

Compliance Assessment Report CAR_NRW0049488

Permit being assessed: BN0000402

For: Hook Wastewater Treatment Works, held by DWR CYMRU CYFYNGEDIG
At: Pill Road, Hook, Haverfordwest, Pembrokeshire, SA62 4LU.

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

On 24/09/2025, between 11:00 and 12:10.

Parts of permit assessed: All

NRW Lead Officer: Rod Thomas.

Report sent to: Cars Mailbox, Cars Mailbox, on 03/11/2025.

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	2.3.2 Table S3.3(c)

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	Investigate and upgrade screening arrangements.	07/11/2025

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

Please confirm the following;

- Are all the flow monitors that are required by the permit in place?
- It was explained on site that screens are never 100% effective. Please could you

provide literature to explain this (manufacturer specifications).

- Please confirm the site is FPF and DWF compliant. - **NRW have requested this information from the Waste Water Data Team**
- Please confirm if this site is a frequent spiller, as per DCWW criteria. **NRW have requested this data from the Waste Water Data Team**
- As a temporary measure, it was explained that COPA sacks were going to be installed at the outlet. Has this been done and how often will they be inspected/changed?

In addition to the above, please confirm proposed screening improvements at Hook WWTW, as per condition 2.3.2 and Table S3.3

Please respond by 7 November 2025

Further to DCWW email of 6 October 2025. The reason we believe the above condition has not been complied with is that during the time of the on site audit carried on 24/09/25, sewage debris was observed in the treatment process, downstream of the screening arrangement.

A temporary bar screen had been installed previously but at the time of the audit it had been removed to alleviate on site flooding. This is the reason we are asking for the screening arrangements to be investigated and upgraded.

The Permit indicates under 2.3

For the discharges specified in table S3.3:

The discharge shall only occur when and only for as long as the flow passed forward is equal to or greater than the overflow setting indicated due to rainfall and/or snow melt. The discharge shall not be comminuted or macerated and shall have passed through screens as specified and shall not contain a significant quantity of solid matter with a particle size greater than any indicated. All screenings shall be removed from the discharge.

Where a mechanically cleaned screen is installed, a telemetry alarm system shall be installed and maintained so as to give the operator immediate notification of a failure of the screen cleaning mechanism, unless otherwise agreed in writing by Natural Resources Wales. The operator shall take all appropriate measures to return the screen cleaning mechanism to normal operation as soon as reasonably practicable after receipt of notification of the failure.

Email received from DCWW data Team confirmed that the site is compliant for DWF and FPF from their last annual return.

During a liaison meeting in October with DCWW, they confirmed that the temporary bar screen referred to above had been reinstated.

Closed and Verified 3/11/2025

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.