

Compliance Assessment Report CAR_NRW0044180

Permit being assessed: AG0017801

For: DROPE STW WESTBURY HOMES GLAMORGAN, held by DWR CYMRU CYFYNGEDIG

At: DROPE STW, WESTBURY HOMES, GLAMORGAN, , , .

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

On 10/04/2024, between 10:55 and 11:30.

Parts of permit assessed: Relevant Conditions

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

Report sent to: DCWW CARS Mailbox, Operator, on 03/05/2024.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
WQ-B3 - Water Quality - Operations - Operating techniques	Action only (X)	
WQ-B3 - Water Quality - Operations - Operating techniques	Action only (X)	
WQ-B3 - Water Quality - Operations - Operating techniques	Action only (X)	
WQ-B3 - Water Quality - Operations - Operating techniques	Action only (X)	
WQ-B3 - Water Quality - Operations - Operating techniques	Action only (X)	
WQ-D2 - Water Quality - Information - Reporting	Action only (X)	
WQ-B3 - Water Quality - Operations - Operating techniques	Action only (X)	
WQ-B3 - Water Quality - Operations - Operating techniques	Action only (X)	
WQ-B3 - Water Quality - Operations - Operating techniques	Action only (X)	
WQ-B3 - Water Quality - Operations - Operating techniques	Action only (X)	
WQ-B3 - Water Quality - Operations - Operating techniques	Action only (X)	
WQ-B3 - Water Quality - Operations - Operating techniques	Action only (X)	
WQ-B3 - Water Quality - Operations - Operating techniques	Action only (X)	
WQ-B3 - Water Quality - Operations - Operating techniques	Action only (X)	
WQ-B3 - Water Quality - Operations - Operating techniques	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	Please could you inform us how you were managing screening while the original screen was offline?	03/06/2024
WQ-B3	Please could you inform us when the mechanical screen was back online after the visit?	03/06/2024
WQ-B3	Please inform us how long have the temporary blowers been in place?	03/06/2024
WQ-B3	Please inform us when will the permanent means of aeration be installed?	03/06/2024
WQ-B3	please tell us what permanent means of aeration will be installed?	03/06/2024
WQ-D2	There as an OPNOT in January station one of the blowers was offline. There is no final for this OPNOT. When was this back online?	03/06/2024
WQ-B3	Please could you explain the delay in installing the replacement mechanical screen?	03/06/2024
WQ-B3	Please could you inform us if the air blowers have been removed and cleaned?	03/06/2024
WQ-B3	How often do the air blowers require cleaning in this way?	03/06/2024
WQ-B3	? Please could you explain why there was a delay in cleaning the air blowers?	03/06/2024
WQ-B3	please inform us how often dos the site require bicarb dosing?	03/06/2024
WQ-B3	Please inform us how often the RAS wheel runs?	03/06/2024
WQ-B3	Is the RAS wheel operated under an automatic or manual process?	03/06/2024
WQ-B3	Please inform us how often is sludge removed from site?	03/06/2024

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

Site Report

Weather intermittent heavy rainfall during site visit.

During the site visit we were informed that a new mechanical screen had recently been installed at the inlet (Photo 1). Please could you inform us how you were managing screening while the original screen was

offline?

During the visit the mechanical screen was offline due to a blockage. Please could you inform us when it was back online?

Many potato peelings and wet wipes were noted at the inlet.



Photo 1

At the aeration lane temporary air blowers were in place (photo 2), we were informed that aeration rotors were previously installed. How long have the temporary blowers been in place? When will the permanent means of aeration be installed? What means of aeration will be installed? There as an OPNOT in January station one of the blowers was offline. There is no final for this OPNOT. When was this back online?



Photo 2

Rag and scum were visible around the air blowers (Photo 3). During the visit we discussed that the rag had entered the aeration lane when the original mechanical screen was offline. Please could you explain the delay in installing the replacement screen? When it was having an impact on the treatment process. We were informed that the blowers were to be removed and cleaned when a crane was available to attend site. Please could you inform us if this has been completed? How often do the air blowers require cleaning in this way? Please could you explain why there was a delay in cleaning the air blowers? As this appeared to be causing an issue with treatment during the visit.



Photo 3

While onsite we discussed Bicard dosing (Photo 4). How often dos the site require bicarb dosing?



Photo 4

The final settlement tank appeared to be working correctly. However, there was carryover from the aeration lane. This was discussed while onsite and it was attributed to the scum and debris around the air blowers due to the previous issue with the mechanical screen. However, the outlet channel appeared clear with no further carryover (photo 5).



Photo 5

The discharge from the final tank appeared clear (photo 6)



Photo 6

The sample point was visible and labelled.

While onsite the RAS wheel was off. how often does the wheel run? Is this an automated process? How often is sludge removed from site?

Other advisory comments

A large volume of potato peelings were visible at the inlet. It is recommended local businesses are visited to identify source of the food waste.

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.