

Compliance Assessment Report

Report ID:
CAR_NRW0032590

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

Site	Grosmont Lagoon	Permit Ref	AB3398HE			
Operator/Permit holder	Whites Recycling Ltd					
Regime	Waste Operations					
Date of assessment	12/09/2017	Time in	10:00	Out	10:15	
Assessment type	Site Inspection					
Parts of the permit assessed	C1, C2, C4					
Lead officer's name	James, Ian					
Accompanied by						
Recipient's name/position	Alan Curtis/ Manager	Date issued	12/12/2017			

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
G4 - Monitoring and Records, Maintenance and Reporting - Reporting and notification to Natural Resources Wales	X	

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

Introduction

At 1000 on 12th Sep 2017 your site was inspected as part of the routine assessments for compliance, your new regulatory officer, Ian James, was in attendance.

Your operation consists of Storage Lagoon in the Grosmont area near Abergavenny.

The parts of the permit that were reviewed were;

C1 – General Management: Staff competency/training

Permit Condition 1.1 General management

1.1.1 The operator shall manage and operate the activities:

(b) using sufficient competent persons and resources. – The operator shall comply with the requirements of an approved competence scheme or shall hold an appropriate certificate of technical competence or other approval issued by the agency.

A Technically Competent Manager was identified and certificate provided.

Action: None.

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C2 – General Management: Management system & operating procedures

Permit Condition 1.1 General management

1.1.1 The operator shall manage and operate the activities:

(a) in accordance with a written management system that identifies and minimises risks

of pollution, including those arising from operations, maintenance, accidents,

incidents, non-conformances, closure and those drawn to the attention of the

operator as a result of complaints;

A copy of the Management System was available.

Action: None.

G4 – Monitoring and records, maintenance and reporting: Reporting and notification

Permit Condition 4.2 Reporting

4.2.2 Within one month of the end of each quarter, the operator shall submit to Natural Resources

Wales using the form made available for the purpose, the information specified on the form

relating to the site and the waste accepted and removed from it during the previous quarter.

Action: Please complete all 2017 waste returns by 31st January 2018.

Observations;

1. Following the site visit Rebecca Saywood confirmed on 15th Sep 2017 that “Grosmont Lagoon is not currently in use. During installation a small tear was discovered in the cover (this occurred before it arrived at site) we are there for waiting for this to be repaired by the manufacturer before we will use the lagoon.”
2. Rebecca also agreed that “as soon as the repair is done and the facility is up and running I shall send over an email to let you know.” This was in response to NRW asking that we are informed when the facility is running to allow us the chance to inspect.
3. As of 12th Dec 17 it’s confirmed the repair is complete and the site will be implemented in the coming weeks.

Advice and Guidance;

Please note that there is still a requirement for you to submit Waste Returns as the permit is active. Note the action above.

With thanks.

If you have any questions regarding this Compliance Assessment Report (CAR) form, please contact Ian James on 03000 654203 or via email on ian.james@naturalresourceswales.gov.uk

EPR Compliance Assessment Report

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Operator/Permit holder	Whites Recycling Ltd	Date	12/09/2017

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.

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.

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			
G4	X	Please complete all 2017 waste returns by 31st January 2018.	31/01/2018

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.