

Compliance Assessment Report CAR_NRW0043843

Permit being assessed: BP0251902

For: Tenby Headworks Salterns Car Park SPS, held by DWR CYMRU CYFYNGEDIG
At: The Salterns, Tenby, Pembrokeshire, SA70 7NJ.

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

On 01/02/2024, between 10:00 and 11:30.

Parts of permit assessed: Monitoring and Reporting Conditions

NRW Lead Officer: Caryl Brace, accompanied by: Simon Shorten.

Report sent to: CARS@dwrwymru.com, CARS mailbox, on 03/12/2025.

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

1. No odour issues were evident and maintenance teams have, in the past monitored for Hydrogen Sulphide (H₂S) owing to a local resident complaining of a foul odour. On inspection, it was suggested the resident alter the proximity of the stench pipe at their property. This was done and no further complaints were received.
2. Generator is fully operational.
3. Photograph taken of site plan. **A simplified version of the site plan is being drawn up, please share with NRW once completed.**
4. Known issues at site with flows passed forward not being met, current flow is between 150 and 160 litres per second.
5. Storm Tank screens desilted every six months and more frequently if required.

6. Flap valve in culvert won't close completely owing to river levels – maintenance crews attend to the flap valve regularly, ensuring no blockages etc.
7. CSO outlet to Ritec operating normally. There was evidence of bank maintenance and clearance near the NRW asset on the Ritec, we believe this work is being undertaken by NRW maintenance teams.
8. Planned upgrade of Rising Main during AMP 8 (next investment period).

Spills recorded data for 2023 was requested during the audit. Please share with NRW by 19 April 2024.

18 April 2024.

EDM data received from DCWW on 8 April 2024.

With reference to point 4 above - The FPF is not being consistently met, please confirm why this is the case and what is the plan of action to rectify.

Please respond by 10 May 2024

Response received from DCWW 20 August 2024

DCWW have carried out an assessment of FPF underperformance at Tenby Headworks Salterns Car Park and concluded the root cause as pump performance. We have identified that the duty and assist pumps are performing at a lower rate than expected.

To address these issues and increase FPF performance, DCWW are progressing with works to refurbish/ replace the pumps as well as install variable speed drives (VSD). In order to complete these improvements, we have already completed upgrades to the PLC to allow the VSD's to be installed. With three pumps installed operating Duty / Assist / Standby, we anticipate this will increase FPF performance to achieve the permitted amount. The current average FPF is 104l/s but can reach 130l/s but with the improvements mentioned, we believe the SPS will be able to achieve 165l/s. The VSD's are on order and expected delivery by October 2024 with installation work to follow shortly after, its worth noting that while we are completing these improvements, we need to be mindful of the impact on the rising main due to the condition. The VSD's will allow the pumps to have a "soft start", this will help prevent surging in the rising main reducing the risk of potential bursts with the increased pump flow capacity. In response to the FPF issues identified in the Tenby catchment, a working group has been set up with relevant internal stakeholders to continually progress with improvements.

CLOSED and VERIFIED

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.