

Compliance Assessment Report CAR_NRW0044226

Licence being assessed: 23/65/8/0025.

For: AFON WEN, NEAR CHWILOG, held by Afonwen Services Ltd.

At: .

Type of assessment: Site Inspection, Reason: Routine.

On 19/04/2024, between 12:00 and 13:00.

Parts of licence assessed: 1-9

NRW Lead Officer: Sioned Jones, accompanied by James Raymond.

Report sent to: Cedri Lloyd, Licence Contact, on 10/05/2024.

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

Part of licenced activity assessed (criteria)	Assessment result	Licence condition
WR-E1 - Water Abstraction - Fish and Eel passage - Infrastructure specified by licence	C4 No impact	9c. The licence holder shall install a fish screen on the intake from the river. The screen shall have a maximum gap of 10mm and shall be to the approval of the agency.
WR-D2 - Water Abstraction - Environmental monitoring and Information - Reporting	C4 No impact	8. Records: A copy of the record or summary data from it shall be sent to the Agency no later than the 28th of April each year or within 14 days of being so directed in writing by the Authority.

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

2. What action is required?

Criteria	Action needed	Complete by
WR-E1	Install a new fish screen that has a maximum gap of 10mm.	31/07/2024
WR-D2	Please provide returns data to NRW by contacting waterresources.returns@cyfoethnaturiolcymru.gov.uk	30/05/2024

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 or civil sanctions being imposed depending on the circumstances of the offence.

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

A Water Resources compliance visit was carried out by Sioned Jones from the Dwyfor & Meirionnydd Environment Team on the 19th of April 2024.

SOURCE OF SUPPLY & POINT OF ABSRACTION

The water is abstracted from the Afon Wen at SH 43769 37882.

No issues were identified.

MEANS OF ABSTRACTION & MEASUREMENT

Two electrically operated pumps with a maximum abstraction rate of 5.5 l/s and one meter.

No issues were identified.

PURPOSE & PERIOD OF ABSTRACTION

Water is abstracted all year and is used for laundry processes.

No issues were identified.

MAXIMUM QUANTITY OF WATER TO BE ABSTRACTED

Licence holder noted that they haven't submitted any returns data recently. Licence holder was asked to present annual abstracted quantities for 2021/22, 2022/23 and 2023/24.

Quantities are noted below in Table 1:

	Meter Reading	Volume abstracted (m ³)	
		Actual	Limit
2021/22	605,311	49,242	175,200
2022/23	57,273	89,242	
2023/24	80,630	23,357	

Table 1: Annual abstracted quantities of abstraction licence 23/65/8/0025

Annual abstracted quantities were complaint with licence limits for 2021/22, 2022/23 and 2023/24. Licence holder noted during the visit that returns information for the licence hasn't been provided to NRW for some time. Licence holder is advised to contact waterresources.returns@cyfoethnaturiolcymru.gov.uk to determine the best way to provide this data.

No issues were identified.

RECORDS

The quantities of water abstracted is recorded weekly by the licence holder and were available for inspection.

No issues were identified.

FURTHER PROVISIONS

Flow split: the abstraction cannot exceed more than 50% of the watercourse as the 50/50 flow split is engineered into the impoundment structure. No issues were identified.

Fish screen: the gaps of the fish screen were measured on sit as 13mm (figure 1) as opposed to the 10mm required on the licence. Please install a compliant fish screen of 10mm gaps that spans the whole of the intake structure.



Figure 1: fish screen measurements

OTHER

During the visit, it was noted that the company name has changed from "Afonwen Laundry" to "Johnsons Laundry". We kindly request that the licence holder updates their licence to reflect this

change via the following link: [Natural Resources Wales / Apply to renew or change an existing abstraction or impoundment licence](#)

We would like to thank the licence holder for their time during the visit.

Sioned W. Jones

Uwch Swyddog / Senior Officer

Tîm yr Amgylchedd (Dwyfor a Meirionnydd) / Environment Team (Dwyfor and Meirionnydd)

Hi / She/her

Croesewir gohebiaeth yn Gymraeg a byddwn yn ymateb yn Gymraeg, heb i hynny arwain at oedi.

Correspondence in Welsh is welcomed, and we will respond in Welsh without it leading to a delay.

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 licence is issued to you under the Water Resources Act 1991 as amended by the Water Act 2003. You have a responsibility to comply with the conditions of your licence 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.

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 resource action criteria (used in section 1 and 2):**WR A: Abstraction specified by Licence**

- WR-A1 Source of supply
- WR-A2 Points of abstraction
- WR-A3 Means of abstraction
- WR-A4 Purposes of abstraction
- WR-A5 Period of abstraction
- WR-A6 Quantities
- WR-A7 Land
- WR-A8 Other specified on licence

WR B: Abstraction measurement and records

- WR-B1 Means of measurement
- WR-B2 Recording
- WR-B3 Reporting

WR C: Surface / Groundwater level and protected flow

- WR-C1 Minimum hands-off flow/level requirements
- WR-C2 Flow/level measurement devices
- WR-C3 Recording
- WR-C4 Reporting

WR D: Environmental monitoring and information

- WR-D1 Recording
- WR-D2 Reporting
- WR-D3 Notifications

WR E: Fish and eel passage

- WR-E1 Infrastructure specified by licence
- WR-E2 Maintenance and records

WR F: Discharge

- WR-F1 Point of discharge
- WR-F2 Infrastructure
- WR-F3 Measurement
- WR-F4 Recording
- WR-F5 Reporting

WR G: Impoundment specified by licence

- WR-G1 Inland water to be impounded
- WR-G2 Manner and extent of impoundment
- WR-G3 Point(s) of impoundment
- WR-G4 Construction and removal requirements
- WR-G5 Other specified on licence

WR H: Borehole infrastructure

- WR-H1 Infrastructure and accessibility
- WR-H2 Maintenance and calibration

Enforcement response

Any licence condition non-compliance is an offence and we may take legal action against you. Action we take can include prosecution or civil sanctions. 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 (Mon to Fri 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.