

Compliance Assessment Report

Report ID:
CAR_NRW0000112

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

Site	East Bank Road Facility EPR/XP3833UB	Permit Ref	XP3833UB		
Operator/Permit holder	G D Environmental Services Ltd				
Regime	Installations				
Date of assessment	05/04/2016	Time in	09:00	Out	10:15
Assessment type	Report/Data Review				
Parts of the permit assessed	1.1.1, 2.3.1, 3.2.1, 4.3.1.				
Lead officer's name	Green, Rebecca				
Accompanied by	Gemma Cavill, DCWW,Richard Ingles, DCWW				
Recipient's name/position	Lindsey Kelly/ General Manager, East	Date issued	06/04/2016		

Section 1 – Compliance Assessment Summary

This is based on the requirements of the permit under the Environmental Permitting Regulations. 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
A1 - Specified by permit	X	
C2 - General Management - Management system and operating procedures	X	
E4 - Emissions - Sewer	X	
G4 - Monitoring and Records, Maintenance and Reporting - Reporting and notification to the Environment Agency	X	

KEY: See Section 4 for breach categories, suspended scores will be indicated as such.

A = Assessed or assessed in part (no evidence of non-compliance), **N** = Not Assessed, **X** = Action only

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

On 5th April 2016 Rebecca Green (RG) attended a meeting between G D Environmental (GD) and Welsh Water (WW). Present were Ian Lynass, GD; Lindsey Kelly, GD; Gemma Cavill, WW and Richard Ingles, WW. The object of the meeting was to discuss G D's emissions to sewer from the leachate treatment plant.

Last year G D had difficulty complying with the consent limit for ammonia in the discharge from the leachate treatment plant. This has been rectified and ammonia levels this year have been compliant. However, there has been an on-going problem in complying with the consent limits for some heavy metals, despite the fact that G D test all incoming leachate before accepting it for treatment and then send samples of the treated leachate for analysis by external laboratories. There has been a significant discrepancy between the external results that G D receive and those reported by WW. After some discussion and careful inspection of G D's external laboratory results it appears that WW report total metal, whereas G D are given results for dissolved metal. This is very likely to be the cause of the difference and so, in the future, G D will request analysis of total metal. G D should also check that their internal analysis procedures are measuring total, not dissolved, metal.

The cause of the periodic high metal concentrations is not clear. Leachate can vary widely in composition from batch to batch and this will be part of the problem. The leachate treatment plant is not specifically designed to remove metals, but the pH of G D's discharge is usually between 7 and 8.5. At this pH most metals will be present as hydroxides so it may be possible to remove them by installing a simple filtration system. Closer inspection of the WW analysis results showed some correlation between higher than usual suspended solids values and high metal concentrations. G D have investigated the use of reverse osmosis to remove the heavy metals, but this process is expensive to install and run and is really not necessary for this application. However, G D are to be commended for their willingness to investigate solutions to this problem.

As from today G D, of their own volition, will not discharge to sewer and will not take any more leachate for treatment until they are confident that the process can meet the consent limits for discharge to sewer.

Action 1: G D to check that their internal analysis procedures measure total metal for each one tested. NRW can offer help and advice, if required. ***Inform Natural Resources Wales (NRW) of the outcome by 29th April 2016.***

Action 2: G D to investigate physical means of reducing the suspended solids content of the discharge to sewer. ***Report outcome to NRW by 29th April 2016 and if feasible include installation timetable.***

The recently issued CAR_NRW0000040 was discussed and the reasons for the criteria and permit condition scoring explained.

The attitude of G D's senior management has been thoroughly responsible and most co-operative, which is to be warmly commended. We hope that recent events can be put behind us so that NRW and G D can continue to develop a mutually beneficial relationship. NRW are happy to offer advice and guidance at any time. Informing us of any problems will not automatically result in the issuing of non-compliances, rather it should prevent a small problem becoming a large one.

END.

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EPR Compliance Assessment Report

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Site	East Bank Road Facility EPR/XP3833UB	Permit Ref	XP3833UB
Operator/Permit holder	G D Environmental Services Ltd	Date	05/04/2016

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.

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.

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			
G4	X	Refer to CAR_NRW0000040	29/04/2016
E4	X	Refer to CAR_NRW0000040	29/04/2016
C2	X	Refer to CAR-NRW0000040	29/04/2016
A1	X	Refer to CAR_NRW0000040	29/04/2016

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 reports 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 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.