

Compliance Assessment Report CAR_NRW0049208

Permit being assessed: AN0403501

For: RSPB VISITOR CENTRE NEWPORT, held by JEREMY POWELL - Trustee rspb

At: RSPB VISITOR CENTRE, NASH ROAD, NASH, NEWPORT, .

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

On 18/08/2025, between 10:05 and 11:00.

Parts of permit assessed: Site infrastructure and operations

NRW Lead Officer: Elis Nuttall.

Report sent to: Sarah-Jane Reece, Site Administrator, on 01/09/2025.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
WQ-B3 - Water Quality - Operations - Operating techniques	C4 No impact	1.10.1(c)
WQ-A1 - Water Quality - Management - General management	Action only (X)	
WQ-B3 - Water Quality - Operations - Operating techniques	Action only (X)	
WQ-B1 - Water Quality - Operations - Permitted activities	Action only (X)	
WQ-D1 - Water Quality - Information - Records	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-B3	Undertake a desludge of the primary settlement tank to ensure sufficient capacity.	06/10/2025
WQ-A1	Replace perished and dislodged rubber seal on the primary settlement tank.	06/10/2025
WQ-B3	Clear the sample point chamber of the root ingress observed during the visit.	Already completed
WQ-B1	Request Hutchinson Environmental Solutions to confirm/investigate if the system has a means of flow measurement installed.	06/10/2025
WQ-D1	Provide digital copies of any management statements, service history and waste transfer notes for the maintenance of the system.	06/10/2025

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.

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

Site Visit Report

This report details the site visit made by Natural Resources Wales (NRW) on the 18/08/2025 to the sewage treatment plant servicing RSPB Newport Wetlands Visitor Centre, permit reference number EPR- AN0403501.

I (NRW Environment Officer Elis Nuttall) RSPB Newport Wetlands at 10:05 for a water quality permit compliance visit where I met with the site administrator (SJR). The weather was dry and overcast at the time of the visit.

General Observations

The site is a visitor centre with welfare facilities and a small kitchen. The site is serviced by a large sewage treatment plant. The management of the plant is undertaken by Hutchinson Environmental Solutions.

The permit consents the holder to make a discharge of tertiary treated sewage and trade effluent. The plant consists of a primary settlement tank, aeration filter tank, sand filter and a vertical flow reed bed before discharging into an on-site pond (with hydrological links to the wider watercourse/reen network). A sampling point is specified in condition 1.3.1. The volume of the discharge shall not exceed 16m³/day.

The composition limits of the discharge shall not exceed:

- 10mg/l of biochemical oxygen demand (BOD)
- 5mg/l of ammoniacal nitrogen (N)
- 15mg/l of suspended solids
- Any significant trace of visible oil or grease

The site was operational at the time of the visit.

Initial Discussion

On arrival at site I was met by SJR and we held a brief discussion on the history of the system. It was noted that the system was installed when the site first opened with the intention for the capacity to far exceed the number of visitors expected. It was estimated that the site currently hosts ~200 visitors (maximum) a day. With the addition of tertiary treatment it was stated there had never been any issues with the system or instances of

pollution.

The management of the system (as well as the initial installation) is undertaken by Hutchinson Environmental Solutions who conduct biannual visits to assess the system and undertake any maintenance required. Day to day management is undertaken by RSPB staff. It was stated that the system was last serviced in March 2025. The system has not needed to be shut down or isolated for any reason. I requested evidence of the service history as well as details of the system itself to confirm the capacity and its continued appropriateness. This is reflected in the actions list below.

We then commenced the site infrastructure inspection.

Site Infrastructure

The system was observed to be located at ST3344083296, as specified in the site plan. Access to the chambers and control box was fine, however some trip hazards were noted in the form of various wates, pipes, wood etc. General site maintenance should be reviewed and any unnecessary/waste material should disposed of appropriately. This is evidenced in Figure 1.



Figure 1 – The sewage treatment infrastructure as observed during the visit.

Each chamber of the system was inspected in turn to assess its condition and function.

The primary solids settlement chamber (as seen in Figure 2) appeared very full at the time

of the visit. It was stated that the system had sufficient capacity to continue operating but I had concerns regarding its efficiency. While no excessive solids carry over was observed in subsequent chambers (as outlined below) I have actioned a de-sludge of the tank as a priority pertaining to condition 1.10.1(b) of the permit. It is also noted that the chamber seal has become dislodged and appears slightly perished (also seen in Figure 2). Please replace the seal to ensure a watertight seal and to prevent water ingress. Please see the actions list below for further details.



Figure 2 – The primary solids settlement chamber as observed during the visit.

The aeration chambers were observed to be in operation and working as designed. Good aeration was present with no observable solids carry over and no excessive odour present. This is evidenced in Figure 3.



Figure 3 – The aeration chambers as observed during the visit.

The final effluent chamber was inspected (Figure 4) and, while displaying a prominent brown colour/staining, there were no solids and no odour present. There was also no evidence of sewage fungus or untreated effluent present.



Figure 4 – The final effluent chamber as observed during the visit.

The pump and control box were observed to be working and in operation during the visit. There was no excessive wear, noise or damage present. Displays were clear and legible. This is seen in Figure 5.



Figure 5 – The pump and control box as observed during the visit.

We then proceeded to the sample point. Access was good with a clear pathway cut (as managed by the site) and the location was accurate to that listed in the permit. The chamber lid of the sample point was easily located and opened. Within it was clear that no discharges were occurring at the time of the visit. However, as seen in Figure 6, there was significant root ingress present. It was requested that the chamber be cleared to ensure effective flow and discharge of treated effluent could occur. This is reflected in the actions list below.



Figure 6 – The sample point as observed during the visit.

The receiving watercourse/waterbody of the discharge is a small lake on site with no permanent outflow. However, water levels can be managed using sluice gates which connect the lake to the wider reën network of the area. The lake itself was dry at the time of the visit due to a prolonged period of dry weather prior to the visit. No issues were noted during the visit.

No further on site observations were made. We returned to the site office for a debrief and final discussions.

Final Discussion

It was noted that the permit requires the holder to maintain means of flow measurement as well as undertake the requisite maintenance of the infrastructure (Condition 1.5) as requested by “The Agency” (Previously EA Wales, now NRW). When queried, neither SJR nor other site staff were aware if said infrastructure was in place, however they will request Hutchinson Environmental Solutions to confirm if it is. This is reflected in the actions list below.

A series of physical documents outlining work contracts and maintenance schedules were observed. I requested these to be provided digitally for reference.

I re-iterated my observations and actions to those present who agreed and had no further questions.

I left site at 11:00.

Breaches of permit condition

CATEGORY C4 BREACH – PERMIT CONDITION 1.10.1(c) – Maintenance

Tanks shall be desludged at sufficient frequency and in such a manner to prevent excessive carryover of suspended solids.

Due to the large volume of solids present I have assessed the current status of the settlement tank as in need of maintenance as a priority, despite no current solids carry over occurring. Please see the action list below.

Action required by dates specified

1. Undertake a desludge of the primary settlement tank to ensure sufficient capacity.

Deadline: 06/10/2025

2. Replace perished and dislodged rubber seal on the primary settlement tank.

Deadline: 06/10/2025

3. Clear the sample point chamber of the root ingress observed during the visit.

Deadline: Already completed.

4. Request Hutchinson Environmental Solutions to confirm/investigate if the system has a means of flow measurement installed.

Deadline: 06/10/2025

5. Provide digital copies of any management statements, service history and waste transfer notes for the maintenance of the system.

Deadline: 06/10/2025

If we do not receive the information requested within specified deadline and have not been informed as to why there is a delay then we may serve a Regulation 60 Notice requiring the information under Environmental Permitting (England and Wales) Regulations 2016.

Other advisory comments

1. Undertake general site maintenance to clear the area around the treatment system so that no excessive materials, debris or waste is present that could hinder any maintenance required.

Contact details

If you have any queries regarding this CAR form or to provide an update on any actions

above, please contact me using the following details: Elis Nuttall, Environment Officer, elis.nuttall@naturalresourceswales.gov.uk, 0300 065 4651.

Thank you,

Elis Nuttall.

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 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.