

Compliance Assessment Report

Report ID:
CAR_NRW0036026

This form will report compliance with your permit as determined by an NRW officer

Site	MONMOUTH STW REDBROOK ROAD MONMOUTH	Permit Ref	AS1003201			
Operator/Permit holder	DWR CYMRU CYFYNGEDIG					
Regime	WaterQuality					
Date of assessment	25/09/2019	Time in	09:00	Out	17:00	
Assessment type	Check Monitoring/Sampling					
Parts of the permit assessed	Conditions; 1,2, 3, 4, 14, 18, 20					
Lead officer's name	Jones, Peter					
Accompanied by	Tennant, Alexandra					
Recipient's name/position	Richard Ingles / Snr Process Scientist	Date issued	05/12/2019			

Section 1 – Compliance Assessment Summary

This is based on the requirements of the permit under the Environmental Permitting Regulations or the licence under the Water Resources Act 1991 as amended by the Water Act 2003. A detailed explanation is captured in "Compliance Assessment Report Detail" (Section 2) and any actions you may need to take are given in the "Action(s)" (section 4). This summary details where we believe any non-compliance with the permit has occurred, the relevant condition and how the non-compliance has been categorised using our Compliance Classification Scheme (CCS). CCS Scores can be consolidated or suspended where appropriate, to reflect the impact of some non-compliances more accurately. For more details of our CCS scheme, contact your local office.

Permit conditions and compliance summary	CCS Category	Condition(s) breached
B3 - Infrastructure - Site drainage engineering (clean and foul)	C3	21

KEY: See Section 5 for breach categories, suspended scores will be indicated as such.

A = Assessed or assessed in part (no evidence of non-compliance), **X** = Action only,

O = Ongoing non-compliance, not scored.

Number of breaches recorded	1	Total compliance score (see section 5 for scoring scheme)	4
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If the Number of breaches recorded is greater than zero, please see Section 3 for our proposed enforcement response

Section 2 – Compliance Assessment Report Detail

This section contains a report of our findings and will usually include information on:

- The part(s) of the permit that were assessed (eg. Maintenance, training, combustion plant, etc)
- Where the type of assessment was 'Data Review' details of the report/results triggering the assessment
- Any non-compliances identified
- Any non-compliances with directly applicable legislation
- Details of any multiple non-compliances
- Information on the compliance score accrued inc.
- Details of advice given
- Any other areas of concern
- Any actions requested
- Any examples of good practice
- A reference to photos taken

Following a WIRS incident on the 24 September 2019, WIRS No 1906370;

" Caller reports the sewage treatment works is flushing out onto the River Wye. Advised they've had some rain however not a lot, but half a mile of the river is grey and is likely to kill fish in the area. Odour can be smelt half mile down the river. Asked if any fish can be seen in distress, however not so far".

Incident attended at approximately 1700 and the storm tanks on the site were found to be full and grey water was visible along the banks of the river for 20 meters down stream of the discharge point. There had been no rainfall in the last 7 hours but there had been rainfall between 04:00 and 07:00 that morning.

DCWW were notified of the incident via a polfax at 1740 on the 24 September 2019 and following a liaison with DCWW a site visit was planned for the following day.

On the 25 September 2019 I meet Lee Banks on site to discuss the incident. Lee Banks confirmed the EDM data showed the works had discharged on the morning of the 24 September 2019 following a rainfall event. The diary entry for the 24/09/19 at 07:00 stated the storm tanks were full but the section covering flow diversion to storm before PFF has not been completed. The comments in section 2 are not clear.

The final effluent was sampled during the visit and the results were well within the limits set out in condition 14 of the permit.

I was concerned the storm tanks were still full 24 hrs after the last significant rainfall event and would have expected the storm effluent to have been returned to the works over night, assuming the flow into the works would have reduced.

Could you please provide an explanation to the following points;

- Why the storm tanks had not returned the effluent the works
- Has the period of time effluent is held in the storm tanks increased due to increased flows into the works as a result of new housing developments in the sewerage catchment
- Has the spill frequency of storm effluent in to the river increased

During the site inspection it was noted drainage channels were not being maintained. Various channels across the site were choked with weeds which were restricting the flow of effluent and resulting in the growth of sludge within the channels.

Condition 21 of the permit states "The sewage works shall be operated and maintained in accordance with good operational practice". A build up of sludge and excessive weed growth in and around the effluent channels is a breach of the permit condition.

Similar breaches for condition 21 were noted on site visits in 2017 (CAR form NRW0032348) and 2018 (CAR Form NRW0033707). Producers should now be put in place to ensure the works is suitably maintained to meet the conditions set out in condition 21. The works will be inspected in 2020 to assess for compliance with condition 21 of the permit and should DCWW fail to meet condition 21 we will consider our enforcement response options.



Weed growth in the effluent channels

EPR Compliance Assessment Report

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Operator/Permit holder	DWR CYMRU CYFYNGEDIG	Date	25/09/2019

Section 3 – Enforcement Response

You must take immediate action to rectify any non-compliance and prevent repetition.

Non-compliance with your permit conditions constitutes an offence and can result in criminal prosecutions and/or suspension or revocation of a permit. Please read the detailed assessment in Section 2 and the steps you need to take in Section 4 below.

In respect of the above non-compliance you have been issued with a warning. At present we do not intend to take further enforcement action. This does not preclude us from taking additional enforcement action if further relevant information comes to light or offences continue.

Section 4 – Action(s)

This section summarises the actions identified during the assessment along with the timescales for when they will need to be completed.

Criteria Ref.	CCS Category	Action required/advised	Due Date
See Section 1 above			
B3	C3	Implement a maintenance regime to ensure the effluent channels are clear of obstructions.	01/01/2020

Section 5 – Compliance notes for the Operator

To ensure you correct actual or potential non-compliance we may

- Advise on corrective actions verbally or in writing
- Require you to take specific actions verbally or in writing
- Issue a notice
- Require you to review your procedures or management system
- Change some of the conditions of your permit
- Decide to undertake a full review of your permit

Any breach of a permit condition is an offence and we may take legal action against you

- We will normally provide advice and guidance to assist you to come back into compliance either after an offence is committed or where we consider that an offence is likely to be committed. This is without prejudice to any other enforcement response that we consider may be required.
- Enforcement action can include the issue of a formal caution, prosecution, the service of a notice and/or suspension or revocation of the permit.

See our Enforcement and Civil Sanctions guidance for further information

This report does not relieve the site operator of the responsibility to

- Ensure you comply with the conditions of the permit at all times and prevent pollution of the environment
- Ensure you comply with other legislative provisions which may apply

Non-compliance scores and categories

CCS category	Description	Score
C1	A non-compliance that could have a major environmental effect	60
C2	A non-compliance which could have a significant environmental effect	31
C3	A non-compliance which could have a minor environmental effect	4
C4	A non-compliance which has no potential environmental effect	0.1

Operational Risk Appraisal (Opra) - Compliance assessment findings may affect your Opra score and/or your charges. This score influences the resource we use to assess permit compliance.

Section 6 – General information

Data protection notice

The information on this form will be processed by the Natural Resources Wales (NRW) to fulfil its regulatory and monitoring functions and to maintain the relevant public register(s). The NRW may also use and/or disclose it in connection with:

- Offering/providing you with its literature/services relating to environmental matters
- Consulting with the public, public bodies and other organisations (eg. 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 its service
- Freedom of Information Act/Environmental Regulations request

The NRW may pass it on to its agents/representatives to do these things on its behalf. You should ensure that any persons named on this form are informed of the contents of this data protection notice.

Disclosure of information

The NRW will provide a copy of this report to the public register(s). However, if you consider that any information contained in this report should not be released to the public register(s) on the grounds of commercial confidentiality, you must write to your local area office within fifteen working days of receipt of this form indicating which information it concerns and why it should not be released, giving your reasons in full.

Customer charter

What can I do if I disagree with this compliance assessment report?

If you are unable to resolve the issue with your site officer, you should firstly discuss the matter with officer's line managers using the informal appeals procedure. If you wish to raise your dispute further through our official Complaints and Commendations procedure, phone our general enquiry number 0300 065 3000 (Mon to Fri 08.00 – 18.00) and ask for the Customer Contact team or send an email to enquiries@naturalresourceswales.gov.uk. If you are still dissatisfied you can make a complaint to the Public Services Ombudsman for Wales. For advice on how to complain to the Ombudsman phone their helpline on 0845 607 0987.

Welsh Language

If you would like this form in Welsh please contact your Regulatory Officer.