

Compliance Assessment Report

Report ID:
CAR_NRW0034280

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

Site	Pwllheli Creamery EPR/BL9941IC	Permit Ref	BL9941IC		
Operator/Permit holder	SOUTH CAERNARFON CREAMERIES LTD				
Regime	Installations				
Date of assessment	31/12/2018	Time in	N/A	Out	N/A
Assessment type	Report/Data Review				
Parts of the permit assessed	Monitoring Returns, Part A Submissions				
Lead officer's name	Frost, Julia				
Accompanied by					
Recipient's name/position	Gwyn Jones/ Quality Assurance Manager	Date issued	28/01/2019		

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
E3 - Emissions - Surface water	C3	3.1.1
	C3	3.1.1
	C3	3.1.1

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	3	Total compliance score (see section 5 for scoring scheme)	12
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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

A review of the monitoring return submissions for 2018 to has been carried out and highlighted the following.

Quarter 1

Jan 2018 - Monitoring returns were submitted within the timescales required by the permit and do not highlight any breaches of permit emission limit values.

Feb 2018 - Monitoring returns were submitted within the timescales required by the permit and do not highlight any breaches of permit emission limit values.

Mar 2018 - Monitoring returns were submitted within the timescales required by the permit and do not highlight any breaches of permit emission limit values.

Quarter 2

Apr 2018 - Monitoring returns were submitted within the timescales required by the permit and do not highlight any breaches of permit emission limit values.

May 2018 - Monitoring returns were submitted within the timescales required by the permit and do not highlight any breaches of permit emission limit values.

Jun 2018 - Monitoring returns were submitted within the timescales required by the permit. The returns highlight a breach of the temperature elv w/c 22 June- 25.94 against a limit of 25. This is believed to be linked to the prolonged period of hot weather and no permit breach has been assigned.

A Total Phosphate result of 1.74 mg/l was reported against a limit of 1.5 mg/l on 6 June. A Part A/B was submitted in relation to this exceedance which raised issues in relation to the accuracy of the result. No score has been attributed to this (as per NRW email of 26 June).

Quarter 3

Jul 2018 - Monitoring returns were submitted within the timescales required by the permit. The returns highlight that the temperature elv was exceeded on a number of occasions. This is believed to be linked to the prolonged period of hot weather and no permit breaches are assigned to these exceedances. A CI exceedance of 522 mg/l against a limit of 520 mg/l was reported for 4 July. This marginal exceedance has not been scored as a permit breach. A Part A/B was received for this exceedance in line with permit conditions.

Aug 2018 - Monitoring returns were submitted within the timescales required by the permit. The returns highlight that the temperature elv was exceeded on a number of occasions. This is believed to be linked to the prolonged period of hot weather and no permit breaches are assigned to these exceedances.

Sep 2018 - Monitoring returns were submitted within the timescales required by the permit. The returns highlight that the total phosphate result was exceeded on 14 Sept, 1.69 mg/l against a limit of 1.5 mg/l. The Part A/B received in relation to this indicates that the exceedance was as a result of over reduction in dosing with aluminium chloride. This dosing was increased and the issue resolved. Breach of permit condition 3.1.1. **Category 3.**

Quarter 4

Oct 2018 - Monitoring returns were submitted within the timescales required by the permit. The returns highlight a SS and CI breach. Both of which were reported on a Part A / B notification as required by the permit.

SS - result of 42.5 mg/l against a limit of 30 mg/l on 17 October. The Part A/B stated that the internal result was within limits but ALS confirmed the result and additional desludging has been carried out. Breach permit condition 3.1.1 **Category 3.**

CI - result of 543 mg/l against a limit of 520 mg/l. The Part A/B stated that the internal result was within limits. Adjustments were made to the chemical dosing in order to reduce the chloride level. Breach permit condition 3.1.1 **Category 3.**

Nov 2018 - Monitoring returns were submitted within the timescales required by the permit and do not highlight any breaches of

permit emission limit values.

Dec 2018 - Monitoring returns were submitted within the timescales required by the permit. The returns highlight a CI breach, which was reported on a Part A/B notification as required by the Permit.

A chloride result of 638 mg/l against a limit of 520 mg/l on 12 December. Adjustments were made to the dosing in order to reduce the chloride result. **Category 3 - consolidated with the chloride breach in October 2018.**

The EMS procedures will be reviewed in detail as part of the OMA audit planned for the near future.

The Operator should ensure that any emission limit value exceedances are investigated and action taken to resolve the issue as required.

EPR Compliance Assessment Report

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Site	Pwllheli Creamery EPR/BL9941IC	Permit Ref	BL9941IC
Operator/Permit holder	SOUTH CAERNARFON CREAMERIES LTD	Date	31/12/2018

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			
E3	C3	Total Phosphate - The Operator should ensure that any permit breaches are investigated and action taken to resolve the issue as required.	31/01/2019
E3	C3	CI - The Operator should ensure that any permit breaches are investigated and action taken to resolve the issue as required.	31/01/2019
E3	C3	SS - The Operator should ensure that any permit breaches are investigated and action taken to resolve the issue as required.	31/01/2019

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. 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.