Cyfoeth Naturiol Cymru Natural Resources Wales

Compliance Assessment Report

Report ID: CAR_NRW0036231

This form will report compliance with your permit as determined by an NRW officer					
Site	TREMEIRCHION STW	Permit Ref	CM0009601		
Operator/Permit holder	DWR CYMRU CYFYNGEDIG				
Regime	WaterQuality				
Date of assessment	20/12/2019	Time in	14:30	Out	15:40
Assessment type	Audit				
Parts of the permit assessed	All				
Lead officer's name	Lewis, Tom				
Accompanied by					
Recipient's name/position	DCWW OSM/ Permit holder	Date issued	27/01/2020		

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
A1 - Specified by permit	C3	Condition 1 - not all effluent receiving biological treatment

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

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

WIR 1908288

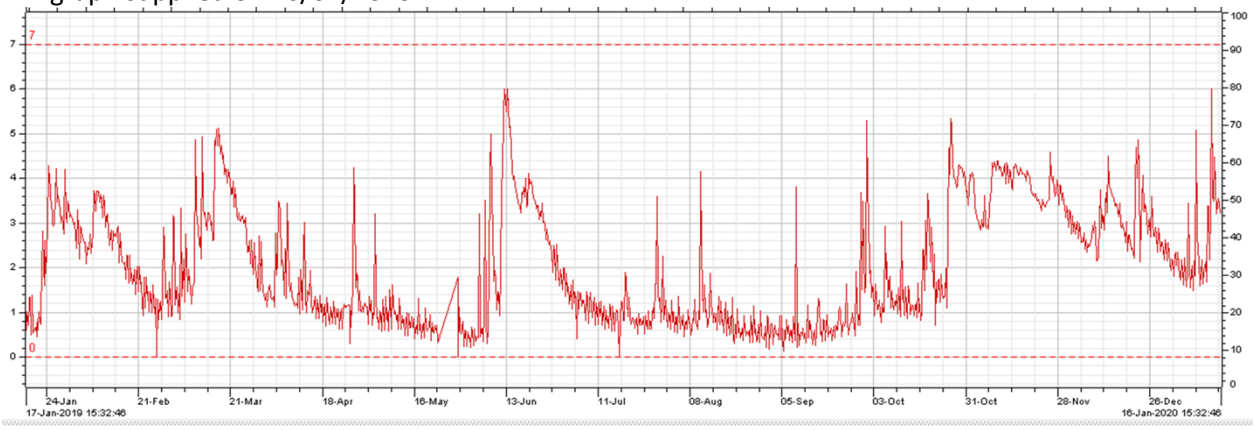
TL attended perimiter of site and observed final effluent discharging from consented point plus a second flow travelling down STW path and discharging to the river bank and channel just upstream. Final settlement tank path covered in ponded effluent with sewage fungus build up. Flow appeared to be welling up from a chamber separate to the settlement tank. **This is a breach of permit condition 1 which requires effluent to receive biological treatment.** Weather was dry but rain previously.

Accessed site with Daniel Palmer - DCWW Pollution Technician. Inlet flow appeared high with a significant proportion diverted at the inlet to sludge drying beds. Primary tank level high and filter bed had ponding. Evidence of previous spill at inlet to ground. Flow from sludge beds appeared to enter a recirculation chamber which was overflowing. MCERTS flow observed at 2.45 l/s.

Ammonia sample taken by DP of discharge from overflowing chamber was 2.22 mg/l; ammonia sample of final effluent from pipe was 2.47 mg/l. No visible impact on watercourse.

On 8th January 2020, site visited with Andrew Garner - DCWW Ops. Manager. Site operating as designed. AG confirmed that site had received high flows for some time and this was thought to be clean water infiltration. Sewer network survey to be completed shortly. Sludge bed tanks were used as balancing tanks but not intended for use as storm tanks with discharge. STW received maintenance following incident to ensure full flows passing through for treatment.

FFT graph supplied on 16/01/2020



The graph indicates that the FFT often achieves the permit maximum flow. The low flow on the 20th December 2019 may have been due to lack of maintenance restricting around 1.5 l/s through full treatment.

Catchment survey results forwarded to NRW on 16/01/2020 - up to 3 l/s of groundwater infiltration identified in village of Tremeirchion and this will be removed very shortly. Further assessment to be made once this work is complete.

It is recommended that operators report excessive flows to management prior to works becoming hydraulically overloaded. This applies to all works.

Cyfoeth Naturiol Cymru Natural Resources Wales	**EPR Compliance Assessment Report**	**Report ID: CAR_NRW0036231**

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

Site	TREMEIRCHION STW	Permit Ref	CM0009601
Operator/Permit holder	DWR CYMRU CYFYNGEDIG	Date	20/12/2019

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			
A1	C3	Remove excessive clean water intrusion to sewer network	28/01/2020

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.