

Compliance Assessment Report CAR_NRW0044035

Permit being assessed: AW1001101

For: Crossgates Wastewater Treatment Works, held by DWR CYMRU CYFYNGEDIG

At: track off A483, Crossgates, Llandrindod Wells, LD1 6RA.

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

On 26/03/2024, between 09:00 and 17:00.

Parts of permit assessed: See Criteria Below

NRW Lead Officer: Robert Harding.

Report sent to: CARS Mailbox, CARS Mailbox, on 16/04/2024.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
WQ-A1 - Water Quality - Management - General management	Assessed (A)	
WQ-B1 - Water Quality - Operations - Permitted activities	Assessed (A)	
WQ-B2 - Water Quality - Operations - The site	Assessed (A)	
WQ-B3 - Water Quality - Operations - Operating techniques	Assessed (A)	
WQ-C1 - Water Quality - Emissions and monitoring - Emissions to water	Assessed (A)	

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

2. What action is required?

No action required.

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

This was a pre-planned OSM site inspection conducted by Natural Resources Wales Officer Robert Harding. I was shown around the site by the following DCWW representatives.

GM- Catchment Manager

BB- Senior Operations
GL- Pollution Prevention Technician
ZW- Regulatory Compliance Officer

The weather during the visit was overcast following overnight rain. I was shown through the works from inlet through to the outfall.

General Observations

The STW is a filter bed works with a permitted storm discharge. The works received a new consolidated permit which came into effect on 31/01/2024, bringing together the STW and Storm discharges, as well as bringing into effect further water quality emissions limits. The added emissions limits have resulted in the works now falling under Operator Self-Monitoring tier 3 sampling requirements.

Inlet and Storm

Flows into the works arrive through a combination of gravity sewer and from a nearby pumping station. There is a Storm discharge at the site which was previous permitted separately (AN0226801), but now is contained within the new consolidated permit.

The flows into the works arrive within a self-contained inlet unit. The flows pass through a mechanical brush screen to remove excess solids and rag. At the time of inspection, the mechanical screen was clearly operational and appeared to be effectively removing solids rag from passing forward. There is an additional bypass channel at the inlet with a 6mm bar screen, which can be used when undertaking maintenance on the mechanical brush screen, this was not in use at the time. There were no signs of substantial solids or rag passing forward to the next stage of treatment.

After screening at the inlet, the flows pass the storm weir, which is a set weir height within the channel. Flows can only overflow into the storm channel once levels reach a certain height. At the time of inspection, the works was not running to storm, as the level was below the storm weir height. There is a level sensor in operation at the storm weir, which I believe is in place to record when the works is running to storm (based on inlet level). There is no screening on the storm channel, as all flows pass through the screening at the inlet to the works.



There is a single storm tank on site, which was appeared empty, and to only contained a small amount of sludge at the time of inspection. The outfall channel is located at the top of the tank, meaning a discharge can only be made once the storm storage is fully utilised. The level within the tank was far below this point. The storm tank is set to automatically return to the head on the works, once inlet level drop below a specified level. The storm discharge to environment. There is an EDM level sensor in operation on the tank.



Following the Strom weir, the incoming flows pass through an MCERTS (Magflow) meter before passing forwards to primary settlement. The Magflow display screen was accessible and appeared in good working order.

Primary Settlement

The primary settlement tank on site is a circular designed tank, with retention boards to hold back solids from the outfall channel. There is an additional pipe on the surface which is recirculating influent from within the tank onto the surface. I was advised that this is to help aid with settlement of the solids from the surface. The primary settlement system appeared in good working order and there were no signs of significant solids carrying over into the outfall channel.

The flows from the primary settlement outfall then enter a syphon chamber. This is to allow water levels to build up to a suitable level before flows are sent through to the filter beds. This is to make sure there is ample hydrological pressure for the filter bed arms to function correctly. The syphon was clearly operation at the time of inspection.



Filter Bed

The works contains two circular filter beds containing stone media. The rotation arms for both filters were moving free and unhindered once the syphon discharged. The filter bed arms serve a dual purpose on this site. Firstly, half of the filter arms operate conventionally with distribution nozzles at the bottom of the arms. There then are a second set of filter arms on each filter which contain holes at the top of the arm instead of the usual location at the bottom. These distribution points come into use when the works is running to storm over the storm weir. The result is storm discharges at the site still pass through the filter beds.

There were no signs of pooling or dry tracks within the filter media and no excessive vegetation growth on the surface of the filters. The outfall channels of the two filter were running clear of any signs of significant solids or sewage fungus growth. Overall, the filter beds appeared in good working order.



Humus Tank

The works has a single round humus tank with retention boards to hold back solids from the outfall. There were no signs of solids passing over from the settlement tank or signs of sewage fungus build up. There was a layer of duckweed present on the tank, however this was largely contained within the scum boards of the tank and did not appear to be affecting the effluent. The final settlement appeared to be operating effectively and the outfall channel was flowing clear at the time of inspection.



Outfall and Sampling point

The effluent sampling point was clearly labelled and easily accessible. The within the sample chamber appeared to be flowing clear of any solids or signs of polluting matter.

I was unable to locate the exact outfall point into the river Ithon, at the location specified within the permit. The location given is downstream of the works, into the main body of the Ithon by the nearby road bridge crossing. I checked the watercourse around the location to check for signs of impact from the works. The watercourse at the time of inspection

was running clear of any signs of discolouration.

General Comments

The works appears in good working order, and there were no signs of concern overserved.

Actions- Required by 30/06/2024.

Please provide an up-to-date drainage map showing the exact discharge location from the work. As this was not entirely clear whilst completing the on-site inspection.

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.