

Compliance Assessment Report CAR_NRW0049406

Permit being assessed: TB3438AQ

For: PUMPING STATION SERVING FITZHAMMOND, held by BRITISH
TELECOMMUNICATIONS PUBLIC LIMITED COMPANY
At: EMBANKMENT, CARDIFF, CARDIFF, CF11 6AR.

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

On 16/09/2025, between 13:30 and 14:00.

Parts of permit assessed: Relevant conditions

NRW Lead Officer: Charlotte Rhodes.

Report sent to: Edward Atkinson, Technical Supervisor, on 16/09/2025.

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	Assessed (A)	
WQ-C1 - Water Quality - Emissions and monitoring - Emissions to water	Action only (X)	
WQ-C4 - Water Quality - Emissions and monitoring - Installation of monitoring boreholes	C4 No impact	3.3.1
WQ-C1 - Water Quality - Emissions and monitoring - Emissions to water	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-C1	1. Please share the last 12 months of flow monitoring data for this asset.	30/09/2025
WQ-C4	2. Please reinstate the tunnel access chamber and confirm a suitable, labelled sampling point to facilitate monitoring access in line with Condition 3.3.1.	14/10/2025
WQ-C1	3. When the access chamber/hatch is reinstated, please ensure it is suitably secure so as to prevent interference which could give rise to pollution.	14/10/2025

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**Visit comments**

On 16th September 2025, Officer C RHODES met with Technical Supervisor at BT's facility on Fitzhammon Embankment, Cardiff, for a routine inspection of the pumping system referred to in permit **TB3438AQ**. Weather at the time of inspection was dry and sunny with heavy rain in the days preceding.

The pumped groundwater referred to in the permit is groundwater seepage into BT's tunnel (not groundwater abstraction), which accumulates in a sump/pump chamber and then discharges only when full. The permit holder conducts yearly sampling and the flow meter for this asset is located within the tunnel itself, monitored remotely via telemetry on a monthly basis. The pump itself was not inspected due to its location within a confined space and associated health & safety considerations. It was also recently replaced in August 2025, during which time the operation was ceased for a few weeks and an emergency discharge to sewer arrangement was used where necessary.

Access to the tunnel is normally via a chamber, however during the visit operatives noted that this appeared to have been tarmacked over. The photo below shows where it should have been.



It was discussed that the chamber will need to be reinstated and when done so, the permit holder will ensure a secure cover is installed to prevent possible interference which could introduce polluting matter.

Discharge point

The discharge point into the River Taff was observed and photographed as below. It is overgrown at present and difficult to access safely, hence it was discussed that previous samples have been taken from the sump chamber instead. At the time of visit, there was no observed flow leaving the discharge point but signs of a recent trickle. No rag or visible indications of polluting matter were observed.

**Compliance context**

Whilst there were no observable signs of pollution at the time of inspection, we currently find the site **non-compliant** with Condition 3.3.1 due to there not being a suitably accessible sampling point. Please see actions below.

Actions/Further comments

1. Please share the last 12 months of flow monitoring data for this asset.
2. Please reinstate the tunnel access chamber and confirm a suitable, labelled sampling point to facilitate monitoring access in line with **Condition 3.3.1**.
3. When the access chamber/hatch is reinstated, please ensure it is suitably secure so as to prevent interference which could give rise to pollution.

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.