

EPR Compliance Assessment Report

Report ID: BL9941IC/0246986

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

Site	SOUTH CAERNARFON CREAMERIES				Permit Ref	BL9941IC		
Operator/ Permit holder	SOUTH CAERNARFON CREAMERIES LTD							
Date	18/08/2015				Time in	11:00	Out	14:30
What parts of the permit were assessed	Site Drainage, Whey Processing & RO, ETP Records, New Cheese Department							
Assessment	Audit/Monitoring Review	EPR Activity:	Installation	X	Waste Op		Water Discharge	
Recipient's name/position	Elwyn Jones / Factory Manager							
Officer's name	Lara Cubley				Date issued		25/08/2015	

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	A	
b) Infrastructure	1. Engineering for prevention & control of pollution	N	
	2. Closure & decommissioning	N	
	3. Site drainage engineering (clean & foul)	A	
	4. Containment of stored materials	N	
	5. Plant and equipment	N	
c) General management	1. Staff competency/ training	N	
	2. Management system & operating procedures	N	
	3. Materials acceptance	N	
	4. Storage handling, labelling, segregation	N	
d) Incident management	1. Site security	N	
	2. Accident, emergency & incident planning	A	
e) Emissions	1. Air	N	
	2. Land & Groundwater	N	
	3. Surface water	C4	2.2.2.4
	4. Sewer	N	
	5. Waste	N	
f) Amenity	1. Odour	A	
	2. Noise	A	
	3. Dust/fibres/particulates	A	
	4. Pests, birds & scavengers	A	
	5. Deposits on road	A	
g) Monitoring and records, maintenance and reporting	1. Monitoring of emissions & environment	A	
	2. Records of activity, site diary, journal & events	A	
	3. Maintenance records	N	
	4. Reporting & notification	C4	4.1.2, 4.1.3
h) Resource efficiency	1. Efficient use of raw materials	N	
	2. Energy	N	

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	3	Total compliance score (see section 5 for scoring scheme)	0.3
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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.

Site Visit

The site was inspected on the 18/08/15 to audit the site drainage system and whey processing & reverse osmosis (RO) operation. The effluent treatment plant monitoring records were also inspected along with progress with the new cheese department development.

Site Drainage system

Site drainage plans were available detailing parts of the system for clean uncontaminated surface water run-off to the Afon Erch and that for process effluent which drains to the Effluent Treatment Plant (ETP). Drainage plans remain unchanged. A drainage survey at the site was completed recently in order to inform plans for the new cheese department. This had indicated that the lower drainage run was in poorer repair than that higher up and closer to the current cheese department. As such, plans to put the process effluent from the Phase 1 development of the new cheese department into the existing upper drainage run at manhole 28 are underway. There are also plans to replace a length of existing drainage from this point towards the ETP.

Drainage under the current cheese department is old but use will cease as soon as the new department is commissioned. Drains on site were observed as marked with colour coding as per best practice guidance.

The drainage plan shows three different outfalls from the clean uncontaminated surface water drainage system for the western site side of the river into the Erch. The plans show two similar drainage outfalls to the River Erch from the eastern part of the site. However, the Operator was a little unsure of those from the eastern side of the site.

The Operator should ensure this is reviewed as part of the current site developments and that accurate drawings are submitted with the variation application for the new cheese department or at least prior to commissioning.

New Cheese Department

Work was well underway to both the current building, which will house the new cheese department, and associated infrastructure. NRW's comments on draft submissions of part of the variation application have been taken on board. There are plans to move the new effluent balancing tank to near the current one, which is further away from the River Erch. Proposals for providing secondary containment will also be included in the application. The Operator plans to submit this application very soon.

The Operator no longer plans to demolish the old dairy and cheese department on the west side of the river as per the original planning application. The dairy has already been stripped and the old cheese department will too, following successful commissioning of the new one. Advice was given regarding hazards of retained live drainage. The Operator indicated these buildings may be used for storage of dry packaging and some cold storage will remain.

Whey processing and RO plant

Both non-salty & salty whey are collected together in a stainless steel raw whey tank (5,000 litre capacity) located outside the building before being processed. The whey is pasteurised before being separated to recover cream prior to passing through the RO plant to concentrate the solids.

Each tubular pressure vessel of the RO plant contains 5 membranes. The four loops are monitored separately and continuously. The process is set to alarm if flows fall below required levels. Flow and pressure checks are made and recorded on an hourly basis during operation. The permeate is tested 2 to 3 times per week with the membranes requiring replacement in a phased manner every 4 years.

The CIP set and specialised chemicals are contained within the plant building. The system is flushed and cleaned

via an automated CIP programme on a daily basis. The whey has to be chilled from approximately 38 degrees Celsius to 11 degrees Celsius prior to storage in two stainless steel vessels outside the building for dispatch.

Effluent treatment plant

Some of the records at the effluent treatment plant were reviewed, particularly for August 2015, with no issues noted. The strength of incoming effluent (COD) is quite variable with a range of 3100mg/l to 7,000mg/l. The additional balancing capacity planned should help to even this out making the treatment system more stable.

Monitoring Returns

Monitoring Returns for the Period January to July 2015 inclusive were submitted in accordance with timescales required by the Permit. The following breaches of Permit limits for effluent from the ETP to the Afon Erch via W1 were recorded and notified via Part A/B in accordance with Permit requirements:

- Concentration of 21.7mg/l against limit of 20mg/l BOD on 18/02/15 (internal concentration of 94mg/l COD recorded on the day – notification 524). Such a breach is marginal.

E3 Emissions to Surface Water CCS = 4 - Minor breach of permit limit not likely to cause any environmental impact on the River Erch for Quarter January to March 2015.

- Concentration of 31.5mg/l against limit of 30mg/l Suspended Solids on 06/05/15 (such a breach is considered marginal – notification 525). Additional desludging was undertaken.
- Concentration of 6.81mg/l against limit of 6mg/l Ammonia on 27/05/15 (such a breach considered marginal – notification 526). The internal result for that day was 3.9mg/l.
- July saw temperatures of effluent exceeding 25 degrees Celsius. This was to be expected given ambient temperatures.

E3 Emissions to Surface Water CCS = 4 - Minor breach of permit limits not likely to cause any environmental impact on the River Erch for Quarter April to June 2015.

An additional notification (527) was received for a suspended solids breach which was later found to be within limits following query with labs.

Permit annual reporting requirements

Despite the pollution inventory (PI) data being supplied for the site for 2014 it was noted that some of the annual production/treatment & performance parameters required by Conditions 4.1.2 & 4.1.3 have not been submitted. We do not require duplication of any PI data. However, annual production data in tonnes and performance data on BOD, water, and energy usage has not been submitted.

Please provide this data as soon as possible and ensure reporting procedures enable future reporting to timescales required by the Permit. G4 Reporting & Notifications CCS = 4 – Failure to report as required by Permit with no environmental impact.

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.

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Operator/ Permit	SOUTH CAERNARFON CREAMERIES LTD	Date	18/08/2015

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.			☐
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			
E3	C4	No action specified	N/A
G4	C4	Please provide this data as soon as possible and ensure reporting procedures enable future reporting to timescales required by the Permit.	11/09/15

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.