

	EPR Compliance Assessment Report	Report ID: 30277/0209131			
This form will report compliance with your permit as determined by an NRW officer					
Site	Rhondda Skip Hire		Permit Ref	EPR/WP3797ED EAWML 30277	
Operator/ Permit holder	Cwm Rhondda Waste Management Services Ltd				
Date	14/05/2014		Time in	15:00	Out 16:30
What parts of the permit were assessed	Understanding of permit conditions and Working Plan.				
Assessment	Procedure review	EPR Activity:	Installation	Waste Op	X Water Discharge
Recipient's name/position	Andrew Trembeth				
Officer's name	William Powell, Kelly Jarman		Date issued	20/05/2014	

Section 1 - Compliance Assessment Summary

This is based on the requirements of the permit under the Environmental Permitting Regulations. A detailed explanation and any action you may need to take are given in the "Detailed Assessment of Compliance" (section 3). 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

Condition(s) breached

a) Permitted activities	1. Specified by permit	N	
b) Infrastructure	1. Engineering for prevention & control of pollution	N	
	2. Closure & decommissioning	NA	
	3. Site drainage engineering (clean & foul)	N	
	4. Containment of stored materials	N	
	5. Plant and equipment	N	
c) General management	1. Staff competency/ training	N	
	2. Management system & operating procedures	A	
	3. Materials acceptance	N	
	4. Storage handling, labelling, segregation	N	
d) Incident management	1. Site security	N	
	2. Accident, emergency & incident planning	N	
e) Emissions	1. Air	N	
	2. Land & Groundwater	N	
	3. Surface water	N	
	4. Sewer	N	
	5. Waste	NA	
f) Amenity	1. Odour	N	
	2. Noise	N	
	3. Dust/fibres/particulates	N	
	4. Pests, birds & scavengers	N	
	5. Deposits on road	N	
g) Monitoring and records, maintenance and reporting	1. Monitoring of emissions & environment	N	
	2. Records of activity, site diary, journal & events	N	
	3. Maintenance records	N	
	4. Reporting & notification	N	
h) Resource efficiency	1. Efficient use of raw materials	NA	
	2. Energy	NA	

KEY: C1, C2, C3, C4 = CCS breach category (*suspended scores are marked with an asterisk),
A = Assessed (no evidence of non-compliance), N = Not assessed, NA = Not Applicable, 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 Total No Breaches is greater than zero, then please see Section 3 for details of 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 (e.g. 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 suspended or consolidated scores.
- details of advice given
- any other areas of concern
- all actions requested
- any examples of good practice.
- a reference to photos taken

This report should be clear, comprehensive, unambiguous and normally completed within 14 days of an assessment.

A meeting was requested to discuss way forward with the site, compliance with permit conditions and development of a new working plan. Weather was warm and dry during visit.

Due to the previous site manager leaving, the permit holder Andrew Trembeth wanted to understand the permit properly, and work to improve overall compliance of the site and it's perception with Natural Resources Wales.

No breaches from this visit have been recorded as the visit was mostly focusing on improving the working plan. A deadline to have an updated working plan has been set for **1st July 14**. Please let me know if you are struggling to get the working plan together, and I will be happy to look over any drafts as well.

Meeting with Andrew Trembeth attended by officers Will Powell and Kelly Jarman.

Working plan

A working plan is the document you are required to have, that shows how you will operate your business in compliance with your permit. The current working plan written by Gerwyn Boyce is not only out of date, but is ineffective and makes little reference to minimising the environmental impacts of your business and compliance with your permit.

During our meeting we worked through some of the key permit conditions, and discussed how you will manage your business to minimise impacts on the environment. I have listed the conditions we discussed, and actions you considered, or are already taking, below. These will need to be compiled into a new working plan document. You can also include an introductory note about the business if you so wish, and any other measures you are taking that we did not discuss.

Condition 1.1.1, table 1.1 - Waste management operations

ii) Maximum storage capacity 350m³. This includes the mixed waste pile, the soils and rubble pile, plus any other wastes stored onsite in skips.

A large waste stock pile is likely to attract visual complaints from local residents, it also poses an increased fire risk, and can make waste disposal more costly as waste will increase it's weight in wet weather. We discussed how you were currently dealing with a backlog onsite since Gerwyn's departure - and as a result there is currently more waste onsite than you would normally like. You mentioned that you would like **a maximum of just over 2 roll on - roll off skips worth of mixed waste onsite at any one time (~around >100m³)**

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Section 2 – Compliance Assessment Report Detail

iii) 48hr maximum period for degradable wastes. Due to the nature of Skip hire, you cannot always control the incoming wastes - and though you may not actively seek black bin bags containing household degradable waste, some may be included in incoming loads. Degradable waste is likely to produce an unpleasant odour and polluting run off. **We discussed how if degradable waste is accepted, it will be sent to Bryn Pica within 48hrs.**

It would be good to see some sort of contingency plan in place for tackling waste volumes if you have a sudden influx of waste included in your working plan.

Condition 1.3.1 - Operating hours

You are only permitted to operate **8:00 - 17:00 Monday to Friday, and 9:00 - 14:00 Saturday.** **No waste management activities are allowed to take place on Sunday and Bank Holidays.** This includes tipping and moving of skips containing waste, sorting through or processing waste, and removing waste.

This would not include activities such as maintenance of vehicles, sweeping the road at the end of the day etc. We did discuss that if any skip was accepted late it should be recorded down in the site diary.

Complaints are received about the site operating out of hours, therefore it may be worth **listing in the Working plan exactly what activities are allowed in permitted hours and what activities are not.**

Conditions 1.4.1 - 1.5.1 - Staff training

You are required to have someone on site who has a relevant level 4 WAMITAB qualification (please consult WAMITAB for the exact course required). We discussed how you were putting forward 3 people for WAMITAB. You currently don't have anyone on site as a Technical Competent Manager (TCM) - we discussed the possibility of temporarily getting in an external TCM, whilst other staff completed their training.

You permit also requires you to have staff who are suitably trained in procedures such as waste acceptance, emergency action plans etc. Therefore I would recommend **keeping a training log for staff onsite within your working plan** to show compliance with this condition.

Condition 2.1.1 - Site Plan

The Site Plan currently in your working plan is out of date and needs updating. It should ideally show locations where different waste types will be stored, areas of concrete, locations of drains, and the drainage system. You may wish for more than one site plan to help identify different things.

Condition 2.1.2 - Maintenance

You are required to keep the site infrastructure in good working order, which includes regular inspections and maintenance where appropriate. Your **working plan ideally should outline how regularly you will inspect aspects of the infrastructure - including site drainage** (weekly/monthly/quarterly). Inspection reports should then either be recorded within the working plan or in the site diary. Where a problem is identified, a timescale to have it repaired should be identified.

Condition 3.2.1 - Site security

Site security is a big issue of waste transfer stations. In addition to theft and vandalism, a lot of fires have started as a result of arson attacks at waste facilities, which have been very damaging to businesses, especially as adequate insurance is difficult to get. Therefore it is important to have effective site security. **Your working plan should highlight measures in places for site security, e.g. Locked gates, high fencing, CCTV, as well as inspections and maintenance of site security.**

Condition 4.1.1 - Mud on the road

Mud and deposits on the road has been a source of a lot of complaints. I was pleased to hear that you are now sweeping the road at the end of each day (except when wet). I would suggest **your working plan details how you will try to prevent mud on the road and how you will remove any mud.** In addition to the end of the day sweep, it would be worth checking vehicles wheels in wet weather, and knocking off any large clumps of mud before the truck leaves site.

Condition 4.2.3 - Leaks and spillages/accident management plan.

Whilst the site does not actively seek liquid wastes, you are still required to have an accident management plan in place, that details the procedure for dealing with an incident such as an oil or chemical spill (as could be hidden within a skip). Such **a plan should identify any spill kits and equipment to use, organisations to contact, and disposal routes** where necessary.

Condition 4.3.2 - Waste fires

In addition to an accident management plan, **a plan for preventing and managing fires should also be included in you working plan.** You may wish to consult with the Fire and Rescue Service, however measures such as:

- identifying the need for fire breaks between waste piles,
- Managing size of waste piles, and length of time a pile could be stored
- managing site activities to ensure the Fire Service can access the site easily,
- Locating hydrants or other water sources
- Site drainage capacity
- Emergency contacts and contractors for tankering fire water

Condition 4.4.1 - Waste Acceptance and Control Procedures

Your working plan should detail waste inspection procedures to identify non-permitted waste types. This may tie into staff training as well - making sure staff can identify inert waste, mixed waste, plasterboard, asbestos sheets etc. A list of waste types covered by your permit is listed

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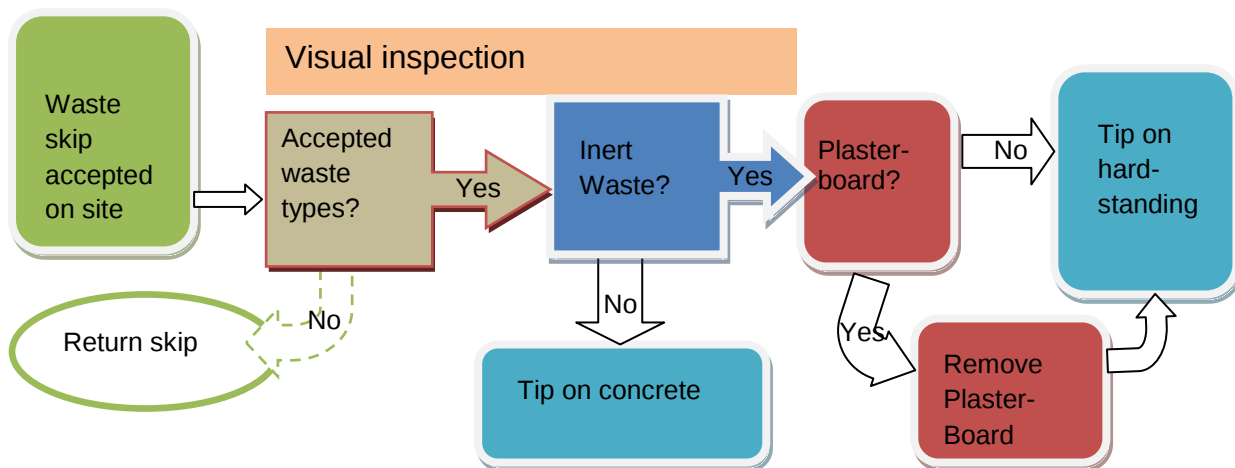
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in appendix A in your permit.

You may wish to produce a flow chart to show the whole process from skips being picked to being sorted on the yard. You may also want to tie this in with the Site Plan, to identify sorting areas and storage areas, and storage conditions for different waste types.

I've drawn out a brief example – obviously you could add more detail if you wish, and you can choose another way to demonstrate your procedure.



Condition 5.1 - 5.5 - Emissions

Dust

Any measures taken by the site to reduce dust emissions should be included in the working plan. These need to be realistic measures you will take, such as sweeping the yard, dampening areas down when very dry.

Noise

Whilst the waste activities are likely to make some degree of noise, it would be worth considering measures to limit noisy activities to certain times of day, make staff aware to avoid dropping skips etc.

Pest control

You have already shown that you have pest control in place. It would be worth documenting this in your working plan, and having a procedure in place for increasing the frequency of pest control where necessary.

Control of litter

Light wastes can easily be blown off site, so it would be worth having some degree of documented litter control - such as netting over skips, and having a regular litter pick around the site boundary.

It may be worth having a system in place to record what measures have been taken, such as recording when you have dampened down the yard or had a litter pick in the site diary.

Other issues

Waste Transfer Notes:

We discussed how you could change your transfer notes to make them clearer, with a disclaimer at the top stating what wastes you do not accept, and the possibility of using tick boxes for common waste types to speed up the collection process, and help resolve disputes.

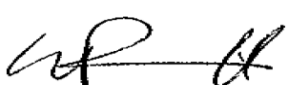
Site inspection

A quick look over the site showed that the mixed waste pile was smaller than previous visits, however there were a lot of skips containing mixed waste stored as well. Yard looked otherwise tidy. A more detailed inspection will take place during my next visit.

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Section 3- Enforcement Response		Only one of the boxes below should be ticked	
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.			
Other than the provision of advice and guidance, at present we do not intend to take further enforcement action in respect of the non-compliance identified above. This does not preclude us from taking enforcement action if further relevant information comes to light or advice isn't followed.			X
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.			
We will now consider what enforcement action is appropriate and notify you, referencing this form.			

Section 4- Action(s)			
Where non-compliance has been detected and an enforcement response has been selected above, this section summarises the steps you need to take to return to compliance and also provides timescales for this to be done.			
Criteria Ref.	CCS Category	Action Required/Advised	Due Date
See Section 1 above			
C1	N	Have a technical competent manager with relevant level 4 WAMITAB qualification onsite.	ASAP
C2	A	Produce an up to date Working Plan, relevant to the business, and beneficial in improving overall compliance.	01/07/14

	EPR Compliance Assessment Report	Report ID: 30327/0187902	
Name	William Powell	Date	23/01/14
Signature			

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 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 which 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 fulfill 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 (e.g. 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 and taking any resulting action
- preventing breaches of environmental law
- assessing customer service satisfaction and improving its service
- Freedom of Information Act/Environmental Information 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 twenty 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 the officer's line managers. 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.