

Compliance Assessment Report CAR_NRW0049976

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: Other.

On 21/11/2025.

Parts of permit assessed: Table S3.1b

NRW Lead Officer: Caryl Brace.

Report sent to: Cars Mailbox, Cars Mailbox, on 17/02/2026.

1. Summary of our findings (full details in section 4)

Part of permitted activity assessed (criteria)	Assessment result	Non-compliant permit condition
WQ-C1 - Water Quality - Emissions and monitoring - Emissions to water	C3 Minor	S3.1b

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	Improve operations	19/12/2025

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

A routine sample taken on 13/11/2025 returned a Suspended Solids result of 11 mg/l against a permit limit of 10.5 mg/l LuT

This is the 5th exceedance for Suspended Solids at this site within the last 12-month period. This result is classed as a LuT failure.

Please provide a reasoning for this failure by 19 December 2025

Update received from DCWW 16 February 2026

Action 1: Please provide a reasoning for this failure by 19 December 2025

The exceedance was caused by solids carryover through the treatment process, driven by a combination of design constraints, hydraulic loading, and high solids concentrations upstream of the tertiary solids removal (TSR) system. In the days leading up to the sample, the works experienced sustained high flows above the flow pass forward (FPF) due to prolonged rainfall. Telemetry confirmed inlet flows up to 5.9 l/s, significantly exceeding the FPF of 4.4 l/s, causing reduced retention times and increased hydraulic stress on the process. Under these conditions, not all flow passed through the sand filter, with excess flow spilling from the TSR feed well into the final effluent chamber, creating a blended discharge.

The RBC was undergoing seasonal sloughing of biomass, causing elevated solids concentrations entering the Final Settlement Tank (FST). The FST already has known issues with rising sludge, linked to historic design constraints and ineffective desludging, which resulted in solids being carried forward into the TSR feed well. Solids loading into the TSR frequently exceeded 30 mg/l, which is above the capability of the sand filter, leading to periods of diminished or stalled sand-turnover and reduced solids removal efficiency.

As a result, the final effluent on the day of sampling reflected a mixture of partially treated effluent from the sand filter and spilled flow from the TSR feed chamber, leading to the TSS exceedance.

Immediate actions included correcting the FESS monitor fault, cleaning the final effluent chamber, and purging and resetting the sand filter to restore performance. Operators have increased checks on sand-turnover, wash-water rate and backwash effectiveness during high-flow periods. Routine cleaning of the boll filter has been strengthened, and desludging in the Final Settlement Tank is being managed more proactively to reduce solids carryover. Longer-term measures are underway, including progressing the flow-control and balance-tank scheme and assessing infiltration through a CCTV survey of the storm

Since this Car form was issued, there has been a further failure for suspended solids (CAR_NRW005063). As a result, we will keep this CAR form open (CAR_NRW0049976) until an update is provided/actions completed.

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 required for the permit condition assessed to avoid non-compliance. No non-compliance scored at this time
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

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 Monitoring
- WQ-C5 Installation of monitoring boreholes

WQ D: Information

- WQ-D1 Records
- WQ-D2 Reporting
- WQ-D3 Notifications

Enforcement response

Any non-compliance with a permit condition 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 twenty working days to let you know if we agree to your request.

Disputing the Content of this Compliance Assessment Report Form

If you disagree with the content of this Compliance Assessment Report form, you should submit your concerns, in writing, to the regulating officer who issued it within **15 working days** of its issue. This will be treated as a **Stage 1 review**.

If you are not satisfied with the outcome of the stage 1 review, you may request a **Stage 2 appeal**. This request must be submitted **within 21 working days** of receiving the response from the stage 1 review.

Further details on our review and appeal process are available at: [Natural Resources Wales / Appeal a regulatory decision from Natural Resources Wales](#)

Concerns Not Related to the Content of this Compliance Assessment Report Form

If your concerns do not relate to the content of the Compliance Assessment Report form, you should first attempt to resolve the issue with the regulating officer or their line manager.

If the issue remains unresolved, please contact our **Customer Contact Team**:

- **Telephone:** 0300 065 3000 (Monday to Friday, 09:00–17:00)
- **Email:** enquiries@naturalresourceswales.gov.uk

They will provide details on how to escalate your concerns through our **Complaints and Commendations procedure**.

If you are dissatisfied with our response, you may contact the **Public Services Ombudsman for Wales**:

- **Telephone:** 0300 790 0203
- **Email:** 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.