

## Compliance Assessment Report CAR\_NRW0043529

**Permit being assessed:** BA1015401

For: WICK SEWAGE TREATMENT WORKS, held by DWR CYMRU CYFYNGEDIG  
At: OFF AROSFA EWENNY ROAD, WICK, VALE OF GLAMORGAN, SOUTH EAST  
WALES, CF71 7QA.

**Type of assessment carried out:** Site Inspection, Reason: Routine.

On 13/11/2023, between 11:00 and 11:45.

Parts of permit assessed: Relevant Conditions

**NRW Lead Officer:** Alex Grabham, accompanied by: Hannah Jenkins, Harry Warburton.

**Report sent to:** CARS Mailbox, CARS Mailbox, on 23/02/2024.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
WQ-B3 - Operations - Operating techniques	Action only (X)	
WQ-B3 - Operations - Operating techniques	Action only (X)	
WQ-B3 - Operations - Operating techniques	Action only (X)	
WQ-B3 - Operations - Operating techniques	Action only (X)	
WQ-B2 - Operations - The site	Action only (X)	
WQ-B2 - Operations - The site	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-B3	How often are the trickling filter arms cleaned?	22/03/2024
WQ-B3	How often is the final settlement tank cleared? When was the last time it was cleaned?	22/03/2024
WQ-B3	How often is the storm tank emptied and cleaned? When was the last time this was done?	22/03/2024
WQ-B3	In response to the previous CAR form following an inspection completed in 2022 it was stated that the storm tank was on the Unconsented Storm Overflow Programme to be investigated and addressed. Please could a further update be provided?	22/03/2024
WQ-B2	During the visit site improvement work were mentioned. Please could further details and timescales be provided?	22/03/2024
WQ-B2	During a site visit in 2022 it was noted that when the Humus tank pump began to operate it had the ability to cause the inlet to overflow to the storm tank. In the CAR form response in 2022 it was noted that this was due to the balancing tanks being out of commission and that a need investment had	22/03/2024

Criteria	Action needed	Complete by
	been raised to resolve the issue. Please could you provide a further update?	

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.

**At this time, we do not intend to take any further action.**

This statement does not stop us from taking additional enforcement action if further relevant information comes to light or offences continue.

### 4. Details of our assessment

On the 13th of November 2023 a routine site inspection completed was completed by NRW officers. Accompanied by DCWW Operators MM and RJ . Weather conditions windy with intermittent heavy rainfall.

#### Screens/Inlet

While onsite the screens appeared clear, and the inlet was discharging to the storm tank due to inlet flow volume.



Inlet Discharging to storm tank

#### Primary Tank

The Primary Tank was seen onsite and appeared to be operating correctly.

#### Trickling Filter

While onsite some of the outlets on the trickling filter appeared to be blocked. How often are the trickling filter arms cleaned?

#### Final settlement tank

During the visit the final settlement tank had carryover/floating solids as shown below. How often is the

cleared? When was the last time it was cleaned?



-  
-

**Final effluent/Sample point**

While onsite the final effluent was seen and appeared to be clear, the labelled sample point was also seen.



Final effluent



Sample Point

**Storm Tank**

During the visit the storm tank was in use. How often is the storm tank emptied and cleaned? When was the last time this was done?

In response to the previous CAR form following an inspection completed in 2022 it was stated that the storm tank was on the Unconsented Storm Overflow Programme to be investigated and addressed. Please could a further update be provided?



Storm Tank

**Documentation**

While onsite the Final and Recirculation flow meters were seen. Both flow meters were clearly labelled and had in date Mcert Stickers

**Further information**

During the visit site improvement work were mentioned. Please could further details and timescales be provided?

During a site visit in 2022 it was noted that when the Humus tank pump began to operate it had the ability to cause the inlet to overflow to the storm tank. In the CAR form response in 2022 it was noted that this was due to the balancing tanks being out of commission and that a need investment had been raised to resolve the issue. Please could you provide a further update?

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](mailto: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](mailto: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.