

Compliance Assessment Report

Report ID:
CAR_NRW0034461

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

Site	Abstraction from Oakenholt Reservoir, Paper Mill Lane, Oakenholt	Permit Ref	24/67/10/0079			
Operator/Permit holder	Essity UK Limited					
Regime	Water Abstraction					
Date of assessment	14/01/2019	Time in	13:30	Out	15:00	
Assessment type	Site Inspection					
Parts of the permit assessed	Site					
Lead officer's name	Rees-Jones, Jenny					
Accompanied by	Challender, Paul					
Recipient's name/position	Mike King/ Safety Specialist and Environment Leader	Date issued	28/01/2019			

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
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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

Visited site, met Mike King and Nick Arundell.

Essity no longer use the Pandy abstraction 24/67/10/0080 as the pipe between the abstraction and the site has been damaged. They are considering surrendering the Pandy abstraction and applying to vary this reservoir abstraction licence 24/67/10/0079 to increase the abstraction limits. Please complete form WRA for a pre-application enquiry, detailing how you would like to change your licence(s). Information and application forms for Abstraction Licensing can be found here:

<https://naturalresources.wales/permits-and-permissions/water-abstraction-and-impoundment/apply-for-a-water-abstraction-or-impoundment-licence/?lang=en>

Increased demand for water is due to requirements during colour changes, to manage fibre, increase quality and prevent fire. The site are recycling some process water, and hoping that the new ETP will allow for further recycling of water.

Essity presented an electronic copy of a calibration certificate dated March 2018 and forwarded a copy to Jenny Rees-Jones.

Data is validated between the flow meter and the electronic system.

Instructions for providing returns of quantities of water abstracted have recently been emailed to mike.king@sca.com. I have requested that these have been sent to mike.king@essity.com

Essity are currently planning to build a second spillway capable of coping with a 1:10,000 year flood. Discussed flushing of reservoir scour valve. An Environmental Permit is required for this activity. Advice on application given by email.

Visited abstraction point.

Abstraction meter ABB SM4000 Electromagnetic Flow Meter. Flow 87.6 m3/hour. Totaliser 747859.9m3

Discussed meter location. Meter complies with mechanical installation instructions in ABB manual, supplied by SCA in 2013 https://library.e.abb.com/public/8f3ad526dc98f959c12575530032b8fe/IM_MM_SF_10_PR.pdf Figure 2.7 states that >5 pipe diameters length of straight pipe are required directly upstream of the meter, and >2 pipe diameters length of straight pipe required downstream of the meter.

EPR Compliance Assessment Report

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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.