

OPERATOR MONITORING ASSESSMENT

SUMMARY SHEET DISCHARGES TO WATER SUBJECT TO OPERATOR SELF MONITORING AND URBAN WASTEWATER TREATMENT DIRECTIVE SELF MONITORING

Operator: United Utilities [REDACTED]		Assessing officers: [REDACTED]	
		Others Present: N/A	
OMA Sections		SCORE(S)*	
OMA 1 - Management, training and competence of personnel		100	
OMA 2 - Fitness for purpose of monitoring methods		96	
OMA 3 – Maintenance and calibration of monitoring equipment		100	
OMA 4 – Quality assurance of monitoring		96	
		OVERALL SCORE(S)*	98%
OVERALL ASSESSMENT COMMENTS			
This audit was the first completed on a full data set, the previous year's audit, which gave a compliance score of 97% was based on 4 months operation so the outcome from this audit can be regarded as a better representation of the operational processes being considered. The team at United Utilities managing the OSM process appear strong, able and committed – there is a level of resilience built into the procedures and the personnel which is reassuring. The programme has now been operational for 18 months and is performing well, sample schedules are spread across the required time frames with the number of out of hours samples being well ahead of the required target. The data sets being used to assess and manage compliance are bolstered by the addition of UU's own check monitoring programme; there is strong visibility of performance issues through the management structure. This comprehensive data is shared with the EA and is a useful tool in tracking performance trends. The submissions for unusual weather claims are clear and comprehensive and have been developed in conjunction with the EA and have been promoted as best practice with National colleagues. This audit delivered a very high score of 99% which is up on the previous year, a score of 60% being the satisfactory level. The audit demonstrated that the systems are fully in place and are operating well; these standards need to be maintained.			
		Date of assessment: 16/06/11	
		Signed: [REDACTED]	

OMA REPORTS – discharges to water subject to Operator Self Monitoring and Urban Wastewater Treatment Directive self monitoring

OMA 1: Management, training and competence of personnel

Operator: United Utilities

Date: 24 June 2011

OMA ELEMENTS	SCORE	COMMENTS
A. Management structure	5	Strong, able and committed management team – structures show good separation between monitoring and operations – resilience built into the structure.
B. Schedules	4	Schedules are comprehensive and spread over the available time frames, out of hrs samples 19% against target 10%, small numbers of repeat missed samples.
C. Use of results	5	Results reported to all levels of management and operations. Contribute to regular (weekly) risk assessments.
D. Understanding of requirements.	5	Monitoring staff are subject to ongoing training programmes and sharing of best practice. Competence supported by good site inspections.
E. Competence of personnel	5	MCERTS applies to this element of the audit and is not assessed the score is fixed
OMA 1 – SCORE	96%	

SUMMARY COMMENTS FOR OMA 1

The management structure appears strong and resilient, separation between monitoring and operations are clear and working well. The scheduling process is operating well, notification of non compliances is quick and reliable, systems to notify increases in sampling numbers is working, there is good understanding of the LUT process and there is escalation of performance issues through the management structure on a weekly basis. The data used to assess compliance is bolstered by United Utilities own check monitoring process.

There were a small number of sites that had limited/no samples taken where compared to Agency results appeared to be out of step, this is an area that needs reviewing to ensure that all reasons for no samples being taken have been explored and all potential issues addressed.

OMA REPORTS – discharges to water subject to Operator Self Monitoring and Urban Wastewater Treatment Directive self monitoring

OMA 2: Fitness for purpose of monitoring methods		
Operator: United Utilities		Date: 24 June 2011
OMA ELEMENTS	SCORE	COMMENTS
A. Sampling facilities	5	Inspections have been shown to be of a good standard with limited minor issues – the sites are generally well managed
B. Measurement techniques	5	MCERTS applies to this element of the audit and is not assessed the score is fixed
C. Use of relevant methods	5	MCERTS applies to this element of the audit and is not assessed the score is fixed
D. Certification of equipment	5	MCERTS applies to this element of the audit and is not assessed the score is fixed
E. Performance characteristics of the method	5	MCERTS applies to this element of the audit and is not assessed the score is fixed
OMA 2 – SCORE	100%	
SUMMARY COMMENTS FOR OMA 2		
80% of this section is covered by MCERTS and if certificated then receives a fixed score of 5. The element of this section that is assessed is so via inspection of facilities, there were 35 inspections carried out over the period and as a result of those inspections there were no issues of concern raised by the inspectors, This area needs constant management control to maintain the current high standard.		

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OMA 3: Maintenance and calibration of monitoring equipment		
Operator: United Utilities		Date: 24 June 2011
OMA ELEMENTS	SCORE	COMMENTS
A. Documentation of maintenance and calibration procedures	5	MCERTS applies to this element of the audit and is not assessed the score is fixed
B. Frequency of maintenance and calibration	5	MCERTS applies to this element of the audit and is not assessed the score is fixed
C. Equipment reliability	5	MCERTS applies to this element of the audit and is not assessed the score is fixed
D. Breakdown response	5	MCERTS applies to this element of the audit and is not assessed the score is fixed
E. Traceability.	5	MCERTS applies to this element of the audit and is not assessed the score is fixed
F. Acceptability of calibration methods	5	MCERTS applies to this element of the audit and is not assessed the score is fixed
OMA 3 – SCORE	100%	
SUMMARY COMMENTS FOR OMA 3		
This section is entirely covered by MCERTS and if certificated then receives a fixed score of 5.		

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OMA 4: Quality assurance of monitoring		
Operator: United Utilities		Date: 24 June 2011
OMA ELEMENTS	SCORE	COMMENTS
A. Documentation of monitoring procedures	5	The evidence presented was good showing high level evidence and drilling down to show specific site based data
B. Quality control schemes	5	MCERTS applies to this element of the audit and not assessed the score is fixed
C. Auditing of monitoring	4	A full audit programme over a 4 year period has been devised and is being implemented, the strength of which will not be able to be fully assessed until the next audit.
D. Audit compliance	5	There are clear records of issues identified as part of the audit process and their resolution
E. Reporting	5	There is no evidence of any delays in the reporting process, the experience in this area is that all breaches are reported as soon as is possible.
OMA 4 – SCORE	96%	
SUMMARY COMMENTS FOR OMA 4		
Most of the requirements for OMA4 are covered by the MCERTS certification. The minor improvements to self auditing, identified in the previous report have been addressed.		