# Compliance Assessment Report CAR_NRW0053168

**Permit being assessed:** CM0107601

**For:** Henllan (Denbigh) Wastewater Treatment Works, **held by:** DWR CYMRU CYFYNGEDIG

**At:** Llannefydd Road, Henllan, Denbighshire, LL16 5BD.

**Type of assessment carried out**: Report/Data Review,

**Reason:** Incident Response (Incident number: 2605622).

**On** 24/05/2026.

**Parts of permit assessed:** 3.1 - emissions to water

**NRW Lead Officer**: Philip Barrett.

**Report sent to**: Licence contact, Licence contact, on 07/10/2026.

## 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 | 3.1.1 - 3.1.1 The limits given in schedule 3 table S3.1 shall not be exceeded - flow passed forward before a discharge takes place from the CSO must be in excess of 10 l/s |

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 | Ensure the control system prevents the wet well level dropping to a point that would cause an airlock. | 30/10/2026 |

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.**

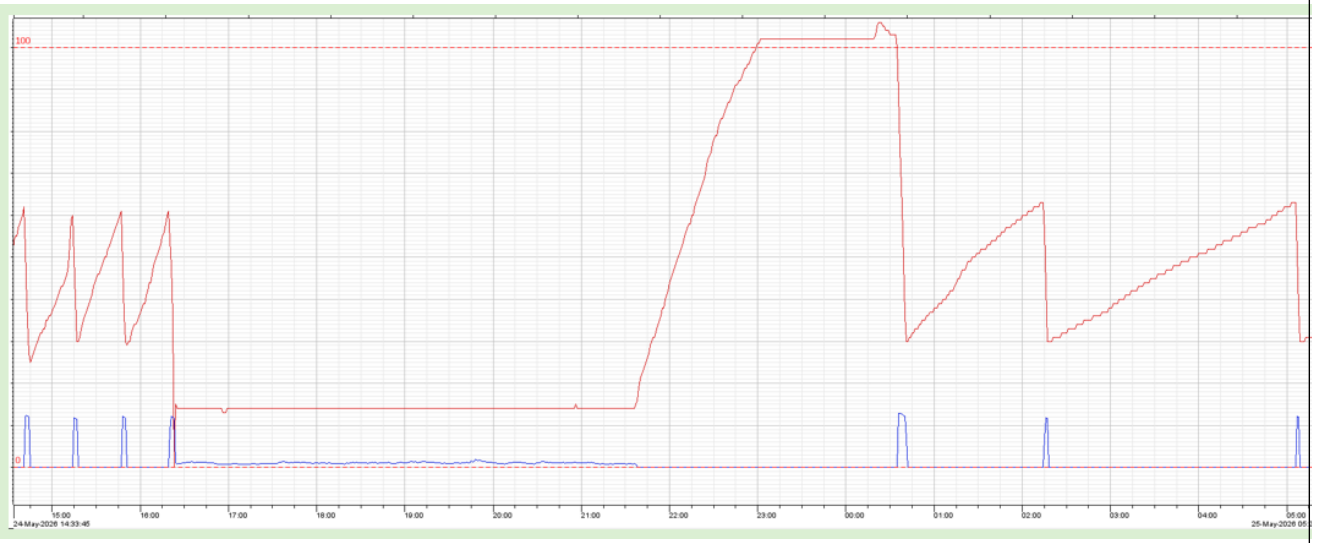
This statement does not stop us from taking additional enforcement action if further relevant information comes to light or offences continue.

## 4. Details of our assessment

On the 27th May 2026, Dwr Cymru/Welsh Water self reported a discharge that had taken place from the works at Henllan between 23:00 and 00:30 on the 24th May 2026, due to a pump issue.

A storyboard was provided to Natural Resources Wales on the 2nd June 2026. This identified that the issue with the pump was due to an airlock that prevented the flows being passed forward to the works from the wet well. A high level alarm was activated and the site was attended by the standby team to investigate the issue. The pump was removed and the airlock cleared. This reinstated the flow to treatment and the level in the wet well dropped, preventing the discharge from continuing.

The flow data is as follows:




The red line is the wet well level, and the blue line is the flow being pumped forward from the wet well to treatment. This shows that the wet well level was lowered to a point below it's normal operating level. This allowed air to get into the system. The system continued to pump a low flow forward rather than intermittently pumping on the pre set levels. The pump stopped passing a flow forward at around 21:30, at which point the wet well level increased to the spill level, at which point the discharge to the environment occurred. This continued for approximately 1 1/2 hours while the standby crew attended and rectified the issue.

No samples were taken by DCWW. Due to the time the issue occurred, it wasn't possible to safely access the watercourse to assess the impact of the discharge. However, a sample could have been taken of the on-site storm sample point.

The cause of the pump remaining on and lowering the level in the wet well below it's normal operating levels, and causing an airlock, should be investigated to ensure this doesn't occur again in the future. This should be carried out by the 30th October 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.