

Compliance Assessment Report CAR_NRW0046271

Permit being assessed: BP0251902

For: STORM TANKS AT TENBY HEADWORKS TE, held by DWR CYMRU CYFYNGEDIG
At: Esplanade, Tenby, Pembrokeshire, SA70 7DU.

Type of assessment carried out: Audit, Reason: Other.

On 13/02/2025, between 12:15 and 12:40.

Parts of permit assessed: All

NRW Lead Officer: Caryl Brace.

Report sent to: CARS@dwrcymru.com, Cars Mailbox, on 31/07/2025.

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	S3.3 Flow Passed Forward setting

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	Implement a solution as quickly as possible. Please provide a time frame for works by 31 March 2025	31/03/2025

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.

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

The Storm Tanks at Tenby Headworks were visited on 13 February 2025

One new pump has been replaced with variable speed drives, this is to protect the flow into

the rising main.

Flow passed forward rate is indicated in the permit BP0251902 as 165 litres per second. 143 – 145 litres per second is currently being achieved.

An update regarding the rising main upgrade has been requested.

Please respond to NRW by 31 March 2025

Email request from DCWW on 11 March 2025 to extend the response deadline to 30 April 2025, owing to further information being gathered. This has been granted.

Update received from DCWW 31 July 2025

DCWW have been working to identify and implement a practical solution to resolving FPF compliance at Salterns SPS, and we're now in a position to move forward with the necessary maintenance works. The solution involves carrying out full mechanical maintenance on all three foul pumps. This includes the replacement of impellers and wear plates to restore operational performance. Progress to date has been delayed due to failed guiderails, which have prevented safe pump lifts, and the inability to safely isolate the wet well to carry out the necessary guiderail repairs. Our next step is to test the proposed isolation point, flow diversions, and site over-pumping arrangements.

Once the isolation is successfully tested and confirmed, we will proceed to over-pump the station, isolate the wet well, repair the guiderails, and lift the pumps to carry out the required maintenance. We anticipate that all works, including testing, isolation, mechanical maintenance, and post-maintenance compliance assessment, will be completed within three months. This sets our target completion date as 31st October 2025, with the work scheduled to commence after the bathing season and following the Ironman weekend on 21st September 2025. Following the completion of these works, the asset will be reassessed for compliance with FPF. Should the asset remain non-compliant, we will develop and implement the next appropriate solution. We remain committed to resolving this issue promptly and will continue to provide updates as the work progresses.

End

Closed and Verified - 31 July 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 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.