

Compliance Assessment Report CAR_NRW0049258

Permit being assessed: AB3892FF

For: St Fagans National Museum of History, held by National Museum of Wales

At: St Fagans National Museum of History, St. Fagans, Cardiff, Cardiff, CF5 6XB.

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

On 28/08/2025, between 13:30 and 14:30.

Parts of permit assessed: Relevant conditions

NRW Lead Officer: Charlotte Rhodes.

Report sent to: Buildings Helpdesk, Buildings Helpdesk, on 05/09/2025.

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	Action only (X)	
WQ-B1 - Water Quality - Operations - Permitted activities	Assessed (A)	
WQ-C1 - Water Quality - Emissions and monitoring - Emissions to water	Assessed (A)	
WQ-C4 - Water Quality - Emissions and monitoring - Installation of monitoring boreholes	C4 No impact	Condition 3.3
WQ-C4 - Water Quality - Emissions and monitoring - Installation of monitoring boreholes	Action only (X)	
WQ-D1 - Water Quality - Information - Records	C4 No impact	Condition 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	1. Ensure the plant is reseeded with bacteria by an appropriately licensed contractor at least 2-3 weeks prior to resuming full-time/normal use of the toilet block linked to this PTP. Please provide documentation to demonstrate this via email.	18/09/2025
WQ-C4	2. Ensure staff are familiar with and access is maintained to the permitted sampling location in the event of monitoring being required.	18/09/2025
WQ-C4	3. Please identify the precise location of the flow meter and send a photo and location via email once completed,	18/09/2025

Criteria	Action needed	Complete by
	along with any records of meter readings.	
WQ-D1	4. Please locate a schematic or detailed process info for the PTP in place and share via email, in addition to any relevant management plans. Ensure staff are fully aware of the plant's operation and maintenance requirements.	18/09/2025

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

Visit comments

On 28th August 2025, Officer C RHODES met with Maintenance Technicians at **St Fagans National Museum of Wales** for a routine inspection of the package treatment plant referred to in permit **AB3892FF**. Weather at the time of inspection was intermittent rain showers following a period of prolonged dry weather.

Package treatment plant

On arrival at the package treatment plant (PTP), two manholes were visible with the tank placed underground - pictured below. The plant services a small toilet block and two historical buildings used infrequently for hosting school groups or organised events. The toilet block in question is rarely used at present, though all taps and toilets are flushed through weekly. However, the Maintenance Technicians mentioned that there are plans to return them to service and open to the public.



In response, Officer RHODES issued **advice & guidance** that due to extremely low flows and lack of organic matter flushing through the system, it is highly unlikely to have a healthy population of bacteria to sufficiently treat flows at present. It is therefore advised that the plant is reseeded with bacteria at least **two to three weeks prior** to these toilets being returned to full-time use.

With the covers lifted, all flow within the tank appeared to be running clear. There were no signs of sludge build-up, but the rotating components were not visible to assess visibility/presence of bacteria. When asked on the precise treatment process of this plant, staff were unsure. This present concerns in line with **Condition 1.1 - see Action 4.**



(Left) View inside the PTP; (Right) Possible meter at site but TBC.

The permitted maximum daily flow/total daily volume for this plant is 6.2m³ per day as stated in Table S3.1, however Technicians were unable to confirm the location of the meter whilst on site. There was a unit of some type in place reading 56.17, but with no clear units given. **Please see actions.**

A sample was not deemed necessary since there is minimal input into the system at present, however the sampling point location was unclear on site and staff were unsure – **see actions.**

Discharge point

Following the site walkover, the discharge point was accessible via a public footpath. The outfall was discharging at the time what appeared to be storm water; there was some growth visible but no discolouration associated with sewage or odour observed and no visible impact on the receiving watercourse, in this case the River Ely. Photos shown below.





Summary

In conclusion, the site has been determined as overall **non-compliant** with its permit, specifically in reference to Conditions 3.3, 4.1 and 1.1. Whilst there was no observed evidence of non-compliance with emissions to water, the inspection raised concerns with the understanding of plant operation and maintenance requirements. Actions are listed below.

Actions / Further comments

1. Ensure the plant is reseeded with bacteria by an appropriately licensed contractor at least 2-3 weeks prior to resuming full-time/normal use of the toilet block linked to this PTP. Please provide documentation to demonstrate this via email.
2. **Condition 3.3** - Ensure staff are familiar with and access is maintained to the permitted sampling location in the event of monitoring being required.
3. Please identify the precise location of the flow meter and send a photo and location via email once completed, along with any records of meter readings.
4. **Condition 4.1 / 1.1** - Please locate a schematic or detailed process info for the PTP in place and share via email, in addition to any relevant management plans. Ensure staff are fully aware of the plant's operation and maintenance requirements.

Additional comments

Following the inspection for the permitted asset here mentioned, Maintenance Technicians showed Officer RHODES the other two PTPs on site, the first of which serves two residential properties within the site and is registered under exemption reference **EPR/LE5994GZ/A001**. Upon lifting the cover, the plant appeared to be functioning as expected though it was noted that the cover itself was not very secure. Although the path leading to it was closed off to the public, some enhancements were discussed as best practice measures.

The second additional PTP was located at the base of the site and serves the hut/office at the entrance to the

car park of the site, registered under permit reference **NP3327XE**. A separate CAR will be completed for this.

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.