

Compliance Assessment Report CAR_NRW0048881

Permit being assessed: WQD009966

For: GREENFIELD PARENT CSO HOLYWELL, held by Dwr Cymru Welsh Water

At: GREENFIELD PARENT CSO, GREENFIELD WWTW, GREENFIELD, HOLYWELL, CH8 7EP.

Type of assessment carried out: Other, Reason: Incident Response (Incident number: 2505411).

On 08/06/2025.

Parts of permit assessed: Operations

NRW Lead Officer: Angela Roberts.

Report sent to: CARS mailbox, CARS mailbox, on 18/07/2025.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
WQ-B1 - Water Quality - Operations - Permitted activities	C3 Minor	2.1.1 The only activities authorised by the permit are the activities specified in schedule 1 table S1.1. 2.3.3 For the discharge(s) 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 or (ii) the hydraulic capacity of the sewer network downstream of the combined sewer overflow is reached due to rainfall and/or snow melt and the level of storm sewage in the sewer at the combined sewer overflow is greater than the weir

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
		level of the overflow structure which is specified as an overflow setting in table S3.3

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

2. What action is required?

Criteria	Action needed	Complete by
WQ-B1	Actions from this incident have been to set up the screw pumps to run if the level controller error fault should happen again. An order has also been raised for our Framework Contractor to install an outstation which will allow for more complex alarms to be set up at the inlet. The 'GREENFIELD PARENT CSO SPILL ALARM (EDM)' was immediately upgraded to level six alarm The 'level rising alarm' has been set at 70% and increased the alarm priority to level 4	Already completed

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.

At this time, we are issuing you with a warning for the non-compliance recorded above. Warnings may influence future enforcement response for continued or further non-compliance.

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

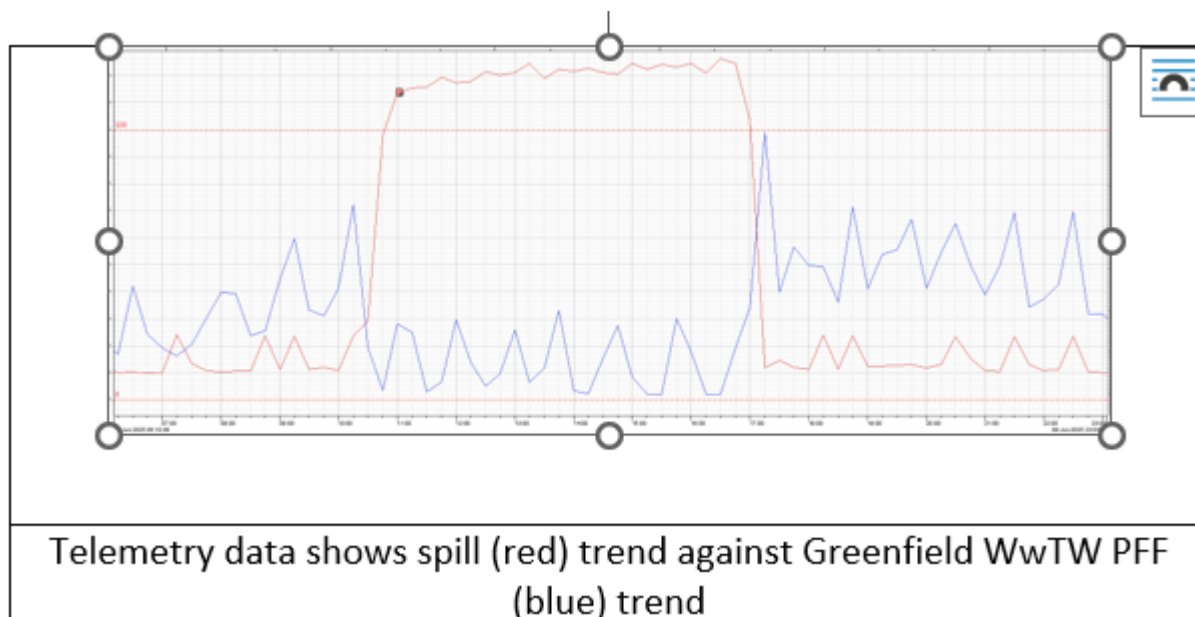
This assessment was carried out on the 18/7/25

DCWW submitted storyboard detailing incident on 23/6/25 and further information was submitted on 17/7/25.

Information provided as follows -

Issues with Greenfield WwTW inlet screw pumps not running in auto has resulted in the inlet backing up and spilling from the upstream parent CSO.

Spill occurred from Greenfield Parent CSO on the 8th June 2025 resulting in a discharge to Holywell Stream. Samples and associated photographs were taken at the time by DCWW.



The inlet screw pumps didn't fail, it was the inlet level control which had failed. The ICA Tech was able to reset the error fault and it has worked as designed since. The fault has been determined as a 'blip' which unfortunately cannot be foreseen.

Actions from this incident have been to set up the screw pumps to run if the level controller error fault should happen again. An order has also been raised for our Framework Contractor to install an outstation which will allow for more complex alarms to be set up at the inlet.

The Greenfield Parent CSO spill alarm has been upgraded to level six alarm and the 'level rising alarm' has been set at 70% and increased the alarm priority to level 4

Screw pump maintenance 2024/25, last maintenance inspection was carried out in May 2025.

DCWW spent a quarter of a million pounds on having both inlet screw pumps refurbished. This was carried out in 2023/24.

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.