

## Compliance Assessment Report CAR\_NRW0048263

**Permit being assessed:** CM0035901

For: Dyserth Wastewater Treatment Works, held by DWR CYMRU CYFYNGEDIG

At: Long Acres Road, Dyserth, Rhyl, Denbighshire, LL18 6BP.

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

On 31/12/2024.

Parts of permit assessed: 4.2.2 Late Data and 3.3.1 Sampling shortfalls

**NRW Lead Officer:** Amy Chisnell.

**Report sent to:** CARS mailbox, CARS mailbox, on 12/05/2025.

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

| Part of permitted activity assessed (criteria)                        | Assessment result | Permit condition                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-----------------------------------------------------------------------|-------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| WQ-C1 - Water Quality - Emissions and monitoring - Emissions to water | C2 Significant    | 3.3.1 Sampling shortfalls: 5 results for Iron, BOD, Ammonia and Total Suspended Solids missing for the calendar year. OSM 1: The Consent Holder shall, unless otherwise agreed in writing by the Agency, undertake a monitoring programme for the parameters specified by this consent which control the effluent quality by numeric limits, at not less than the frequencies specified in Annex OSM 1 to this permit. This does not include List 1 substances included within a consent in the General Standards Table. |
| WQ-D2 - Water Quality - Information - Reporting                       | C4 No impact      | 4.2.2 Late Data OSM 9: The analytical results from the monitoring programme required by                                                                                                                                                                                                                                                                                                                                                                                                                                  |

| Part of permitted activity assessed (criteria) | Assessment result | Permit condition                                                                                                                                                                     |
|------------------------------------------------|-------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                |                   | condition OSM 1 must be supplied to the Agency in an electronic format defined by the Agency, as soon as is reasonably practical for each result, and at least on a quarterly basis. |

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

## 2. What action is required?

| Criteria | Action needed                                                                              | Complete by |
|----------|--------------------------------------------------------------------------------------------|-------------|
| WQ-C1    | Ensure correct frequency of samples are taken for 2025                                     | 31/12/2025  |
| WQ-D2    | Ensure future OSM monitoring data is sent to NRW within 28 days of the end of each quarter | 31/12/2025  |

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

The non-compliances listed both above and below were identified during our annual 2024 data audit. This audit assessed Dŵr Cymru Welsh Water's compliance at all their sewage treatment works and water treatment works with Operator Self-Monitoring (OSM) conditions.

Please note: this CAR is dated 31/12/24 as these non-compliances relate to annual 2024 data, however for clarity I carried out the compliance assessment on 12/05/25.

3.3.1 Sampling shortfalls: 5 results for Iron, BOD, Ammonia and Total Suspended Solids missing for the calendar year.

The permit variation was effective from 14/08/2024 and required monitoring for iron and a return to normal frequency for all sanitary determinands for a period of 12 months, as soon as reasonable practicable following the effective date (defined by NRW as within the following calendar month).

4.2.2 Late Data - 3 phosphorus results submitted late.

3 phosphorus results for samples taken 23/08/2024, 05/09/2024 and 02/10/2024 were

submitted late on 12/02/2025 (after NRW notified DCWW that this data was missing).  
Sampling mechanism for late data had to be queried and data resent 27/03/2025.

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.