

Compliance Assessment Report CAR_NRW0049180

Permit being assessed: CM0170901

For: WEST STREET CSO, held by DWR CYMRU CYFYNGEDIG

At: West Street, Llangollen, Denbighshire, LL20 8RG.

Type of assessment carried out: Check Monitoring/Sampling, Reason: Incident Response (Incident number: 2507438).

On 11/08/2025 - 12/08/2025.

Parts of permit assessed: 2.3.1 and 3.1.4

NRW Lead Officer: Amy Chisnell.

Report sent to: CARS mailbox, CARS mailbox, on 02/09/2025.

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	C3 Minor	2.3.1 For the discharge 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
WQ-D2 - Water Quality - Information - Reporting	C3 Minor	3.1.4 The operator shall take appropriate measures to ensure that the event recorder remains fully operational at all times within the reference period specified in table S3.1. Any failures shall be remedied as soon as reasonably practicable.

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	Increase maintenance frequency and improve procedure for checking assets for potential spills	30/09/2025

Criteria	Action needed	Complete by
WQ-D2	Ensure EDM monitor is correctly calibrated so it can reliably and accurately record spills	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.

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

On the 11th August 2025, DCWW telemetry data indicated a high-level alarm. A team was sent out to investigate and reported back that the asset was not spilling, despite the telemetry reading at 118%. This check was carried out at the outfall, rather than at the CSO weir. There was a partial blockage in the sewer line, causing the level in the CSO to increase to in and out of spill level and when DCWW attended a second time, it was witnessed to be spilling, with a telemetry reading of 120%. Based on this, DCWW estimated the spills to have totalled approximately 1 hour. Samples were unable to be taken due to the location of outfall. This CSO is screened so rags or debris should have been held back and liquid released only. The outfall and river were visually checked with no signs of waste present. The blockage was traced to a build-up of wipes approximately 8 meters downstream of the CSO in a 150mm pipe. A CCTV survey has been scheduled for the downstream section to assess whether any structural restrictions contributed to the accumulation of rag material. Findings from the survey will be reviewed upon completion.

DCWW self reported the incident to NRW on the 12th August and provided a storyboard to detail the findings of their investigation.

It was discovered that in the photo provided to demonstrate "no spill" at 118%, the asset was visibly spilling over the weir, although the flow over the weir was low. Therefore, it must be assumed that spills were occurring at and above the set spill level of 100%, which puts the total spill time at 21 hours, as per the telemetry below. DCWW have agreed to check the calibration of the spill level sensor (EDM monitor).



Actions:
Ensure correct calibration of event duration monitor (EDM) so that spill level is set to 100%.
Increase maintenance frequency and improve procedure for checking assets for potential spill

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.