

Compliance Assessment Report CAR_NRW0044575

Permit being assessed: BP0232001

For: Reynoldson WwTW Settled Storm, held by DWR CYMRU CYFYNGEDIG

At: Reynoldson WwTW, Burry Green, Gower, Swansea, Swansea, SA3 1BR.

Type of assessment carried out: Unknown, Reason: Incident Response (Incident number: 2408132).

On 21/06/2024.

Parts of permit assessed: Operating Techniques

NRW Lead Officer: Sarah Bennett.

Report sent to: CARS@dwrwymru.com, CARS Mailbox, on 23/08/2024.

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	C3 Minor	2.3.1 For the discharge specified in table S3.3: (a) The discharge shall only occur when and only for as long as either: (i) the flow passed forward is equal to or greater than the overflow setting indicated due to rainfall and/or snow melt
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 if the work to resolve the issue on the inlet control valve automation has been completed and if there are any early indications that performance has improved.	30/09/2024
WQ-B3	Please tell us when you expect the upstream investigation into obvious sources of infiltration or inflows to be completed. If possible could we have an update on any of your findings.	30/09/2024

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

On the 22 May 2024 you informed us that Reynoldston WwTW was discharging settled screened storm sewage from the storm tanks on a dry day. We were notified via a Self Reported Watpol and the discharge was recorded as a pollution incident.

My understanding is that you believe the likely cause to be infiltration in the upstream catchment around Scurlage, Knelston and Reynoldston which is already under investigation due to issues with hydraulic overload in those areas.

You informed us that tankers would be deployed the following day to try and empty and clean out the storm tanks. You would also start investigating the network upstream of the works for any obvious sources of infiltration or inflows.

On the 24 May 2024 we inspected the outfall and river. No discharge was occurring at the time but we could see some evidence that a discharge had occurred recently.

On the 5 June 2024 you informed us that the discharge had stopped on the 30 May 2024 and had not been into spill since then. Your investigations to monitor for infiltration on the incoming network were ongoing.

Action: Please tell us when you expect the upstream investigation into obvious sources of infiltration or inflows to be completed. If possible could we have an update on any of your findings.

In addition to the local investigations, I understand that the storm overflow at Reynoldston WwTW is being investigated under the Storm Overflow Assessment Framework (SOAF). This investigation has yet to be completed. NRW will receive the final report.

My understanding is that work is also being carried out to improve the storm return arrangements from the storm tank to the inlet.

Whilst it is likely that the route cause of spills on a dry day is infiltration it has also been identified that the works is not consistently achieving its permitted flow passed forward rate due to an issue with the inlet flow control valve automation, particularly at the start and end of storm events. My understanding is that work on the control philosophy of the inlet valve was planned for April 2024.

Action: Please could you inform us if the work to resolve the issue on the inlet control valve automation has been completed and if there are any early indications

that performance has improved.

Your failure to pass forward the correct flows has not been recorded as a breach of your permit conditions previously so it is being recorded in this CAR. It is an Offence to contravention of Regulation 38 (2) of the Environmental Permitting (England and Wales) Regulations 2016 which states that it is an offence for a person to fail to comply with or to contravene an environmental permit condition.

Please take any advice and guidance given in this CAR as formal A&G.

Thank you.

End

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.