

Compliance Assessment Report CAR_NRW0048918

Permit being assessed: CM0028601

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

At: Eglwyswen, Denbigh, Denbighshire, LL16 4ER.

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

On 16/07/2025, between 09:00 and 17:00.

Parts of permit assessed: All

NRW Lead Officer: Amy Chisnell, accompanied by: George Nuttall.

Report sent to: CARS mailbox, CARS mailbox , on 21/08/2025.

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	C3 Minor	2.3.2 (b) Off-line storm storage must be fully utilised before a discharge occurs. It shall only fill when the flow passed forward is equal to or greater than the overflow setting indicated due to rainfall and/or snow melt and shall be emptied and its contents returned to the continuation flow as soon as reasonably practicable.
WQ-B1 - Water Quality - Operations - Permitted activities	C3 Minor	Improve screening in line with 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-B3	Ensure Storm Tank contents are returned to FFT as soon as reasonably practicable	Already completed
WQ-B1	Improve screening. Ensure bar screen is >6mm and carry out repairs to main screen	30/09/2025

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

NRW officers visited Denbigh WWTW on the 16th July with the operations supervisor and pollution technician for the area from DCWW. The conditions were warm and dry.

It was observed that to the side of the automated inlet screen is a static bar screen and this was allowing flows to pass through during our visit. This was due to the inlet screen being out of use, awaiting repair. The screen has been offline since April and the parts are due to arrive on 1st September 2025.

The bar screen appeared to be 10mm with even larger gaps on the left hand side. There is a permit requirement outlined in Table S3.3 to screen with a 6mm screen. The bar screen is currently being manually cleaned twice a day, 6 out of 7 days of the week.



There was evidence that rags and other large solids (>6mm) had bypassed the screen and had been overflowing to the storm tanks as they could be seen gathering on the overflow weir.



Storm tanks 1-4 were partially full and the site diary suggested they had been full or partially full since 7th July. There was also a layer of green algae and scum on the surface. Storm tank 5, which is used as storage before discharging to storm tanks 1 - 4 was empty at the time. The storm return flow meter was reading 0.0 l/s - this is for returns from storm tank 5.

Inlet flow at the time of visit was 20.46 l/s and therefore this is a breach of condition 2.3.2 b) as full flow to treatment is 69 l/s. Any flow below this and storm tank contents should be returned to the treatment process.

The site benefits from 2 primary tanks, both of which were in good working order and rags were not observed on the surface of the tanks.

The 4 trickling filter beds on site were clear of vegetation and the distribution arms were spinning freely, and there was a good wetting rate on the media.

The 2 humus tanks were in good working order and the final effluent flowing out of the tanks appeared to be clear.

During the bathing water season, the final effluent is UV treated. There are duty and standby banks. On the day, the dose was reading 98.8 but was displaying a "flash failure" warning on the meter. It was agreed on the day that this would be looked into as soon as possible.

The minor UV alarms are being addressed once the parts are delivered. These will then be installed during the UV Plants annual service by Trojan which is anticipated to take place 1st week of October. This work does not effect its ability to dose.

There are in-situ phosphate and iron monitors, and the readings at the time were 0.51mg/l and 0.96mg/l respectively. Both of these readings are below the permit limits. The final effluent is also sampled as part of the daily checks.

The final effluent and storm discharge outfall was inspected and there was no sewage fungus or litter present.

A data request has been made for a data audit.

Actions:

Ensure Storm Tank contents are returned to FFT as soon as reasonably practicable
DCWW have confirmed that the storm tanks were emptied and returned to treatment - 21/08/2025

Improve screening - ensure bar screen is no greater than 6mm in more than 1 dimension.

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.