

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

Site	KNOLTON PROCESS EFFLUENT	Permit Ref	CG0408201		
Operator/Permit holder	THE MANAGING DIRECTOR				
Regime	WaterQuality				
Date of assessment	11/04/2019	Time in	10:00	Out	13:15
Assessment type	Site Inspection				
Parts of the permit assessed	Effluent				
Lead officer's name	Rees-Jones, Jenny				
Accompanied by	Barrett, Philip				
Recipient's name/position	Stuart Latham/ Director	Date issued	08/05/2019		

### 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
B1 - Infrastructure - Engineering for prevention and control of emissions	C3	3. Location of discharge
B5 - Infrastructure - Plant and equipment	C3	6. requirement for a continuous flow monitoring and recording system
E3 - Emissions - Surface water	C3 - Suspended	16. Maintainance - site shall be operated so as to prevent matter being present in discharge other than that specifically covered by numerical conditions in permit

**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.

<b>Number of breaches recorded</b>	<b>3</b>	<b>Total compliance score</b> (see section 5 for scoring scheme)	<b>8</b>
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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 following samples taken of discharge on 4th and 5th March. Met with Stuart Latham.

Stuart explained the following:

Suspended solids are likely to be elevated at start up of after hosing of the settlement chamber. Knolton now manually divert when cleaning.

Turbidity is now monitored after sand filter at end of process and effluent is returned if too turbid. They try to run a flat throughput by using a buffer silo to remove peaks and troughs in flow coming into the effluent treatment plant. They are in the process of updating the electrical controls, which should help to correctly dose the Aluminium Chloride.

The sand filter is coarse and is not catching all of the phosphate (and possibly aluminium). Fine sand has been ordered for use in a second filter to allow for 2 stage filtration.

Stuart has spoken to three consultants and has found that the norm is not to filter but to dose aluminium in active sludge, so Knolton have moved the Aluminium dosing to this stage, which they have found to improve phosphate and suspended solids.

We discussed whether there were any alternatives to using Aluminium Chloride as there are currently no limits for Aluminium or Chloride on the discharge permit. Stuart said that lime and ferric are possible alternatives, but that ferric can be corrosive to equipment. Aluminium Chloride has been used on site in the DAF for approximately ten years to coagulate milk to remove fat and protein. It has later been added further on in the effluent treatment process to reduce phosphate. The second dose now goes into activated sludge (as above). Stuart explained that if he did not use Aluminium Chloride (or potentially substitute with lime or ferric if appropriate) his business would fold.

Knolton need to apply to vary the permit to discharge as previously discussed. Stuart is in the process of selecting a consultant to assist with the application. Please provide an update on progress with the application.

A cationic polymer is also used as well as a silicone anti-foam. Stuart to forward MSDS for both of these substances please as they may also need to be added to the permit.

Knolton have tried to fix the pipeline but in the future are thinking of replacing the flexible pipe with something stronger.

Stuart is concerned that the temperature limit was breached marginally last summer, during the warm weather, and enquired whether it would be possible to apply to increase the temperature limit in the variation application.

NRW enquired how often the discharge starts and stops. Stuart explained that recirculation of effluent if turbidity is high (see above) may mean that discharge is not always occurring. Pumps start and stop regularly. They may also stop to de-sludge which can take an hour or two. There is often no discharge on Monday due to shut down over the weekend.

There is no continuous flow monitoring and recording system, showing the daily volume and instantaneous flow of the discharge as per condition 6 of the permit. Stuart said that the flow is usually 0-40m<sup>3</sup> per hour. This may be able to be smoothed to a continuous flat 24 hour per day once new controls are in place.

Enquired whether wastes are brought onto site. Stuart clarified that nobody else's waste is brought onto site and processed in the treatment plant. Some by-products from Knolton's process are sold to AD plants.

We then walked through the woods surrounding the site perimeter and identified surface water pipes leaving the site from the office area and butter plant area. Stuart also showed us a small tank in the ground that is used to collect a small amount of runoff coming from the ground. This is recirculated back to the ETP. We walked to the effluent pipe which had obviously been repaired in places since our visit in March. The brook looked visibly clearer and there was no fungus or foam visible. It appeared that one of the recent repairs was leaking slightly so that some of the effluent was going into the brook to the rear of site rather than all of the effluent being discharged into the Dee at the NGR in condition 3 of the licence.

Walked around site and noticed small spillage from tanker on floor near drain identified as a surface water drain. Knolton notified NRW on 02/05/19 that this drain had been re-routed to the effluent plant, along with a further drain on the yard that had been identified as being vulnerable. Knolton are also considering doing this for the strip drain near the whey silos. Updated drainage plans are required for DPZ consent. Bunding of whey silos has been improved since visit in May 2018.

Stuart also mentioned that a small amount of domestic sewage from the newer part of the factory discharges via a package

treatment plant into the effluent treatment plant. Please include this information in your application for a variation.

Decision on enforcement action is pending action taken by site to become compliant.

## EPR Compliance Assessment Report

**Report ID:  
CAR\_NRW0035019**

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Operator/Permit holder	THE MANAGING DIRECTOR	Date	11/04/2019

### 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.

We will now consider what enforcement action is appropriate and notify you, referencing this form.

### 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			
B1	C3	Repair pipework.	15/05/2019
E3	C3	Stop using Aluminium flocculant or apply to vary permit. Also consider Chloride and polymer.	28/06/2019
B5	C3	Arrange flow monitoring and recording as per permit	08/08/2019

## 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](mailto: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.