

## Compliance Assessment Report CAR\_NRW0048899

**Permit being assessed:** AH1002901

For: Pandy Wastewater Treatment Works, held by DWR CYMRU CYFYNGEDIG

At: Longtown Road, Pandy, Monmouthshire, NP7 8DR.

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

On 19/06/2025, between 11:00 and 11:30.

Parts of permit assessed: Site and records

**NRW Lead Officer:** Susan Lenthall, accompanied by: Tracy Jones.

**Report sent to:** CARS@dwrwymru.com, CARS mailbox, on 21/07/2025.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
WQ-B1 - Water Quality - Operations - Permitted activities	C3 Minor	2.3.2 (b) (storm tank) shall only fill when the flow passed forward is equal to or greater than the overflow setting indicated due to rainfall and/or snow melt...
WQ-D2 - Water Quality - Information - Reporting	C3 Minor	4.2 Data to be submitted within 28 days as specified in Schedule 4.1

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

### 2. What action is required?

Criteria	Action needed	Complete by
WQ-B1	Provide and explanation and take measures to prevent a recurrence.	21/08/2025
WQ-D2	Provide information with 7 days.	28/07/2025

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

### WARNING

On 19th June 2025 a routine inspection was carried out at Pandy STW.

On arrival at the site it was evident that effluent was entering the storm tank. The weather had been dry for a significant period of time, therefore this is a **breach of permit condition 2.3 Operating Techniques; 2.3.2(b)** which states:

*"Off-line storm storage must be fully utilised before a discharge occurs. **It shall only fill when the flow passed forward is equal to or greater than the over-flow setting indicated due to rainfall and/or snow melt and shall be emptied and its contents returned to the continuation flow as soon as reasonably practicable...**"*

**Action:**

Please provide an explanation and take measures to regain compliance - action due by 21st August 2025.

At the time of the inspection the Flow Passed Forward was 0.61 l/s.

Records were requested on 19th June 2025. A reminder was sent on Tuesday 15th July to which you replied the data would be sent by the end of that week.

Data has still not been received (21st July).

This is a **breach of permit condition 4.2 Reporting, Schedule S4.1. "Reports to be submitted within 28 days"**.

**Action:**

Provide requested information within 7 days (deadline 28th July 2025).

It was noted that signage was lacking throughout the site. It may be useful to clearly label relevant points (for example, the outfall at the watercourse etc).

Please be aware that this CAR contains a **WARNING**.

Should Actions not be completed within the specified timescales, NRW may reconsider the level of enforcement action and escalate our response.

If you have any queries, please do not hesitate to contact me.

Regards,

Susan Lenthall

Swyddog Amgylchedd/Environment Officer  
Cyfoeth Naturiol Cymru / Natural Resources Wales

• Epost / Email: [Susan.Lenthall@cyfoethnaturiolcymru.gov.uk](mailto:Susan.Lenthall@cyfoethnaturiolcymru.gov.uk) /  
[Susan.Lenthall@naturalresourceswales.gov.uk](mailto:Susan.Lenthall@naturalresourceswales.gov.uk)

Ein diben yw sicrhau bod adnoddau naturiol Cymru yn cael eu cynnal, eu gwella a'u defnyddio yn gynaliadwy, yn awr ac yn y dyfodol.  
Our purpose is to ensure that the natural resources of Wales are sustainably maintained, enhanced and used, now and in the future.

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.