



## EPR Compliance Assessment Report

Report ID: DP3030ZC/0244237

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

Site	PB Gelatins UK	Permit Ref	DP3030ZC	
Operator/ Permit holder	PB Gelatins UK Limited			
Date	17/07/2015	Time in	08:30	Out 11:00
What parts of the permit were assessed	Odour investigation			
Assessment	Site Inspection	EPR Activity:	Installation: X	Waste Op:      Water Discharge:
Recipient's name/position	Alan Fitzpatrik			
Officer's name	David A Willey	Date issued	27/07/2015	

### Section 1 - Compliance Assessment Summary

This is based on the requirements of the permit under the Environmental Permitting Regulations. A detailed explanation and any action you may need to take are given in the "Detailed Assessment of Compliance" (section 3). 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	Condition(s) breached
<b>a) Permitted activities</b>	
1. Specified by permit	N
<b>b) Infrastructure</b>	
1. Engineering for prevention & control of pollution	C3
2. Closure & decommissioning	N
3. Site drainage engineering (clean & foul)	N
4. Containment of stored materials	N
5. Plant and equipment	N
<b>c) General management</b>	
1. Staff competency/ training	N
2. Management system & operating procedures	C3
3. Materials acceptance	N
4. Storage handling, labelling, segregation	N
<b>d) Incident management</b>	
1. Site security	N
2. Accident, emergency & incident planning	N
<b>e) Emissions</b>	
1. Air	N
2. Land & Groundwater	N
3. Surface water	C3
4. Sewer	C4
5. Waste	N
<b>f) Amenity</b>	
1. Odour	C3
2. Noise	N
3. Dust/fibres/particulates	N
4. Pests, birds & scavengers	N
5. Deposits on road	N
<b>g) Monitoring and records, maintenance and reporting</b>	
1. Monitoring of emissions & environment	N
2. Records of activity, site diary, journal & events	N
3. Maintenance records	N
4. Reporting & notification	N
<b>h) Resource efficiency</b>	
1. Efficient use of raw materials	N
2. Energy	N

**KEY:** C1, C2, C3, C4 = CCS breach category (\* suspended scores are marked with an asterisk), A = Assessed (no evidence of non-compliance), N = Not assessed, NA = Not Applicable, O = Ongoing non-compliance – not scored

<b>Number of breaches recorded</b>	5	<b>Total compliance score</b> (see section 5 for scoring scheme)	16.1
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If the Total No Breaches is greater than zero, then please see Section 3 for details of 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 (e.g. 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 suspended or consolidated scores.
- details of advice given
- any other areas of concern
- all actions requested
- any examples of good practice.
- a reference to photos taken

This report should be clear, comprehensive, unambiguous and normally completed within 14 days of an assessment.

This CAR Form has been issued to reflect the complaints received to NRW since the last CAR Form produced on the 30th June 2015. There have been 13 complaints during this period with the following complaints, and events, being substantiated with their associated classification.

### 3rd July 2015

At approximately 09:03 DW witnessed the bone lorry, used to transfer the bone to the process area, leaking large amounts of water onto the road. DW took a photo of the resulting trail of water leading to the process plant. After discussions with Alan Fitzpatrick a water sample was taken from the lorry to identify the waters characteristics. The water was found to have a pH of 5, this would reflect the lime residue used in the liming process. **This incident was foreseeable and had the potential to have a minimal impact on water quality. Based on this a category 3 breach of permit condition 1.1.1 has been considered.**

### 6th July 2015

Call received to NRW following reports of the drain outside the loading area 'foaming'. The foaming was witnessed on Saturday 4th July but reported on the 6th. Photos were taken that substantiated the report. **Based on this a category 4 breach of condition 1.1.1 is appropriate as there was no impact to water quality.**

### 8th July 2015

Three odour complaints were received on the 8th with the worst of the odour experienced in the morning. DW arrived on site at approximately 13:07 and was able to substantiate the odour at the site boundary and at Keyline. DW met with Alan Fitzpatrick and Neil Davies of PB Gelatins and undertook a walk round of the site. A strong odour was detected near the scrubber unit as well as an odour detected by the bone skip. There was also odour detected by the bone transfer area. **As indicated in the CAR Form dated 30th June 2015 odour complaints will now be scored as a category 3 breach where odour has been an ongoing issue resulting in 2 or more complaints a week. Condition 3.4.1 of the permit has been breached where the activities should be free from odour.** The associated Odour Management Plan (OMP) sets out the controls in place to minimise the impact of odour at the site, the OMP needs to ensure that there are appropriate levels of odour control in place at the site.

Whilst on site DW witnessed foaming from the drain outside the loading area. Photos were taken and Welsh Water were on site to clear the drains. DW spoke with PB Gelatin who explained that the DAF Plant had recently been serviced with the polymer additive used to flocculate the waste water was increased to improve the performance the impact on the effectiveness of the anti-foaming agent. Interim measures were put in place to does the effluent directly prior to entering the main sewer. This appeared to reduce the foam in the first chamber quickly but foam remained in the second chamber, this was then hosed down. PB Gelatins has now changed the dosing requirements back to the prior to the service. **Based on this a category 4 breach of condition 1.1.1 is appropriate as there was no impact to water quality. This has been consolidated with the incident reported on the 6th July.**

### 14th July 2015

Two odour complaints were received to NRW, these were substantiated by DW and Rhys Hughes who were attending site for a site meeting. On arrival both DW and RH were able to detect the odour at the site boundary. PB Gelatin explained that they are trialling the use of anti-odour neutraliser as a temporary measure prior to the installation of an enclosed wet scrubber. **Considered as a category 3 breach of condition 3.4.1 where odour has been an ongoing issue resulting in 2 or more complaints a week.**

### 16th July 2015

Member of Natural Resources Wales witnessed the lorry leaving the loading area to the process area with water leaking from the back door. The amount of water was enough to leave a clear trail from the loading area to through to the process area. **This incident was foreseeable and had the potential to have a minimal impact on water quality. Based on this a category 3 breach of condition 1.1.1 has been considered. This has been consolidated with the incident reported on the 3rd July.**

### 19th July 2015

Complaint received in response to a very offensive odour experienced. An NRW officer attended site in order to substantiate the complaint and reported an unpleasant odour emanating from PB Gelatins. After speaking with PB Gelatin the odour experienced yesterday was as a result of the balancing tank being cleaned out as part of the ongoing works to minimise odour generation at the site. PB Gelatin planned this work on the Sunday to limit the impact from the cleaning on local businesses.

The intention of PB Gelatin is to begin operations with the sludge tanker and the balancing tank 'clean' and avoid the generation of odour at source.

NRW attended the site yesterday following the call in order to substantiate the complaint as well as to investigate the activities that were taking place on site. As mentioned, Egan Waste were contracted to take the sludge from the balancing tank for disposal. **Considered as a category 3 breach of condition 3.4.1 where odour has been an ongoing issue resulting in 2 or more complaints a week.**

### 20th July 2015

An odour complaint was received following an odour release at approximately 16:00. NRW sent an officer to substantiate the call and reported sewage like odour near the site boundary and the local businesses. The NRW Officer did not notice any activity on site that could relate to the cause of the odour. **Considered as a category 3 breach of condition 3.4.1 where odour has been an ongoing issue resulting in 2 or more complaints a week. This has been consolidated with the incident reported on the 19th July.**

### Ensuring compliance

In order to ensure that the permit conditions will be met moving forward PB Gelatins have confirmed that they will have the enclosed wet scrubber installed by 30th November 2015. Failure to have the appropriate measures put in place by 30th November 2015 may lead to an **Enforcement Notice** being served under Regulation 36 of The Environmental Permitting (England and Wales) Regulations 2010 to bring the site back under regulatory control in relation to condition 3.4.1 of the permit EPR/DP3030ZC.

The implementation date of the 14th August 2015 has been based on the receipt of the Odour Review document on the 26th June 2015 giving a total of 7 weeks to get the enclosed wet scrubber installed.

In addition the following has been agreed and is required to be actioned by PB Gelatin:

1. Update the odour review document ahead of public liaison meeting to cover the installation of a new enclosed air scrubber
2. Update procedures for cleaning of the balancing tank
3. Instigate a liaison group to engage with the local businesses. This will require PB Gelatins to inform the local residents (and NRW) of such planned work where there is the potential for odour generation.



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

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Operator/ Permit	PB Gelatins UK Limited	Date	17/07/2015

**Section 3- Enforcement Response**

**Only one of the boxes below should be ticked**

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.

Other than the provision of advice and guidance, at present we do not intend to take further enforcement action in respect of the non-compliance identified above. This does not preclude us from taking enforcement action if further relevant information comes to light or advice isn't followed.	<b>X</b>
In respect of the above non-compliance you have been issued with a warning. At present we do not intend to take further enforcement action. This does not preclude us from taking additional enforcement action if further relevant information comes to light or offences continue.	
We will now consider what enforcement action is appropriate and notify you, referencing this form.	

**Section 4- Action(s)**

Where non-compliance has been detected and an enforcement response has been selected above, this section summarises the steps you need to take to return to compliance and also provides timescales for this to be done.

Criteria Ref.	CCS Category	Action Required/Advised	Due Date
See Section 1 above			
B1	C3	No action specified	N/A
C2	C3	No action specified	N/A
E3	C3	No action specified	N/A
E4	C4	No action specified	N/A
F1	C3	No action specified	N/A

## 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 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 which could have a <b>major</b> environmental effect	60
C2	A non-compliance which could have a <b>significant</b> environmental effect	31
C3	A non-compliance which could have a <b>minor</b> environmental effect	4
C4	A non-compliance which has <b>no</b> 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 fulfill 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 (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 and taking any resulting action
- preventing breaches of environmental law
- assessing customer service satisfaction and improving its service
- Freedom of Information Act/Environmental Information 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 twenty 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 the officer's line managers. 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.

