

## Compliance Assessment Report CAR\_NRW0045741

**Permit being assessed:** CM0017601

For: Ruthin Wastewater Treatment Works, held by DWR CYMRU CYFYNGEDIG  
At: Lon Parcwr Ind Est, Hen Lon Parcwr, Ruthin, Denbighshire, LL15 1LY.

**Type of assessment carried out:** Report/Data Review, Reason: Routine.  
On 02/12/2024.

Parts of permit assessed: FFT

**NRW Lead Officer:** Amy Chisnell.

**Report sent to:** CARS mailbox, CARS mailbox, on 09/12/2024.

### 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)	

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	Ensure regular maintenance of inlet works and primary settlement tanks and carry out regular jetting of the pipework until the AMP 8 scheme is completed.	31/03/2030

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

For clarity, this CAR form is a follow up from actions outlined in **CAR\_NRW0043087** for RUTHIN STW (SETTLED STORM), (CM0017602) but relates to assets within the boundary of Ruthin Wastewater Treatment Works (CM0017601).

*Action: Increase flow to FFT (Full Flow to Treatment). Provide site investigation results*

*within 28 days*

In response to this action, DCWW have provided NRW with reports from Waterco's investigations. Waterco have requested an additional site visit during high flow conditions to complete their calculations in addition to this. The existing pipework is nearing its upper hydraulic limits. The u-bend pipework setup causes the pipe from the PSTs (Primary Settlement Tanks) to the filters to be prone to settlement, which restricts flow. Operations have identified a flush-out valve on the filter distribution chamber that could be used for weekly maintenance, but it has collapsed at an approximate depth of 4 meters. CCTV footage shows the extent of the collapse.

DCWW have outlined their next steps:

- **Cost Repairing the Flush-Out System:** This will help reduce the impact of settlement in the pipework, but it is challenging due to the depth of the collapse.
- **Increase Operational Desilting:** This is difficult in winter due to tanker access over soft ground. Improving tanker access for increased desilting is necessary until the IMP5 scheme is delivered.
- **IMP5 FPF Increase Scheme:** Scheduled for early AMP8, this scheme will require improvements to both the PST distribution and filter distribution systems.

The report stipulates that due to the elevated design of the works, the pipework between the PST outlets and the Biofilters Distribution Chamber forms a 'U' pipe, which will always be prone to deposition of solids particularly when flow velocities are low. This effect can be minimised by ensuring the Inlet Works and PSTs are always operating in optimum condition, so that they minimise the quantity of settleable solids passing into the pipework. But the pipework will also need to be regularly cleaned of any settled solids and grease accumulation to maintain the best friction coefficient; this will require high pressure jetting, with sufficient jetting points to ensure the full length of the pipework can be accessed by the jetter.

**Action: Ensure regular maintenance of inlet works and primary settlement tanks and carry out regular jetting of the pipework until the AMP 8 scheme is completed.**

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.