

Appendix 1 – Kingspan Environmental Limited (KEL).
Site Visit reports 1, 2 and 3.

Customer Service Report



Customer

Customer Name: Caerphilly County Borough Council
Customer Address: Tir Y Berth Depot C/O Unit B6
New Road

Postcode: CF82 8NR
Email Address: wilstn@caerphilly.gov.uk

Product: BioDisc BA Gravity

Site Contact Name: Neil Wilstead
Site Address: Tir Y Berth Depot C/O Unit
B6
New Road
Postcode: CF82 8NR
Phone: 01495235060
Alternative Phone: 07717593186

Call

Call: 339538 (I - Post Installation Insp)
Account Manager:

Date Attended: 05/12/2016
Attended by: Jeff White

Report

System is old biodisc with wave style disc pack, circa 1980(?). Unit is running but bearings look like they have dropped and need to be replaced. Shaft is 60mm although access to get measurements is very restricted and heavy with old grease. Customer explained that the site has developed and expanded considerably since tank installation and we are going to need to ensure tank is sized appropriately for the site, with allowance for any future expansion(?). Unable to access panel as key not available at the time therefore quick revisit will be required to check control. Spoke with Brian Pickworth who will help identify model of tank and provide technical support regarding sizing. We will need to ensure long term suitability of unit before any repairs made. Area around tank very restricted as wall built immediately around tank (have to walk on rim of covers to move around tank), therefore repairs will involve heavy lifting equipment to remove covers as well as lift pack. Pics of unit to follow.

Parts Used

Part Number	Part Description	Quantity
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Customer Service Report



Questions:

Answers:

Does the unit require emptying?	No
Are there any follow up works required? if 'yes' please detail in report	Yes
Is the unit free from rags/wipes	No
Is the soakaway performing correctly?	Yes
Would the unit benefit from any Grease Management product?	Yes
Confirm plant/unit type:	Unknown biodisc
Confirm location of unit on site:	Nr river
Was the unit turned back on after you finished?	Yes
Have any parts been replaced?	No
Has all the waste been removed from site?	No
Locks checked?	Yes
Has the unit been left operational?	Yes
What is site access like:	Dangerous
Is tanker access available and how far from the unit is the driveway/road:	Ok
Confirm motor/gearbox details:	Pls see pics
Alarms checked operational?	No
Confirm blower details:	Na
Belt/Chain tension checked?	Yes
Is the PPFDS functional?	No
Has the plant been installed level:	Yes
Bucket operation checked?	Yes
IPS and NRV removed and checked?	No
Confirm alarm types fitted:	Na
Confirm Pump Type and Pump Detail:	Na
Confirm type and manufacture of control panel:	Na
Confirm panel location on site:	Kiosk outside wall
Beacon checked operational?	No
Calling Card Completed and left at premises	No

Customer Signature

05/12/2016



Customer Service Report



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Call

Call: 340759 (B - Call Out)
Account Manager:

Date Attended: 16/12/2016
Attended by: Jeff White

Report

Spoke to Council office and Neil Wilstead on annual leave and won't be back until Tuesday 20th to provide access.

Customer Signature

Customer Not Present

16/12/2016

Report

Met up with Neil Wilstead to make final assessments. Pad lock of panel completely seized and unable to gain access. However we do know there is 3phase power and no alarm at site. Customer queried new alarm, which is possible but may be an additional expense. Dimensions of tankcover 3960mm x 2440mm (13x8 ft) disc pack just over 2500mm length. Explained replacement of bearings may be labour intensive and we may find the shaft has damage that would need to be replaced also? Replacement of the old disc pack could be problematic due to old sizes long since superceded. Please liaise with Brian Pickworth to confirm carrying capacity of tank and most cost effective long term solution.



Customer Service Report



Questions:

Answers:

Does the unit require emptying?	No
Parts replaced due to "Fair, Wear and Tear"	No
Are there any follow up works required? if 'yes' please detail in report	Yes
Would the unit benefit from any Grease Management product?	No
Would the unit benefit from any flood prevention product?	No
Is the unit/system fit for contract, if yes please indicate to which level i.e. Bronze, Silver or Gold	Na
Are there any alarms that could be fitted to this unit/system, if so please indicate:	Na
Have any parts been replaced?	No
Confirm plant/unit type:	Na
Confirm motor/gearbox details:	Bauer
Confirm Pump type:	Na
Confirm panel type:	Na
Confirm blower details:	Na
Have you posted/handed out a service leaflet?	No
Are there any additional assets on site i.e. STP, PC, OT, RWH, SOLAR	Na
Was the unit turned back on after you finished?	Yes
Are there any special site requirements going forward, if yes please indicate	Na
Calling Card Completed and left at premises	No

Customer Signature

22/12/2016



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Customer Service Report



Customer

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Product: BioDisc BA Gravity

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Phone: 01495235060
Alternative Phone: 07717593186

Call

Call: 349735 (B - Call Out)
Account Manager:

Date Attended: 21/02/2017
Attended by: Jeff White

Report

Met up with Neil Wilstead. Needed to cut cover away from pad lock and cut lock to access panel. When opened found some information relating to previous Kee Services work to replace parts in 2004 (pls see pics). Some dimensions taken. Center of bearings to internal baffle of biozone: 1000mm, Centre of bearing to wall of tank 1250mm. Width of lid including horizontal base 2750mm, width of lid dome section only 2500mm. If more dimensions are required i will need help to manoeuvre covers. If we can have 2mc but with 2 men from council to assist. Asked for customer to Clear rubbish from around tank to allow safe access. Motor pulling 0.4amps, 0.6amps + 0.5amps across 3phases.

Questions:

Answers:

Does the unit require emptying?	No
Parts replaced due to "Fair, Wear and Tear"	No
Are there any follow up works required? if 'yes' please detail in report	Yes
Would the unit benefit from any Grease Management product?	No
Would the unit benefit from any flood prevention product?	No
Is the unit/system fit for contract, if yes please indicate to which level i.e. Bronze, Silver or Gold	Na
Are there any alarms that could be fitted to this unit/system, if so please indicate:	LOR
Have any parts been replaced?	No
Confirm plant/unit type:	Biodisc
Confirm motor/gearbox details:	Bauer
Confirm Pump type:	Na
Confirm panel type:	Kee Services
Confirm blower details:	Na
Have you posted/handed out a service leaflet?	No
Are there any additional assets on site i.e. STP, PC, OT, RWH, SOLAR	Na
Was the unit turned back on after you finished?	Yes
Are there any special site requirements going forward, if yes please indicate	Na
Calling Card Completed and left at premises	No



BRITISH WATER



Customer Service Report



Customer Signature

21/02/2017

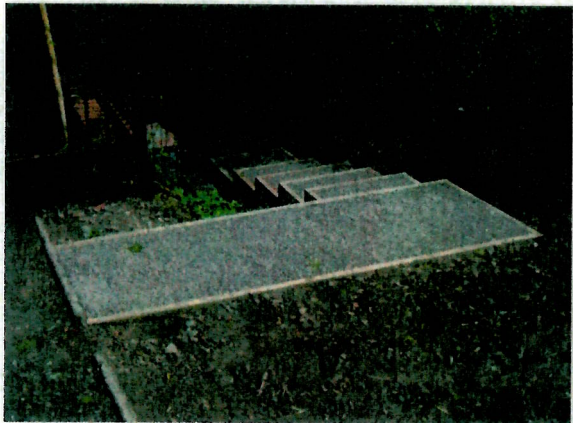


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Monitoring and Maintenance Record

ACTION	DATE & TIME	CARRIED OUT BY	RESULT
Maintenance of Bio-disc	26/1/2015	Kee Services	No issues found
De-sludge Bio-disc	20/3/2015 14:00 to 15:00	Mayglothing Waste Ltd	<ul style="list-style-type: none"> ♣ Emptied 2000 gallons ♣ Waste Transfer Note: 0017475 ♣ Checked bio-disc turning
Monitor access to bio-disc	23/4/2015	Paul Smythe Martyn Bishop Rob Lewis	<ul style="list-style-type: none"> ♣ Discussed providing better access to the bio-disc. ♣ Checked disc turning
Tried to identify outlet from bio-disc	23/4/2015	Paul Smythe Martyn Bishop Rob Lewis	Unable to locate outlet due to overgrowth
Obtain dye to trace outlets	23/4/2015	Martyn Bishop	Dye obtained from Highways Section (Culverts) Michelle Johnson
To identify where the outlets are located	24/4/2015	Martyn Bishop & Highways Representative	Dye placed in water whereby discovering the outlet into the Rhymney river and marked on drawings. The manhole was sprayed white to identify location. There is only one outlet into the Rhymney river for both the bio-disc and storm water, the bio-disc links into the storm water outlet.
Call in contractor to discuss costs for providing easier access to bio-disc	27/4/2015	Martyn Bishop AL Landscapes	Contractor advised to proceed with works
Check if works have been carried out to a satisfactory condition	19/5/2015	Martyn Bishop Rob Lewis	Works carried out to a very good standard providing easier access to treatment plant. SEE PHOTOGRAPHS APPENDIX 1 ON NEXT PAGES
Check course for evidence of pollution	19/5/2015	Martyn Bishop Rob Lewis	No evidence of pollution at time of visit. SEE PHOTOGRAPHS APPENDIX 2 ON NEXT PAGES
Servicing of bio-disc	15/6/2015	Martyn Bishop	Contacted Lucille Fletcher, procurement to set up with Keeprocess. E-mail confirmation received
View waste disposal company emptying bio-disc	17/5/2015	Martyn Bishop	The contractor had emptied the bio-disc before they could be monitored on site. However MB checked the glass filling tube and it showed 2000 gallons of waste, the driver informed he had cleaned out the sludge and water. The location where the waste is taken was also discussed, see document at front of file.

APPENDIX 1 - Improvement of access to water treatment plant and waters edge



APPENDIX 2 - Water course check for pollution



Monitoring and Maintenance Record

[illegible]

Monitoring and Maintenance Record

ACTION	DATE & TIME	CARRIED OUT BY	RESULT

Key Site and Emergency Contacts

Section

3

Key Site and Emergency Contacts

Site Details		
Address	Tir-y-Berth Depot, New Road, Hengoed	
Postcode	CF82 8NR	
Site Access Grid Reference	ST144952	

Site Contacts		Office Hours	Out of Hours
Monitoring Officer:		07919 627355	
Martyn Bishop [Management of Depot]		01443 864089	
HRO Manager:		01443 864019	
Paul Smythe			

Regulators		Office Hours	Out of Hours
Health & Safety Executive [HSE]			
Local Authority: Caerphilly County Borough Council		01443 *****	
Environment Agency	General Number	08708 506 506	
	24 Hour Emergency Hotline	0800 80 70 60	0800 80 70 60

Utility and Key Services		Office Hours	Out of Hours
Treatment plant maintenance contractor:		01296 634500	
KEE Services Limited			
Sludge removal Contractor:		01544 230364	
MAYGLOTHING Waste Ltd.			
Electricity Supplier:			

Internal Services		Office Hours	Out of Hours
Highways Section:			
Network Contracting Services (NCS) CCBC			

Accident and Incident Record

#

Section

4

Accident and Incident Record

Date of Incident		Time of Incident		
Location of Incident?				
What Happened?				
Was anyone else aware of this?				
What caused it?				
What action was taken to fix the problem?				
What has been done to make sure that it does not happen again?				
Was there any significant pollution e.g.: untreated sewage being discharged into a drain, river or stream?				
Yes-	If yes, what pollution occurred?			
No-				
If there was significant pollution then notify the Environment Agency on 0800 807060	Yes	No	Not Applicable	
	Time phoned			
	EA Incident Reference No.			
Write or send an e-mail to confirm this to the local office (see the accident management plan for the address)		Yes	No	N/A
Has this been done?				
Print your name				
Signature		Date		

Complaints Record

Section

5

Complaints Record

Instruction & Training

Section

6

Instruction and Training

DATE	NAME OF PERSON	DURATION OF TRAINING / INSTRUCTION	F = FAMILIARISATION I = INSTRUCTION T = TRAINING	METHOD	NATURE OF INSTRUCTION	SIGNATURE
			D I T			
			D I T			
			D I T			
			D I T			
			D I T			
			D I T			
			D I T			
			D I T			
			D I T			

Site Map – Tir-y-Berth Depot

Section

7

Reference / Guidance

- ◆ British Water Code of Practice
(Maintenance and Servicing of Water Treatment Systems)
- ◆ Environmental Management Toolkit
- ◆ EPR Compliance Assessment Report