

Compliance Assessment Report CAR_NRW0049173

Licence being assessed: 21/58/44/0031.

For: Fish farming at Hillside Fisheries, Bridgend, held by Maidenhead Aquatics.

At: .

Type of assessment: Site Inspection, Reason: Routine.

On 14/08/2025, between 14:00 and 15:00.

Parts of licence assessed: All

NRW Lead Officer: Ceri Malone.

Report sent to: Max Gear, Licence holder, on 21/08/2025.

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

Part of licenced activity assessed (criteria)	Assessment result	Licence condition
WR-A1 - Water Abstraction - Abstraction specified by licence - Source of supply	Assessed (A)	
WR-A2 - Water Abstraction - Abstraction specified by licence - Points of abstraction	Assessed (A)	
WR-A4 - Water Abstraction - Abstraction specified by licence - Purposes of abstraction	Assessed (A)	
WR-A5 - Water Abstraction - Abstraction specified by licence - Period of abstraction	Assessed (A)	
WR-A6 - Water Abstraction - Abstraction specified by licence - Quantities	Assessed (A)	
WR-B2 - Water Abstraction - Abstraction measurement and records - Recording	C4 No impact	9. RECORDS 9.1. The licence holder shall take and record readings of the meter specified in condition 1.8.1 at the same time each day during the whole of the period during which abstraction is authorised or as otherwise approved in writing by the Agency.
WR-C1 - Water Abstraction - Surface/groundwater level and protected flow - Minimum hands-off flow/level requirements	Assessed (A)	
WR-C2 - Water Abstraction - Surface/groundwater level and protected	C3 Minor	10. FURTHER PROVISIONS 10.5. The

Part of licenced activity assessed (criteria)	Assessment result	Licence condition
flow - Flow/level measurement devices		licence holder shall remove the gateboard when abstraction is not authorised and when abstraction is not taking place.

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

2. What action is required?

Criteria	Action needed	Complete by
WR-B2	Keep daily abstraction records even in periods of non-use to comply with 9.1. Provide evidence of this by 21/09/25.	21/09/2025
WR-C2	Modify the gateboard so it can be removed when abstraction is not taking place. Provide evidence of this by 21/11/2025.	21/11/2025

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 or civil sanctions being imposed depending on the circumstances of the offence.

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

Maidenhead Aquatics Limited (Hillside Fisheries) Abstraction 21/58/44/0031

14:00

On 14/08/2025 I completed a regulatory inspection of the abstraction at Hillside Fisheries, Heol-y-Cyw. This was to check compliance with the abstraction licence 21/58/44/0031 for Maidenhead Aquatics Limited. I met with the manager of Hillside Fisheries at 14:00. The weather was warm and clear.

The manager informed me a meter was installed on 11/12/2023 however the meter had blocked shortly after installation. Records were kept until 22/12/2023 with 2.5m³ abstracted per day up to this point. After this I was informed that the abstraction has not been used. A meter reading of 42m³ aligned with the minimal abstraction stated (*photograph 1*). The manager informed me the water needed on site has since been supplied by pumping between ponds as needed along with mains water for the indoor tanks. It was questioned whether a licence is needed if no/minimal abstraction is taking place as the site is managing without using the abstraction. As described in the link below, if

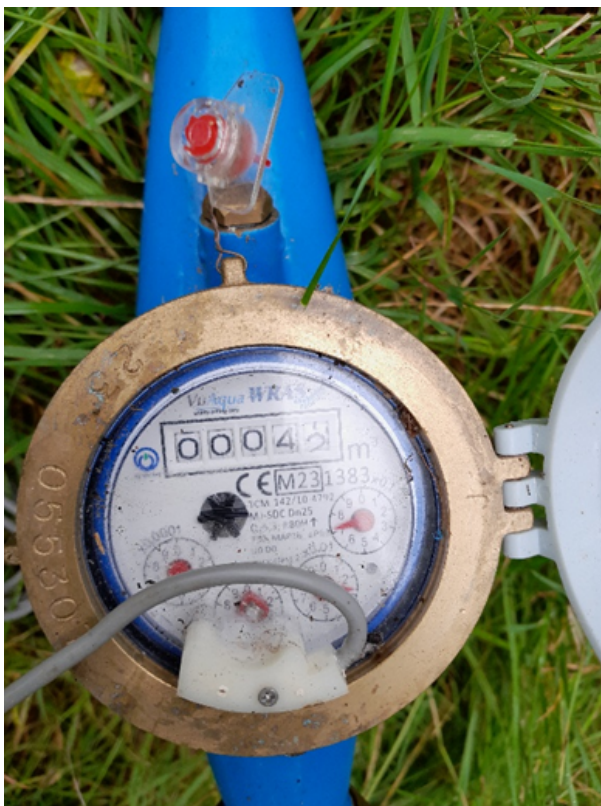
no abstraction or <20m³/day is abstracted no abstraction licence is needed.

[Natural Resources Wales / Find out if you need a water abstraction or impoundment licence](#)

I would advise you consider the need for the abstraction licence and revoke the licence if it is no longer needed. The link below can be used to revoke your abstraction licence. Please note that Natural Resources Wales also have the ability to revoke a licence if it is not being used, this is typically after 4 years of non-use.

[Natural Resources Wales / Apply to cancel your water abstraction or impoundment licence](#)

I checked the meter at 14:25 where no abstraction was taking place with no pump in the watercourse. If the abstraction is used in the future please ensure that a calibrated meter is used to record abstraction volumes.



Photograph 1: Meter

I checked the abstraction point at 14:27 where a gateboard was installed at NGR SS 94884 84826 (*photograph 2*). The gateboard was <30cm above the streambed and flow appeared >1.7 litres/second downstream as conditioned in 10.2 & 10.3 of the licence. The gateboard was not removable.



Photograph 2: Gateboard Location

Breaches of permit condition:

The following breaches of the permit were found during the inspection:

9. RECORDS

9.1. *“The licence holder shall take and record readings of the meter specified in condition 1.8.1 at the same time each day during the whole of the period during which abstraction is authorised or as otherwise approved in writing by the Agency.”*

Daily meter reading records should be taken even in periods when abstraction is not taking place.

10. FURTHER PROVISIONS

10.5. *“The licence holder shall remove the gateboard when abstraction is not authorised and when abstraction is not taking place.”*

On the site visit the gateboard was in the correct location however it was not removed despite abstraction not taking place. On inspection the gateboard appeared to be fixed and not removable at this time.

Action required by dates specified:

- 1. Keep daily abstraction records even in periods of non-use to comply with 9.1. Provide evidence of this by 21/09/2025.**
- 2. Modify the gateboard so it can be removed when abstraction is not taking place. Provide evidence of this by 21/11/2025.**

Contact details:

If you have any other queries regarding this CAR form or to provide an update on any actions above, please contact me using the following details: Ceri Malone, Environment Officer, Ceri.Malone@naturalresourceswales.gov.uk

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 licence is issued to you under the Water Resources Act 1991 as amended by the Water Act 2003. You have a responsibility to comply with the conditions of your licence 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.

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 resource action criteria (used in section 1 and 2):**WR A: Abstraction specified by Licence**

- WR-A1 Source of supply
- WR-A2 Points of abstraction
- WR-A3 Means of abstraction
- WR-A4 Purposes of abstraction
- WR-A5 Period of abstraction
- WR-A6 Quantities
- WR-A7 Land
- WR-A8 Other specified on licence

WR B: Abstraction measurement and records

- WR-B1 Means of measurement
- WR-B2 Recording
- WR-B3 Reporting

WR C: Surface / Groundwater level and protected flow

- WR-C1 Minimum hands-off flow/level requirements
- WR-C2 Flow/level measurement devices
- WR-C3 Recording
- WR-C4 Reporting

WR D: Environmental monitoring and information

- WR-D1 Recording
- WR-D2 Reporting
- WR-D3 Notifications

WR E: Fish and eel passage

- WR-E1 Infrastructure specified by licence
- WR-E2 Maintenance and records

WR F: Discharge

- WR-F1 Point of discharge
- WR-F2 Infrastructure
- WR-F3 Measurement
- WR-F4 Recording
- WR-F5 Reporting

WR G: Impoundment specified by licence

- WR-G1 Inland water to be impounded
- WR-G2 Manner and extent of impoundment
- WR-G3 Point(s) of impoundment
- WR-G4 Construction and removal requirements
- WR-G5 Other specified on licence

WR H: Borehole infrastructure

- WR-H1 Infrastructure and accessibility
- WR-H2 Maintenance and calibration

Enforcement response

Any licence condition non-compliance is an offence and we may take legal action against you. Action we take can include prosecution or civil sanctions. 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 (Mon to Fri 08:00 – 18:00), or email 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

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.