

Compliance Assessment Report

Report ID:
CAR_NRW0032479

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

Site	Llandrindod Wells Household Waste Recycling Centre	Permit Ref	AB3091CN			
Operator/Permit holder	Sundorne Products (Llanidloes) Ltd					
Regime	Waste Operations					
Date of assessment	02/11/2017	Time in	10:10	Out	12:10	
Assessment type	Site Inspection					
Parts of the permit assessed	General Management					
Lead officer's name	Park, Liz					
Accompanied by	Starks, Madeleine					
Recipient's name/position	Mark Philips/ Technically Competent Manager	Date issued	21/11/2017			

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	
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	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

On Thursday 2nd of November 2017 Liz Park and Madeleine Starks conducted the first site inspection of Llanidloes Household Waste Recycling Centre, operated by Sundorne Products (Llanidloes) Ltd. The weather was cool, dry and cloudy. We met Mark Philips on site to discuss how NRW regulate waste operations and their responsibilities as an operator.

First Inspection Discussions

Liz Park went through the First Inspection Checklist with Mark. This included:

Technical Guidance – We discussed how the site needed to comply with their environmental permit and the technical guidance which is available to them. Mark is already familiar with our guidance as an experienced waste operations manager.

Environmental Management System (EMS) – A copy of the EMS for the site and an updated site plan were submitted to NRW via email on the 6th November. After looking through these documents several issues have been highlighted:

- None of the Standard Operating Procedure documents have a date entered from which they become effective, or a proposed revision date.
- On SOP-03 "Waste storage and handling", the maximum quantities of both tyres and car batteries that can be stored on site are missing.
- The "Accident / Pollution Incident Management Plan" is missing several key contact details (Appendix B), including:
 - Security Contact
 - Landowner
 - Non-emergency fire contact.
 - Local Authority
 - Fuel supplier
 - Maintenance contractor
 - Electrician
 - Plumber
- The "Accident / Pollution Incident Management Plan" is missing all the maximum quantities of waste materials listed in Appendix C.

Please address these issues as soon as possible. If these issues have not been rectified ahead of our next site visit, this will constitute as a breach of the permit condition 1.1.1, under section 1.1 (General Management).

Technical Competence – Mark Philips is listed as the Technically Competent Manager (TCM) for the site. We have checked on our system and your continued competency qualification is up to date, however is nearing expiry. We expect a minimum TCM attendance on site of 20% of the operational hours. This can subsequently be reviewed, if it is considered appropriate, once the site has been in operation for over 6 months.

Waste Returns – We discussed the requirement for waste returns to be submitted, including frequency and format and the subsequent escalation system if these are not completed. Mark informed us these will be completed by Eloise Forsey.

Landowner Details – Mark informed us that the land was owned by Powys County Council, who are aware of the sites operations and give full permission for the Household Waste Recycling Centre.

Additionally, we discussed Compliance / CCS Scores, Compliance Assessment Reports, Public Register, Duty of Care, Hazardous Waste Regulations and Making Changes to the Permit. It was agreed that all the Compliance Assessment Reports for the site will be sent to Mark Philips.

Fire Prevention and Mitigation Plan

In our letter dated 27th July 2017 it was explained that the Standard Rules permit you hold (SR 2008 No13) has been changed to include a requirement to have a written Fire Prevention and Mitigation Plan. However, as the site was not operational until early October 2017 and our visit to site not until November 2nd, we have extended the submission date for this plan.

In a telephone conversation on the 21/11/2017 it has been agreed that this plan will be written by Richard Carter and submitted to NRW by 05/12/2017. If we have not received an adequate plan by this time, this will be listed as a permit breach and subsequently scored.

No further issues or queries were raised during our visit. We thank-you for your time on site.

EPR Compliance Assessment Report

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Operator/Permit holder	Sundorne Products (Llanidloes) Ltd	Date	02/11/2017

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.

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			

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.