

Compliance Assessment Report CAR_NRW0042725

Permit being assessed: CM0044001

For: CSO and EO at Westbourne Avenue Pumping Station, held by DWR CYMRU CYFYNGEDIG

At: Westbourne Avenue, Rhyl, Denbighshire, LL18 1EE.

Type of assessment carried out: Check Monitoring/Sampling, Reason: Routine.

On 31/10/2023 - 01/11/2023.

Parts of permit assessed: 2.3.2 (a) The discharge shall only occur when and only for as long as: (i) the flow passed forward is equal to or greater than the overflow setting indicated due to rainfall and/or snow melt

NRW Lead Officer: Amy Chisnell.

Report sent to: CARS Mailbox, CARS Mailbox, on 01/11/2023.

1. Summary of our findings (full details in section 4)

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
WQ-C1 - Emissions and monitoring - Emissions to water	Action only (X)	
WQ-D2 - Information - Reporting	Action only (X)	

Result types are explained in more detail in the 'Important Information' section below.

2. What action is required?

Criteria	Action needed	Complete by
WQ-C1	Collate data and report the non-compliant spills via a Self-Report (WATPOL) to NRW Please also provide a copy of the data to NRW along with a list of the non-compliant spill dates	30/11/2023
WQ-D2	Carry out engineering survey and provide us with a copy engineer's report or an update on the status if not already submitted. Following submission of the report, provide NRW with next step actions	30/11/2023

Action criteria codes are listed in the 'Important information' section below.

3. What will happen next?

Any non-compliance we have identified and recorded on this form is an offence. It can result in criminal prosecution and/or suspension or revocation of your permit.

You are non-compliant with your permit.

We are currently considering taking enforcement action against you for the non-compliance recorded above. We will contact you in due course.

4. Details of our assessment

For clarity, this CAR form has been issued on the 01/11/2023 but relates to the issues DCWW notified NRW to on the 16/10/2023.

DCWW had noticed a discrepancy with data when reviewing incoming flows at one of their treatment works (Kinmel Bay WWTW). Upon investigation, they discovered that the flowmeter at the Rhyl Marine Lake SPS (sewage pumping station) showed that the FPF (Flow Passed Forward) was being achieved. DCWW suspected that this may be inaccurate and investigated further.

DCWW carried out maintenance on the flowmeter (non-MCerts), which changed the maximum flow being recorded. However, it was noticed that the flow meter was reverting back to the previous settings, giving false (high) readings.

DCWW believe this flowmeter to be unreliable and from further investigations on the pumps believe there is a flow discrepancy. It is likely that this has caused Rhyl Marine Lake SPS to spill prematurely via the CSO and EO at Westbourne Avenue Pumping Station - i.e. before the permitted FPF is being met. Any spills occurring before the FPF is met are considered non-compliant.

DCWW have already taken the following steps:

- SPS flowmeter maintenance
- SPS inlet well and channel clean out
- Foul pump 2 temporary hire pump installed and pump taken for overhaul (Resulted in increase in flow value but not to the maximum value)
- Foul pump 1 planned for overhaul
- SPS Air valve relocation plans for easier maintenance
- Full SPS review underway with engineer - NRW are waiting on this report.

DCWW plan to take the following next Steps:

- Assess ability to replace SPS flowmeter or look for an alternative/replacement
- Continue overhaul of pumps
- Review engineers report once available

Please read the actions required and provide an update by the due date.

If you have any queries about this report, or to discuss completion of any actions, please contact the NRW Officer named above.

Important information

Legal status of this report

Your permit is issued to you under the Environmental Permitting Regulations. You have a responsibility to comply with the conditions of your permit and prevent pollution/harm to the environment. You must also ensure that you comply with any other relevant legislation that may apply to your site's operations.

This report explains the findings of our assessment and any action you are required to take. We categorise non-compliance using our guidance for assessing non-compliance at regulated sites.

When we find potential non-compliance/s we will normally give you advice on how to maintain compliance.

To correct non-compliance, we may:

- require you to take specific actions
- issue a notice
- review the conditions of your permit.

Any advice and guidance we give will be without prejudice to any other enforcement response that we consider may be required.

Assessment results and non-compliance categories (used in section 1):

Assessment result	Description
Assessed (A)	Assessed or assessed in part, no evidence of non-compliance found
Action only (X)	Action only relating to the activity assessment
Ongoing (O)	Ongoing non-compliance, not scored

Non-compliance category	Description
C1 Major	Potential to have a major, serious, persistent and/or extensive impact or effect on the environment, people and/or property
C2 Significant	Potential to have a significant impact or effect on the environment, people and/or property
C3 Minor	Potential to have a minor or minimal impact or effect on the environment, people and/or property
C4 No environmental impact	Non-compliance at a regulated site that cannot foreseeably have any impact on the environment, people and/or property

If your assessment result in Section 1 is suspended, what does this mean?

In line with our guidance, we may suspend non-compliance for up to six months to allow time for remedial action to be taken. These will be re-instated if the action is not completed.

Full list of water quality action criteria (used in section 1 and 2):**WQ A: Management**

- WQ-A1 General management

WQ B: Operations

- WQ-B1 Permitted activities
- WQ-B2 The site
- WQ-B3 Operating techniques
- WQ-B4 Improvement programme
- WQ-B5 Pre-operational conditions

WQ C: Emissions and monitoring

- WQ-C1 Emissions to water
- WQ-C2 Emissions to land
- WQ-C3 Emissions of substances not controlled by emission limits
- WQ-C4 Installation of monitoring boreholes

WQ D: Information

- WQ-D1 Records
- WQ-D2 Reporting
- WQ-D3 Notifications

Enforcement response

Any permit condition non-compliance is an offence and we may take legal action against you. Action we take can include prosecution, serving a notice on you and/or suspension or revocation of your permit. See our Enforcement and Sanctions Guidance for further information.

Data protection notice

You should make sure that anyone named in this report knows that the information it contains will be processed by Natural Resources Wales to fulfil its regulatory and monitoring functions and to maintain the relevant public register(s).

We may also use and/or disclose the report in connection with:

- offering or providing you with our literature or 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
- assessing customer service satisfaction and improving our service
- Freedom of Information Act or Environmental Information Regulations requests.

We may also pass it on to our agents or representatives to do these things on our behalf.

Disclosure of information – this report will be available to view on-line

If you think this report contains commercially confidential information that should not be placed on our public register, you must contact your local Natural Resources Wales office within **fifteen working days** of receiving this report, using the contact details in the accompanying email or letter. You must give a full explanation of why it should not be

added to our public register, including specifying which information is commercially confidential. We will assess your request and respond to you within 20 working days to let you know if we agree to your request.

What do I do if I disagree with the report or have a complaint?

If you disagree with this compliance assessment report, you should contact the lead officer without delay to discuss your concerns.

If you are unable to resolve the issue with the lead officer or their line manager you should contact our Customer Contact team on 0300 065 3000 (Monday to Friday 08:00 – 18:00), or email enquiries@naturalresourceswales.gov.uk for details of how to raise your dispute further through our Complaints and Commendations procedure.

If you are dissatisfied with our response, you can contact the Public Services Ombudsman for Wales by phone on 0300 7900203 or by email at ask@ombudsman.wales

Welsh Language Standards

We are committed to establishing Natural Resources Wales as a naturally bilingual organisation. We will provide compliance reports in your preferred language.