

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]	
[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		100	
OMA 3 – Maintenance and calibration of monitoring equipment		100	
OMA 4 – Quality assurance of monitoring		100	
		OVERALL SCORE(S)*	100%
OVERALL ASSESSMENT COMMENTS			
. This audit constitutes a final check visit against the ongoing monthly assessments and quarterly management meetings with United Utilities where OSM is just one of the operational performance measures that is discussed. The Management Team at United Utilities charged with the administration have remained stable over the 3/4 years we have been assessing their performance and that stability and acquired knowledge built over the period has helped embed the processes into the ongoing drive to improve operational performance at United Utilities. The use of data from both OSM and check monitoring still continues with both sets of data forming an integral part of the continued performance assessment which occurs internally at United Utilities and also in performance meetings with the Environment Agency. The introduction and implementation of an internal audit system which is bolstered by checks made by external organisations enhances the quality of the system that has been put in place. OSM at United Utilities is managed and operated to a high standard, these systems need to be maintained			
		Date of assessment: 25/09/12	
		Signed: [REDACTED]	
		Date: 11/10/12	

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: 25 September 2012
OMA ELEMENTS	SCORE	COMMENTS
A. Management structure	5	Strong, able, committed and stable management team – structures show good separation between monitoring and operations
B. Schedules	5	Schedules are comprehensive and distributed well over the available times, only small numbers of rescheduled missed samples
C. Use of results	5	Results reported to all levels of management and operations on a weekly basis.
D. Understanding of requirements.	5	Operational staff are subject to an ongoing training regime, this is 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	100%	
SUMMARY COMMENTS FOR OMA 1		
The management structure has been stable and offers a sound foundation on which the monitoring system is built. The scheduling process is fully independent from operations and works well. The notifications of non compliance are quick and accurate, the logging up of sample numbers occurs without incident and there is a sound understanding of the LUT process. The outcomes of compliance analysis together with the check monitoring regime that UU carry out themselves is shared with the Environment Agency and is used as the basis of performance meetings that occur monthly at an operational level and then quarterly at a Senior Management Level and Director level. The numbers of missed samples were low but all missed samples had a full justification and were rescheduled as required.		

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: 25 September 2012
OMA ELEMENTS	SCORE	COMMENTS
A. Sampling facilities	5	Inspections have been shown to be of a good standard with limited issues
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 have been 35 inspections carried out up until the date of the inspection with a further 8 to be completed by the end of the year, as a result of the completed inspections there were no issues of concern raised by the inspectors, any issues that are identified from the remaining inspections will be raised with United Utilities and will be annexed in the report for 2013		

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

OMA 3: Maintenance and calibration of monitoring equipment

Operator: United Utilities

Date: 25 September 2012

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.

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

OMA 4: Quality assurance of monitoring		
Operator: United Utilities		Date: 25 September 2012
OMA ELEMENTS	SCORE	COMMENTS
A. Documentation of monitoring procedures	5	Records management is robust allowing detailed interrogation of the system when required
B. Quality control schemes	5	MCERTS applies to this element of the audit and not assessed the score is fixed
C. Auditing of monitoring	5	A full audit programme has been implemented with assessments by external organisations
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.
OMA 4 – SCORE	100%	
SUMMARY COMMENTS FOR OMA 4		
Most of the requirements for OMA4 are covered by the MCERTS certification. The implementation of the self audit procedures has moved the overall performance forward this year.		