

Compliance Assessment Report CAR_NRW0042445

Permit being assessed: BP1772IZ.

For: Poeton Cardiff, **held by:** Poeton (Cardiff) Limited

At: Poeton (Cardiff) Ltd, 283 Penarth Road, Cardiff, Cardiff, CF11 8UL.

Type of assessment: Report/Data Review,

Reason: Routine.

On: 12/09/2023.

Parts of permit assessed: Emissions to Sewer .

NRW Lead Officer: Dale Padfield.

Report sent to: Jason Hamling, HSE & Facilities Manager, on 12/09/2023.

1. Summary of our findings (full details in section 4)

Part of permitted activity assessed (compliance criteria)	Assessment result	Permit condition
IR3A - Emissions and monitoring - Emissions to water, air or land	C3 Minor	3.1.2
IR1A - Management - General management	C3 Minor	1.1.1

Result types are explained in more detail in the 'Important Information' section below.

Total non-compliances recorded	Total non-compliance score
2	8

How we use the non-compliance score to calculate your annual fee is explained in the 'Important Information' section below.

2. What action is required?

Criteria	Action needed	Complete by
IR3A	Ensure cadmium discharges are within permitted levels.	Already completed
IR1A	Ensure pollution abatement is managed and functional.	Already completed

Compliance criteria codes are listed in the 'Important information' section below.

3. What will happen next?

Any non-compliance we have identified and recorded on this form is an offence. It can result in criminal prosecution and/or suspension or revocation of your permit.

You are non-compliant with your permit.

We are currently considering taking enforcement action against you for the non-compliance recorded above. We will contact you in due course.

4. Details of our assessment

Poeton Cardiff

EPR/BP1772IZ

This Compliance assessment report (CAR) details a breach of the cadmium emission limit value (ELV) discharged to sewer during July 2023.

A schedule five notification was received from Poeton on the 04th of August 2023, reporting a breach of the cadmium ELV (limit ~ 0.3 mg/l). Poeton's internal analysis revealed two consecutive weekly composite samples breaching the cadmium ELV in July, 13/07/23 ~ 0.341 mg/l and 20/07/23 ~ 0.5mg/l. Dwr Cymru Welsh Water (DCWW) also reported a value of 1.556 mg/l on the 13th of July, however this was not a full weekly composite sample, as Poeton had already retrieved the weekly sample, emptied, and re-set the sample container ready for the next weekly composite. DCWW analysis also shows a high result on the 27th of July, recording 0.442 mg/l. The following minor non-compliance will be issued for the cadmium ELV breach.

Non-compliance: A category 3 minor non-compliance is given for breaching the permitted ELV for cadmium to sewer. Permit condition 3.1.2. **It is an offence under Regulation 38(2) of the Environmental Permitting Regulations (consolidated 2016) to breach a permit condition or emission limit. Non-compliance score CCS3.**

Poeton described having an issue with their internal lab, resulting in a delay to them receiving their sampling results, which is why the high cadmium had gone undetected for several weeks during July.

Part B of the schedule five notification stated that the breach had occurred due to an issue with the flocculant used in the effluent treatment plant. A request for further information was sent to Poeton on the 10th of August, Poeton promptly provided an investigation report on the 11th. Poeton stated that as their drum of flocculant (Accepta 4324) approached empty, it became difficult to decant sufficient quantities to top up the flocculant dosing tank. To use the last of the drum, Poeton decided to premix the remaining one litre of Accepta 2324 with nine litres of water and then increase the quantity added to the dosing tank but keeping the same overall ratio of flocculant to effluent. However, the premixing had resulted in the mixture becoming very thick which subsequently sank to the bottom of the tank, with the mixer failing to adequately mix the solution. The flocculant manufacturer was contacted, who advised that the Accepta 4324 had been discontinued however a replacement was available that provided the same function but had an increased shelf-life. The replacement flocculant was delivered to site on the 2nd of August and replaced the old

flocculant on the 3rd of August, once the dosing tank had been completely emptied and cleaned.

Poeton reported that the effluent now appears much clearer than it had done over the previous weeks, and sampling confirms that the cadmium has returned to permitted levels, composite sample for the 10th of August showed cadmium concentration of 0.17 mg/l.

Poeton should ensure that adequate quantities of stock are held, or provisions are in place to ensure re-ordering of stock when levels become depleted. This is particularly important where the correct functioning of any abatement may be impacted. The root cause of the breach is likely to be with the management system, whereby, inadequate stock management of flocculant has resulted in ineffective pollution control in the ETP. The following minor non-compliance will be issued.

Non-compliance: A category 3 minor non-compliance is given inadequate management of pollution abatement chemicals, resulting in ineffective cadmium abatement on the ETP. Permit Condition 1.1.1. **It is an offence under Regulation 38(2) of the Environmental Permitting Regulations (consolidated 2016) to breach a permit condition or emission limit. Non-compliance score CCS3.**

Poeton should consider implementing trigger levels within their stock control management system. Adequate stock, particularly for any pollution abatement, needs to be controlled to ensure the continued optimal functioning of the ETP.

Poeton have implemented a regime of daily sampling, in which results are obtained the same day. This will allow Poeton to identify and respond to any abnormal results quickly, allowing them to investigate and identify the cause and take appropriate action.

No further actions will be issued as NRW are satisfied that Poeton have adequately identified and resolved the issue. However, it is recommended that Poeton review their stock management to identify any gaps or improvements that could be made.

END.

If you have any queries about this report, or to discuss completion of any actions, please contact the NRW Officer named above.

Important information

Legal status of this report

Your permit is issued to you under the Environmental Permitting Regulations. You have a responsibility to comply with the conditions of your permit and prevent pollution/harm of the environment. You must also ensure that you comply with any other relevant legislation that may apply to your site's operations.

This report explains the findings of our assessment and any action you are required to take. We categorise non-compliance using our guidance for assessing non-compliance at regulated sites.

When we find potential non-compliance/s we will normally give you advice on how to maintain compliance.

To correct non-compliance, we may:

- require you to take specific actions
- issue a notice
- review the conditions of your permit.

Any advice and guidance we give will be without prejudice to any other enforcement response that we consider may be required.

Assessment results and non-compliance categories (used in section 1):

Assessment result	Description
Assessed (A)	Assessed or assessed in part, no evidence of non-compliance found
Action only (X)	Action only relating to the activity assessment
Ongoing (O)	Ongoing non-compliance, not scored

Non-compliance category	Description	Score
C1 Major	Potential to have a major, serious, persistent and/or extensive impact or effect on the environment, people and/or property	60
C2 Significant	Potential to have a significant impact or effect on the environment, people and/or property	31
C3 Minor	Potential to have a minor or minimal impact or effect on the environment, people and/or property	4
C4 No environmental impact	Non-compliance at a regulated site that cannot foreseeably have any impact on the environment, people and/or property	0.1

How we use assessment scores

The number and severity of non-compliances recorded in a year will affect your annual subsistence fee the following year. A non-compliance factor is added to your site's Operator

Performance Risk Appraisal (OPRA) score when we calculate your fee to reflect the additional resource we use to assess permit compliance.

If your assessment result in Section 1 is suspended, what does this mean?

In line with our guidance, we may suspend scores for up to six months to allow time for remedial action to be taken. Suspended scores will be re-instated if the action is not completed.

Full list of Industry compliance criteria (used in section 1 and 2):

1. Management

- IR1A – General management
- IR1B – Finance (only applicable to Landfill)
- IR1C – Energy efficiency
- IR1D - Efficient use of raw materials
- IR1E - Avoidance, recovery and disposal of wastes produced by the activities
- IR1F - Multiple operator installations

2. Operations

- IR2A – Permitted activities
- IR2B – The site
- IR2C – Operating techniques
- IR2D – Technical requirements
- IR2E – Improvement programme
- IR2F – Pre-operational conditions
- IR2G – Landfill engineering (only applicable to Landfill)
- IR2H – Waste acceptance (only applicable to Landfill)
- IR2I – Leachate levels (only applicable to Landfill)
- IR2J – Closure and aftercare (only applicable to Landfill)
- IR2K – Landfill gas management (only applicable to Landfill)

3. Emission and Monitoring

- IR3A – Emissions to water, air or land
- IR3B – Emissions of substances not controlled by emission limits
- IR3C – Odour
- IR3D – Noise and vibration
- IR3E – Monitoring
- IR3F – Pests
- IR3G – Air quality management plans
- IR3H – Monitoring for the purposes of the Industrial Emissions Directive (this heading includes Large Combustion Plants)
- IR3I – Fire

4. Information

- IR4A – Records
- IR4B – Reporting
- IR4C – Notification

Enforcement response

Any non-compliance with a permit condition is an offence and we may take legal action against you. Action we take can include prosecution, serving a notice on you and/or

suspension or revocation of your permit. See our Enforcement and Sanctions Guidance for further information.

Data protection notice

You should make sure that anyone named in this report knows that the information it contains will be processed by Natural Resources Wales to fulfil its regulatory and monitoring functions and to maintain the relevant public register(s).

We may also use and/or disclose the report in connection with:

- offering or providing you with our literature or 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
- assessing customer service satisfaction and improving our service
- Freedom of Information Act or Environmental Information Regulations requests.

We may also pass it on to our agents or representatives to do these things on our behalf.

Disclosure of information – this report will be available to view on-line

If you think this report contains commercially confidential information that should not be placed on our public register, you must contact your local Natural Resources Wales office within **fifteen working days** of receiving this report, using the contact details in the accompanying email or letter. You must give a full explanation of why it should not be added to our public register, including specifying which information is commercially confidential. We will assess your request and respond to you within twenty working days to let you know if we agree to your request.

What do I do if I disagree with the report or have a complaint?

If you disagree with this compliance assessment report, you should contact the lead officer without delay to discuss your concerns.

If you are unable to resolve the issue with the lead officer or their line manager you should contact our Customer Contact team on 0300 065 3000 (Monday to Friday 08:00 to 18:00), or email enquiries@naturalresourceswales.gov.uk for details of how to raise your dispute further through our Complaints and Commendations procedure.

If you are dissatisfied with our response, you can contact the Public Services Ombudsman for Wales by phone on 0300 7900203 or by email at ask@ombudsman.wales

Welsh Language Standards

We are committed to establishing Natural Resources Wales as a naturally bilingual organisation. We will provide compliance reports in your preferred language.