

Compliance Assessment Report CAR_NRW0050007

Permit being assessed: BL0138601

For: SOLVA STW SOLVA HAVERFORDWEST, **held by:** DWR CYMRU CYFYNGEDIG

At: SOLVA STW, SOLVA, HAVERFORDWEST, PEMBROKESHIRE, .

Type of assessment carried out: Audit,

Reason: Routine.

On 25/11/2025, between 09:00 and 17:00.

Parts of permit assessed: Monitoring & Reporting

NRW Lead Officer: Gentle Lowe.

Report sent to: cars@dwrwymru.com, Cars Mailbox, on 03/06/2026.

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

Part of permitted activity assessed (criteria)	Assessment result	Non-compliant permit condition
WQ-A1 - Water Quality - Management - General management	C2 Significant	Schedule 1. The nature of the effluent shall be biologically treated sewage effluent

Result types are explained in more detail in the 'Important Information' section below.

2. What action is required?

Criteria	Action needed	Complete by
WQ-A1	Comply with permit condition	12/06/2026

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

A number of issues were found at the site upon arrival.

The site's inlet pipe was blocked causing effluent to back up and overspill into the site around the decant tanks. This was running onto the grass bank and contributing to the flooded areas.

All treatment areas of the site were at capacity or overflowing. The sludge tanks were full/overwhelmed and it was agreed that the levels would be lowered with immediate effect.

Rotating arms on treatment bed - these were not discharging evenly over the filter bed. Heavy grass growth on the bed on the filter beds except for where effluent was being released.

Untreated effluent which was finding its way to an unused pipe was being discharged at the FW sample point. It was unclear if the effluent was entering the river through other means such as groundwater or through embankment.

It was discussed that installation of cameras may be beneficial at this site due to its location and difficulty with access during poor weather conditions

Update required by 19th Feb 2026

Hello NRW

I am reviewing **CAR_NRW0050007** for Solva WwTW and wanted to request some clarification regarding the non-compliance assessment. The CAR currently records a **C2 Significant** rating against “**all permit conditions**”, but the form does not specify which individual permit conditions were considered to be breached, or the reasoning behind this.

We can see the flooding onsite is being attributed as a descriptive failure, but it isn't clear which permit condition(s) this is said to breach, particularly as we are not in breach of the whole permit. It would also be helpful to understand the reasoning for linking the flooding to the identified condition(s), and the basis for the C2 categorisation under NRW's scoring guidance.

To help us fully understand the assessment and address it correctly, could you please provide:

- The specific permit condition(s) the C2 relates to;
- The observations/evidence that informed that assessment; and
- The rationale for the C2 classification.

Thanks,

Regulatory Compliance Officer

Under Condition 1 of the schedule. This condition states ' 1. The nature of the effluent shall be biologically treated sewage effluent.'- Effluent was escaping from the inlet , running around the site to the FE discharge and bypassing the biological treatment process at Solva treatment works.

If the audit had not been carried out when it was, this malfunction had the potential to go on longer and cause a significant environmental effect. If this had occurred during the summer months when the beach below the discharge was being used by bathers, this discharge would have had potential further impact.

The WIRS looks at actual impact, which is why it was classified lower.

I hope this helps

Kind regards

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.