was actively working on the stockpile of construction and demolition waste. The premises was extremely dry due to the recent hot weather however, no dust was being produced in a volume likely to escape the permitted area. All mitigation systems were functional and being utilised as and when necessary. It should be noted however, that no crushing operations were taking place during the inspection. Communication had taken place between the regulating officer and the operator prior to the inspection. The operator had indicated that they had been crushing on the day of the complaint. They did note however, that the materials crushed did not match the dust description in the report, dust suppression was in use and that staff were not aware of any issues during crushing or wood chipping operations.



The Environmental Management System (EMS) and Fire Prevention & Mitigation Plan (FPMP) were also discussed. It had been previously agreed by the preceding regulating officer that the EMS & FPMP would be submitted on completion of the building work to accommodate the changes in procedures due the physical alterations on the operational site. Mr Harper indicated that the infrastructure changes are now coming to a close and that these updated documents would be received in due course. I look forward to their submission in the near future.

Thank you for your time during this inspection.

Paul Challender - Environment Officer

In this document 'Natural Resources Wales' means the Natural Resources Body for Wales established by Article 3 of the Natural Resources Body for Wales (Establishment) order 2012.

EPR Compliance Assessment Report

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Site	Ewloe Waste Transfer Station	Permit Ref	BP3797SZ
Operator/Permit holder	Thornccliffe Building Supplies Ltd	Date	02/08/2018

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.

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			
C2	X	Submit updated Environmental Management System and Fire Prevention & Mitigation Plan which reflect the recent changes on site.	30/11/2018

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.