

Compliance Assessment Report CAR_NRW0050692

Permit being assessed: BP0044201

For: Carew Wastewater Treatment Works, **held by:** DWR CYMRU CYFYNGEDIG

At: Bird's Lane, Carew, Pembrokeshire, SA70 8SH.

Type of assessment carried out: Site Inspection,

Reason: Other.

On 12/02/2026, between 10:15 and 11:00.

Parts of permit assessed: Reporting and Monitoring condtions

NRW Lead Officer: Rod Thomas, accompanied by: Robert Thomas, Caryl Brace.

Report sent to: Cars Mailbox, Cars Mailbox, on 08/05/2026.

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	Table S3.3

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	Reduce infiltration consistently comply with FPF	31/08/2026

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

Carew WWTW was visited on 12 February 2026

- The site is visited daily by the operator
- Automatic daily de sludge at site
- De sludge tankers attend site weekly with more frequent visits during the summer months
- Operator is looking at a new screen being fitted with a grit trap
- Capital scheme to address infiltration scheduled to commence in April 2026
- The permit has a flow passed forward of 7.3 l/s. 7.51l/s was observed during the visit.
- Whilst FPF was being met during the visit, we were informed that this was not being consistently achieved.

Pease could you confirm the following by 31 March 2026

- Where is the storm screen situated?
 - How is the works managing with the recent housing development of 100 dwellings?
 - There was no lifting gear available on site during the visit, operator is to provide photographs of the chamber, where the storm screen maybe located.
 - Apart from removing infiltration and improving the screening arrangement, are there any other proposals to improve the works performance. For example, raising the inlet weir?
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- Following Wirs 2600453 - Ricardo have undertaken a survey of the Carew River. NRW await the report from the operator
 - Operator will collect any rags and paper debris by the footbridge
 - There was no access to view the discharge point during the visit, owing to high tide.

NRW to liaise with DCWW to view discharge point at a later date along with the discharge at SN03039302 (behind the caravan park in Milton)

NRW will request flow data from the Waste water data team to understand if FPF and DWF are being met.

Information received from DCWW 10 March 2026

Following a review of the DWF data for this site, we can confirm that it was operating according to its permitted condition for the given time range

Following a review of the FPF v EDMS data for this site, we can confirm that it was not operating according to its permitted condition for the given time range.

Please update NRW regarding your plan to address the FPF issue at Carew.

Please update NRW by 1 July 2026

Update received from DCWW 05/05/2026

Action 2: Provide NRW with the findings of the infiltration survey, which we understand commences in April

A full catchment infiltration surveyed has been completed. Eight chambers were identified with heavy, continuous infiltration, mainly through the benching. Four chambers were found to have open eyelids, providing direct ingress points for rainfall and surface water. Several sewer lengths require cleaning due to silt, grease and root ingress (up to 90% in places). One previously unrecorded chamber (SS05035350) was identified and found to have significant infiltration. Other areas showed low flows consistent with contributing properties. Remedial works will now be prioritised, focusing on chambers with active infiltration, open eyelids and sections requiring cleaning to address the main sources of inflow.

Action 3: Inform NRW when you expect FPF to be consistently achieved

The FPF pumps that are post primary settlement tanks were upgraded in 2025. The site was fully FPF compliant up to October 2025. Subsequent pump reliability issues resulted in FPF non-compliance for the remainder of that year. A similar pump-related issue occurred in January 2026; however, this has since been addressed. The current performance trends indicate improving stability, and the site is now trending towards consistent FPF compliance for the 2026 reporting year.

Action 4: There has been a large recently built housing development, has this impacted on flows.

The site has been DWF compliant in 2024 and 2025 and therefore we anticipate this to be ok.

Closed and Verified 8 May 2026

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.