

Compliance Assessment Report CAR_NRW0048024

Permit being assessed: BG0016901

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

At: Off The Close (Past 'Willersey'), Spittal, Haverfordwest, Pembrokeshire, SA62 5QH.

Type of assessment carried out: Check Monitoring/Sampling, Reason: Routine.
On 27/03/2025.

Parts of permit assessed: Table S3.1a

NRW Lead Officer: Caryl Brace.

Report sent to: Cars Mailbox, Cars Mailbox, on 05/09/2025.

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	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

A sample taken at Spittal WWTW returned a suspended solids result of 26 mg/l LuT against a permit limit of 23 mg/l.

Please provide a reasoning for this exceedance by 30 April 2025.

Deadline for response 15 August 2025

Updated 29 July 2025

Update received from DCWW on 29/08/2025

Spittal WWTWs is a rural treatment works with a population eq of approximately 319peq. The site is a single stream process originally passing through an inlet screen, rotating biological contactor (RBC), and integral final tank before the final effluent sample point. Currently, due to a tightening consent the scheme is undergoing a capital scheme involving the construction of additional process units to help the site achieve its new consent. This includes a sandfilter feed pumping station, a tertiary sand filter and a sludge holding tank. There has also been alkalinity and ferric dosing added into the RBC.

We picked up our first sample exceedance on the 27/03/2025 which was a TSS exceedance of 26mg/l against a consent of 23mg/l. This sample exceedance was prior to the permit change but capital were onsite commencing the scheme. This sample failure was due to a build up of solids due to an overdue RBC clean, this was ultimately due to Capital being onsite and confusion around ownership and the requirement of the RBC emptying. On the back of this failure, there has been improved communication between operations and capital teams and more clearly defined roles and responsibilities.

On the back of the four failures DCWW and their capital partners set up an mock incident response where we ran daily calls to record and rectify arising issues. There was a series of interventions where we focused on specific issues and tried to resolve these promptly.

Some of the Interventions included:

1. Reduce the volume of returns from onsite so that there is less hydraulic loading on the RBC and reducing the carryover of suspended solids onto the tertiary sand filter. This was done by :
 - Turning of the descum skimmer in the final settlement tank, This was a trial to try and remove the rising sludge that accumulates due to the nature of the FST. The skimmer is no longer in use.
 - Reducing the amount of backwash coming off the sandfilter,
 - Turning of the TSR recirc in the TSR pumping station and optimizing the start/stop levels of the TSR feed pumping station to allow a lower more stable flow being fed onto the sandfilter.
2. Optimisation of the FST desludge system to remove settled solids.
3. Sandfilter turnover rate and backwash optimisation.
 - There were initial issues with the rotameter (indicator of air flow through the sand filter) being too large for the TSR onsite and a temporary one was sourced. Further investigation into the sandfilter movement found that there was a defect with the ball within it rotameter being wrong. Since this has been noticed we have been able to override this and now have the correct sand movement and have seen an improvement in the effluent quality. The new replacement rotameter has been

ordered from the suppliers.

- 4. Perminising of the dosing systems onsite so they are set up to telemetry and operations are informed of any failures.*
- 5. Desk top Jar testing of RBC biozone effluent with Hydrex, a natural coagulant made from Black Acacia tree bark to see if there was a positive effect on solids settlement. (further details will be sent separately for NRW to review)*
- 6. Ongoing intervention of any new minor or major issue that arises onsite by the capital team so that the FE quality is not affected.*

The site is currently undergoing the PINS process (Plant in Service), where the capital team and ops are working through any snagging and the capital team are onsite to support. Once PINS is completed the site should be handed over to operations for them to run the site. Spittal will need further intervention by capital in AMP8 to prepare it for its future permit change in 2030.

The most recent samples has shown a positive improvement in final effluent quality following some changes highlighted above.

Date	BOD	TSS	Ammonia
27 th June 2025	4	<5	<0.2
1 st July 2025	<4	<5	<0.2
13 th July 2025	<4	<5	<0.2
8 th Aug 2025	<4	<5	2.22

END

Closed and Verified - 05/09/2025

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.