

## Compliance Assessment Report CAR\_NRW0045632

**Permit being assessed:** AC0140201

For: Raglan Wastewater Treatment Works, held by DWR CYMRU CYFYNGEDIG  
At: Chepstow Road, Raglan, Usk, NP15 2EN.

**Type of assessment carried out:** Site Inspection, Reason: Routine.

On 12/11/2024, between 09:30 and 10:15.

Parts of permit assessed: Whole permit

**NRW Lead Officer:** Peter Jones, accompanied by: Alastair Krzyzosiak.

**Report sent to:** cars@dwrwymru.com, DCWW, on 14/11/2024.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
WQ-A1 - Water Quality - Management - General management	Action only (X)	
WQ-B2 - Water Quality - Operations - The site	Action only (X)	

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	Remove sludge from storm tank and flow channels.	05/12/2024
WQ-B2	<ul style="list-style-type: none"> <li>Explain how your going to meet the conditions set out in table S3.4 for monitoring points with regards to the inlet and storm sampling point.</li> </ul>	05/12/2024

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.

**At this time, we do not intend to take any further action.**

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

Routine site inspection of Raglan Wastewater Treatment Works carried out by Environment Officer Peter Jones and Alastair Krzyzosiak. Weather Dry and overcast, there had been no significant rainfall in the last ten days.

The site permit has been varied as a result of a Natural Resource Wales initiated variation, permits AC0140201 and AB0036502 have been consolidated. The permit was issued on the 13 April 2023 in the modern condition format. The permit variation requires the:

- Installation of overflow operation into storm storage
- MCERT monitoring to record flow passed forward
- Discharge operation monitoring on the settled storm discharge to the environment
- Compliance returns on against flow passed forward and overflow operation into the storm storage
- Implements a total phosphorous limit of 1 mg/l (annual average) and an iron limit of 4 mg/l and 8 mg/l.

#### Observations

The inlet screen was clean and there was no discharge to the storm tank. The FPF monitor reading was 0.18 l/s. The Storm tank was empty, there was a small build up of sludge at the bottom the storm tank, this should be removed. The RAS holding tank is located below the inlet gantry.

#### Observations

From the inlet the effluent flows to a single skin steel activated sludge tank. The return activated sludge (RAS) was operating during the inspection. There is a build-up of sludge within the perimeter drainage channel leading from the tank. Please ensure this is removed to ensure the effluent can continue to flow freely.

The humus tank was in the process of being cleaned. Sludge from the wedge wires is washed back into a holding sump which is then returned to the aeration tank.

The final effluent sampling point is clearly labelled. The final effluent was clear at the time of the inspection.

The site diary was up to date.

Table S3.3 page 13 of the permit lists the location of the monitoring points. Of the 7 monitoring points listed, 5 were identified during the inspection. Can you please explain how you intend to comply with the requirement for a settled storm sample point and the inlet sample point.

#### Actions

- Remove the sludge build up in storm tank
- Remove the sludge from the perimeter flow channels
- Explain how your going to meet the conditions set out in table S3.4 for monitoring points with regards to the inlet and storm sampling point.

#### Attachments

Photographs of site inspection

If you have any questions regarding the visit or CAR form, please contact me by e-mail or

by telephone.

- E-Mail: [Peter.A.Jones@naturalresourceswales.gov.uk](mailto:Peter.A.Jones@naturalresourceswales.gov.uk)
- Mobile telephone: 07760443974

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 only relating to the activity assessment
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

### If your assessment result in Section 1 is suspended, what does this mean?

In line with our guidance, we may suspend non-compliance for up to six months to allow time for remedial action to be taken. These will be re-instated if the action is not completed.

**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 Installation of monitoring boreholes

**WQ D: Information**

- WQ-D1 Records
- WQ-D2 Reporting
- WQ-D3 Notifications

**Enforcement response**

Any permit condition non-compliance 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 20 working days to let you know if we agree to your request.

**What do I do if I disagree with the report or have a complaint?**

If you disagree with this compliance assessment report, you should contact the lead officer without delay to discuss your concerns.

If you are unable to resolve the issue with the lead officer or their line manager you should contact our Customer Contact team on 0300 065 3000 (Monday to Friday 08:00 – 18:00), or email [enquiries@naturalresourceswales.gov.uk](mailto:enquiries@naturalresourceswales.gov.uk) for details of how to raise your dispute further through our Complaints and Commendations procedure.

If you are dissatisfied with our response, you can contact the Public Services Ombudsman for Wales by phone on 0300 7900203 or by email at [ask@ombudsman.wales](mailto: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.