

Compliance Assessment Report CAR_NRW0045763

Permit being assessed: CM0082201

For: Queensferry Wastewater Treatment Works, held by DWR CYMRU CYFYNGEDIG
At: Factory Road, Queensferry, Flintshire, CH5 2QJ.

Type of assessment carried out: Site Inspection, Reason: Routine.

On 27/11/2024, between 09:00 and 17:00.

Parts of permit assessed: All

NRW Lead Officer: Amy Chisnell, accompanied by: Rhys Ellis.

Report sent to: CARS mailbox , CARS mailbox, on 11/12/2024.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
WQ-B2 - Water Quality - Operations - The site	Assessed (A)	

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

2. What action is required?

No action required.

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

NRW officers carried out a site inspection of Queensferry WWTW, with 3 representatives from DCWW present on the 27th November 2024.

Inlet: The new inlet works is now operational (May 2024) and the grit trap was running (November 2024).

The screens were operational and were clear of blockages.

The flow to works meter was reinstated along with the new inlet and the flow data has been requested for a separate compliance assessment.

Storm tanks: in use on the day but were not filling or spilling as the flow to works was below the FPF. There is an EDM (Event Duration Monitor) on the storm discharge and this data has also been requested for a separate compliance assessment.

Primary tanks: scum traps not operating as blocked up with FOGs (Fats, Oils and Greases) but this was intentionally left blocked by DCWW to prevent overflow of the water into the sludge removal system during high flows, which they were having on the day following Storm Bert. Leaving the scum traps blocked did not have an impact on the final effluent quality as any carry over will be removed by the next stage, filter beds - no FOGs were observed in the final effluent on the day. DCWW are looking into alternative ways to remove the FOGs from the effluent.

Filter beds: All 4 high rate filters were in use, with even surface wetting and no plant growth blocking the passage of the arms or the media. There were 4 stone filter beds, 3 of which were currently in use. They had even surface wetting and little to no plant growth.

Final settlement: There are 2 humus tanks for the high rate filters - they had recently been emptied and cleaned and had new scrapers fitted. There was no sign of septic sludge or carry over of solids. There are 6 dortmund style humus tanks - 2 serve the 4th high rate filter and the other 4 serve the stone filter beds. All were in use and showed no signs of septic sludge or solids carry over.

UV: There are 3 UV banks that deliver a measure applied dose. UV dose was within the permitted range

FE: There is a DWF (Dry Weather Flow) monitor. It is unsafe to visit the outfall as it is in the bank of the River Dee and therefore it could not be assessed. An OSM sample was taken on the 25th November and an Urban Waste (24 hour composite) sample was also set up on the same day.

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.