



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

Site	AMESBURY STW, CHURCH STREET, AMESBURY, WILTSHIRE, SP4 7BE			Permit Ref	401518		
Operator/ Permit holder	WESSEX WATER SERVICES LIMITED						
Assessment Date	10/01/2022	Breach Date	N/A	Time in	10:00	Out	11:00
What parts of the permit were assessed	Wastewater Treatment Works tertiary treated sewage effluent CAR=STD						
Assessment Type	Report/data review: Operator Self Monitoring (OSM) data submission		EPR Activity:	Water Discharge			
Recipient's name/position	Wessex Water Services Limited						
Officer's name	[REDACTED]			Date issued	08/03/2022		

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 2) and the Actions (section 4). This summary details which conditions we have assessed, 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). For more details of our CCS scheme, contact your [local office](#).

KEY: C1, C2, C3, C4 = CCS breach category A = Assessed (no evidence of non-compliance)

Activities and Permit Conditions Assessed	CCS Category	Condition(s) breached
1 - Wastewater Treatment Works tertiary treated sewage effluent		
3.1a. Emission limit (e3)	A	3.1.1

Descriptive Works Fail	N/A	Number of breaches recorded	0
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If the total no of 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 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
- 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.

401518 Amesbury 10/01/22

OSM sample: The failing sample was taken on 10/01/2022 as part of the Operator Self-Monitoring Scheme. A LUT (Look Up Table) exceedance for Suspended Solids was recorded. Sample result=31mg/l, Permit limit=30mg/l.

Suggested Cause: The root cause of elevated solids in this instance has been attributed to an early onset of spring sloughing where a sharp rise in ambient temperature increased the biological activity within the filter treatment, resulting in an increased production of humus solids. This is further supported by no attributable alarms or issues identified on site at the time of this failure. Photograph 2 illustrates sloughing had recently taken place, with a fine pin flock being present in the FE.

Actions taken: Spring sloughing was also the root cause of the previous SS failure in March 2021, and a major capital scheme was raised to install additional tertiary solid removal. Following this second sample failure, the scheme has been prioritised to facilitate installation as soon as practicable. The scheme has an estimated start date of February 2022. In the interim, operations are currently installing temporary lamella settlement units for tertiary solids removal, to ensure compliance is maintained whilst a more permeant tertiary treatment is installed. This was a short-lived increase in fine solids and no pollution was caused.

Permit Conditions: 1.4.1(b) The limit for any of the determinands set out in paragraph a above may be exceeded where in any series of samples of the discharge taken at regular but randomised intervals in any period of twelve consecutive months as listed in column 1 of the 'look up table' attached to this consent, no more than the relevant number of samples as listed in column 2 of the said table, exceed the applicable limit for that relevant determinand.

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.

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.

Where the **CCS Category** is marked **N/A** then the specified action does not relate to a permit condition.

Criteria Ref.	CCS Category	Action Required / Advised	Due Date
See Section 1 above			

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.
- A civil sanction Enforcement Undertaking (EU) offer may also be available to you as an alternative enforcement response for this/these offence(s).

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 categories

CCS category	Description
C1	A non-compliance which could have a major environmental effect
C2	A non-compliance which could have a significant environmental effect
C3	A non-compliance which could have a minor environmental effect
C4	A non-compliance which has no potential environmental effect

Customer Charter

What can I do if I disagree with this compliance assessment report?

If a permit holder disagrees with the CAR form, they should raise their concerns to the officer or team which issued the form. This must be done within 14 calendar days of receipt. If the response does not resolve the issue, a permit holder can request an appeal of the regulatory decision. This request must be made within 28 calendar days of receipt of the response. More details on our regulatory appeals process can be found at <https://www.gov.uk/guidance/appeal-a-regulatory-decision-from-the-environment-agency>.

If you are still dissatisfied, you can make a complaint to the Ombudsman. For advice on how to complain to the Parliamentary and Health Service Ombudsman phone their helpline on 0345 015 4033.

Section 6 – General Information

Data protection notice

The information on this form will be processed by the Environment Agency to fulfill its regulatory and monitoring functions and to maintain the relevant public register(s). The Environment Agency 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 Environment Agency 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 Environment Agency 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 28 days of receipt of this form indicating which information it concerns and why it should not be released, giving your reasons in full.