Cyfoeth Naturiol Cymru Natural Resources Wales

Compliance Assessment Report

Report ID: CAR_NRW0034073

This form will report compliance with your permit as determined by an NRW officer					
Site	Maelor Foods Limited	Permit Ref	AB3591ZQ		
Operator/Permit holder	Maelor Foods Limited				
Regime	Installations				
Date of assessment	11/10/2018	Time in	13:35	Out	15:24
Assessment type	Site Inspection				
Parts of the permit assessed	Various				
Lead officer's name	Ross, Stuart				
Accompanied by					
Recipient's name/position	Michael Howard/ Health, Safety and HR Manager	Date issued	01/11/2018		

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	A	
B4 - Infrastructure - Containment of stored materials	A	
F1 - Amenity - Odour	X	

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

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

This Compliance Assessment Report covers NRW's assessment of odour and other complaints as received 10/10/18 and 11/10/18.

Odour - 10/10/18

NRW received four odour complaints 10/10/18 between 14:11 and 18:17 from residents of Cross Lanes who reported an offensive odour from the site (one report stated that the odour was first noticed at approximately 13:10).

Maelor Foods Ltd subsequently provided NRW with their complaint investigation report that concluded that the site was not the source of the odour. A routine scheduled offsite odour assessment by Maelor Poultry at 0930 10/10/18 had identified an agricultural odour offsite.

The complaint investigation did state that there was a power outage for approximately one second at 12:55pm which tripped out all equipment on site. The report states that the Effluent Treatment Plant and Air Scrubber (main odour control unit) automatically restarted within seconds.

During an inspection 17/10/18 NRW queried the automatic restart arrangements and checks on the air scrubber system and no evidence was found to suggest the air scrubber had not restarted and was operational on both 10/11/18 and 11/10/18 although areas for improvement have been identified to ensure more robust checks are in place to ensure its operation (refer Compliance Assessment Report dated 17/10/18 for more information).

A blood collection occurred 18:24-18:44 (after the complaints).A category 3 offal trailer was removed from site 16:48. No effluent sludge collections.

NRW was unable to attend the area or site to substantiate these complaints.

Odour - 11/10/18

On 11/10/18 at 11:58 NRW received a report from a member of the public (located in Cross Lanes) reporting that on 10/10/18 and again on 11/10/18 *'there has been a horrendous odour coming from the site, smells like offal' and has had to keep all the windows shut'.*

On 11/10/18 and between 13:00 and 13:35, NRW assessed odour at Cross Lanes, Bangor on Dee and along the surrounding major and minor roads. No odour was detected other than a mild odour from the abattoir on the minor road that passes the site. This odour was from the abattoir but difficult to attribute to any particular source and was unlikely to give rise to complaints in Cross Lanes or at local properties. The windsock above the site's refrigeration plant showed that the wind (light steady breeze) was blowing towards Cross Lanes.

An on site inspection was completed 13:35 - 15:24 to assess the performance of odour control measures. The chemical scrubber was operational and operating within parameters (no active system alarms), all doors on the offal store and lairage were closed with very little odour detected in close proximity to these processes. No offal or odorous materials were stored outside, yard areas were clean and tidy.

The Effluent Treatment plant was inspected and there was a mild odour downwind of the plant (within the site boundary) but significantly less intense and offensive than previously experienced, most likely owing to the installation of covers on both the effluent balance and divert tanks. At this time the odour was unlikely to give rise to any off site impact. Generally odours in and around the effluent treatment plant were minor at this time.

Whilst the effluent balance and divert tanks have now been covered, the odour control unit to treat the displaced headspace from these tanks has not yet been installed. During a site inspection 17/10/18 it was reported that the order

for the equipment has been placed with an anticipated installation date of between 2 - 4 weeks thereafter.

ACTION - Maelor Poultry shall provide NRW with the design specification and a date for the installation of the odour abatement unit as described above by 09/11/18.

Based on the onsite and off site inspection the odour complaint on 11/10/18 was not substantiated.

It is possible, although unsubstantiated by NRW, that odour released from the headspace of the effluent balance tank may give rise to offsite complaints.

Debris on The Highway

On 11/10/18 NRW received a report from a member of the public that *'trucks leaving the site after wash down are pouring water and chicken bits onto highway and into the ditch near the A525'*

On 11/10/18, an NRW officer walked the length of the minor road between the site entrance and the A525 and no evidence of any chicken debris (e.g. feathers, faeces, flesh etc) was found including in and around the road junction. The road was clean, no debris noted in any gully pots. Vehicles leaving the site have been washed down with clean water to comply with animal hygiene requirements and may potentially drip some water. No further action required.

Cyfoeth Naturiol Cymru Natural Resources Wales	**EPR Compliance Assessment Report**	**Report ID: CAR_NRW0034073**

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Operator/Permit holder	Maelor Foods Limited	Date	11/10/2018

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			
F1	X	Maelor Poultry shall provide NRW with the design specification and a date for the installation of the odour abatement unit for the effluent balance and divert tanks.	09/11/2018

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.