

## Compliance Assessment Report CAR\_NRW0043087

**Permit being assessed:** CM0017602

For: RUTHIN STW (SETTLED STORM), held by DWR CYMRU CYFYNGEDIG  
At: Dwr Cymru Welsh Water, Sewage Treatment Works, Hen Lon Parcwr, Ruthin,  
Denbighshire, LL15 1LY.

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

On 13/10/2023 - 22/12/2023, between 13:00 and 14:00.

Parts of permit assessed: flows and levels

**NRW Lead Officer:** Amy Chisnell, accompanied by: Tom Lewis.

**Report sent to:** CARS@dwrwymru.com, CARS@dwrwymru.com, on 03/07/2024.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
WQ-B1 - Water Quality - Operations - Permitted activities	C3 Minor	2.3.1 a) 1) Low FFT

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

### 2. What action is required?

Criteria	Action needed	Complete by
WQ-B1	Increase flow to FFT Provide site investigation results within 28 days	30/08/2024

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.

**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

This CAR form was initially issued on the 1st February 2024 has been reissued to correct the action date to 28 days from the issue date. The deadline has also been extended to allow time for the survey results to be provided. This CAR has also been reissued on the 03/07/2024 to extend the deadline for the survey to be carried out and results provided due to unsuitable conditions for the survey. The survey must be carried out during usual conditions, i.e dry weather flow. The deadline has now been extended to the end of August 2024.

Site visited on 13th October 2023 to investigate differences in FFT and FPF as identified during previous audit and subsequent correspondence.

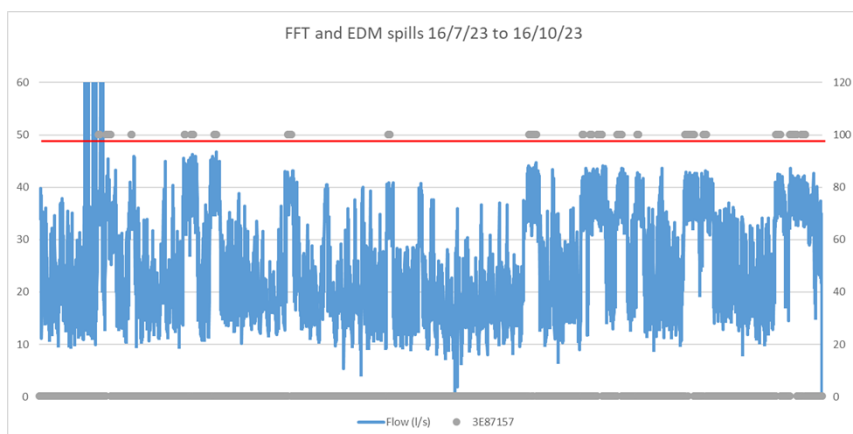
Storm Tanks, inlet, FPF pump chamber and Primary Settlement Tank inspected.

During time of visit, flows of up to 60 l/s were being pumped forward to PST but there appeared to be a flow restriction for flows leaving the PST to the filter beds, resulting in elevated levels in the PST with a proportion of incoming flow returning to inlet well via the scum box :



Flow and level data for 16/7/23 to 16/10/23 requested on 17/10/23 and received in full on 23/11/23

FFT MCERTS meter readings with EDM spills for period is graphed :

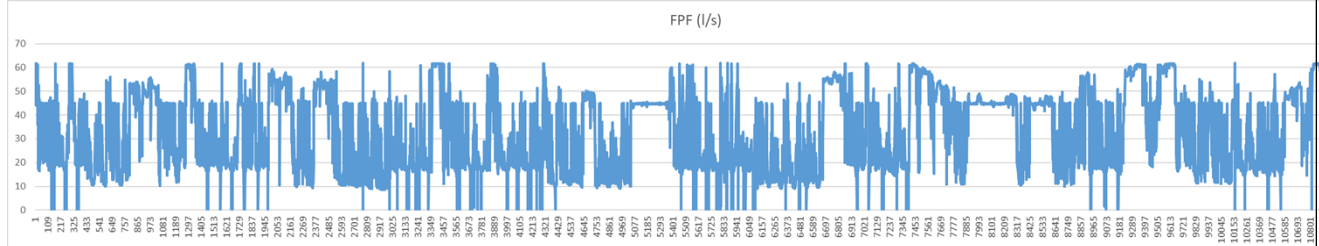


The graph indicates that the maximum FFT does not reach the flow required by the permit of 48.7 l/s when storm spills occur. The longest continual storm spill was for 18.75 hours from 13/10/2023 04:15:00 to 13/10/2023 23:30:00. During this period, the FFT meter would be expected to record full treatment of at least 48.7 l/s but the maximum rate

reached was 43.63 l/s. This shows that the FFT is at least 8.3% below the required amount. This is a breach of condition 2.3.1. a) 1)

Correspondence between NRW and DCWW in the days following the site visit highlighted that investigations are ongoing into the cause of the hydraulic restriction between the PST and filter beds. The results of the investigation and plan of action to ensure the correct flow is passed forward, should be submitted to NRW within the next 28 days.

The FPF meter located near the inlet shows that flows of over 60 l/s are often pumped to the PST :



While this level of FPF is welcomed, the benefits are non-existent due to the hydraulic restriction downstream.

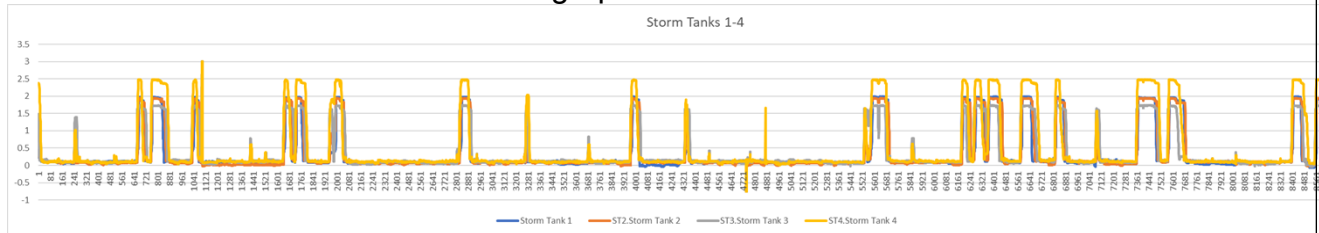
As a demonstration of the the flow returned from the PST, the total volumes of both FFT and FPF are as follows :

Average FFT for duration = 24.64    Total flow = 24.64 x 60 x 60 x 24 x 92(days) = 195,858 M3

Average FPF for duration = 33.44    Total flow = 34.44 x 60 x 60 x 24 x92                    = 273,757 M3

Therefore approximately 78,000 M3 was returned via the scumbox.

Storm Tank levels for the duration are graphed below :



Storm tank management appears to be operated as designed.

Site visit conducted with Operations Supervisor (NE Central) and support staff.

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.