

Compliance Assessment Report CAR_NRW0045559

Permit being assessed: BC0003001

For: GOWERTON WwTW, held by DWR CYMRU CYFYNGEDIG

At: GOWERTON WwTW, VICTORIA ROAD, GOWERTON, SWANSEA, SA4 3AB.

Type of assessment carried out: Report/Data Review, Reason: Routine.

On 01/11/2024.

Parts of permit assessed: Operating Techniques

NRW Lead Officer: Sarah Bennett.

Report sent to: CARS@dwrwymru.com, CARS mailbox, on 01/11/2024.

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)	

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 complete the installation of the pre PFET solids removal units by the 30/09/2025.	30/09/2025
WQ-B3	By the 31/01/2026, please inform us of your findings following the period of commissioning and monitoring of the pre PFET solids removal.	30/01/2026
WQ-B3	Please complete the refurbishment of the PFET cells by the 30/04/2026. Please inform us if high levels of rainfall are delaying progress and may prevent you from completing the work by the end of April.	30/04/2026

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

The purpose of this Compliance Assessment Report is to record your responses to Actions 1 and 2 which arose from CAR_NRW0043836 issued in March 2024. New actions going forward are also detailed in this report.

Action 1: Please provide a report on the performance of the PFET system including: an assessment of how it has performed to date and an explanation of any deficiencies in treatment capacity.

This information has been provided to us.

Action 2: Please provide a report on the steps you propose to take (including timescales) to ensure that the all the flow conditions of your environmental permit are met.

This information has been provided to us. I understand that the steps you intend to take are as follows:

1. Pre PFET solids removal.

You have informed us that 'The root cause of the FPF failure through the PFET plant is the shock loading of high solids beyond the design loading, which results in reduced flow throughput and filtration capacity.' Your intention is 'To install a permanent solution to remove excessive solids pre PFET to enable PFET to consistently treat 300 l/s through the installation of lamella settlement tanks upstream of the PFET plant.' You expect to have completed this work by the end of August 2025 with a period of commissioning and monitoring to take place during storm events until the end of December 2025.

New Action: Please complete the installation of the pre PFET solids removal units by the 30/09/2025.

New Action: By the 31/01/2026, please inform us of your findings following the period of commissioning and monitoring of the pre PFET solids removal.

2. PFET refurbishment.

You have informed us that refurbishment of the PFET cells will start immediately following commissioning of the pre PFET solids removal. The refurbishment will include the replacement of the media which has deteriorated more quickly than designed due to the solids loading issue. Each cell requires approximately 2 weeks for completion.

New Action: Please complete the refurbishment of the PFET cells by the 30/04/2026. Please inform us if high levels of rainfall are delaying progress and may prevent you from completing this work by the end of April.

3. Further PFET optimisation

You have informed us that a number of further opportunities to optimise the PFET plant performance have been identified. These changes have started and will continue to be put

in place through 2024-25. We recognise that implementing and monitoring the success of these interventions is challenging due to the sporadic nature of storm events.

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.