

Compliance Assessment Report CAR_NRW0049413

Permit being assessed: AN0179101

For: TAIR ONEN WWTW, held by DWR CYMRU CYFYNGEDIG

At: ST. HILARY, COWBRIDGE, VALE OF GLAMORGAN, WALES, CF71 7UA.

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

On 17/09/2025.

Parts of permit assessed: Relevant conditions

NRW Lead Officer: Charlotte Rhodes.

Report sent to: DCWW CARS Mailbox, DCWW CARS Mailbox, on 17/09/2025.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
WQ-A1 - Water Quality - Management - General management	Ongoing (O)	Condition 1.1
WQ-A1 - Water Quality - Management - General management	Action only (X)	
WQ-C4 - Water Quality - Emissions and monitoring - Installation of monitoring boreholes	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-A1	1 cont. Update the written management system for Tair Onen WwTW to be site specific and provide a deadline by when this will be completed.	08/10/2025
WQ-A1	Ensure maintenance updates include checks targeted at identifying blockages early-on to prevent seepage causing further pollution to land.	Already completed
WQ-C4	The installation of a suitable monitoring/sampling point should be addressed under base maintenance and not investment funding. Please provide estimated timescales for completion.	08/10/2025

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

Following CAR_NRW0048366 the below responses were received from Dwr Cymru (DCWW):

First response 24/06/2025

Action 1: Please detail how the management procedures for this site will be updated to ensure the maintenance of the entire site going forward.

DCWW would like to formally challenge the C3 breach issued in relation to permit condition 1.1.1 at Tair Onen Wastewater Treatment Works. DCWW can confirm that the site is compliant with the requirements of permit condition 1.1.1. As such, we do not consider that updates to the existing management procedures are necessary at this time. Tair Onen WwTW is a small-scale site with minimal mechanical infrastructure. The only piece of equipment requiring planned maintenance is the filter bed, for which a maintenance regime is already in place and has been previously evidenced.

In addition to this, the site is subject to fortnightly operational visits. During these visits, a range of routine tasks are carried out in accordance with the general management procedure for descriptive works. To support this, we have attached the operational task list issued as part of the fortnightly job card, along with SAP records evidencing the completion of these tasks. As you can see from the task list this covers the site in its entirety. The records provided cover the period from 30th December to 19th May. We trust this information demonstrates that appropriate management procedures are in place and being followed.

Action 3: Investigate the root cause of the seepage of sewage material from the underground tank, witnessed during the inspection and referenced in the previous CAR, and give an expected completion date for repair works.

The seepage of sewage material observed during the inspection and referenced in the previous CAR was the result of a prior blockage. This blockage has since been cleared, and there is currently no evidence of any further spills or seepage. To mitigate the risk of recurrence, we have reviewed the maintenance schedule and will be increasing the frequency of tanker visits to the site. This proactive measure is intended to reduce the likelihood of future blockages and ensure the system remains fully operational. At this time, no additional repair works are required, as the issue has been resolved through clearance of the blockage. However, we will continue to monitor the site closely. Should any further issues arise, appropriate remedial actions will be taken promptly. Please see images attached of site chamber from this week.

Action 4: The most recent visit log appears to be from December 2024. Were there no visits between this time and the compliance inspection in February 2025? If not, why not?

As evidenced by the SAP records, a site visit is completed by operations every two weeks and an entry is made in the logbook upon each visit. Please see attached logbook entries for January and February 2025.

Second response 03/07/2025

Action 2: Given the information submitted, the non-compliance with this condition noted in the previous CAR remains. How soon can this recorded risk be rectified to ensure the site returns to compliance with this condition?

Construction of a sample point isn't currently in any investment plan due to size of works, small discharge and it doesn't discharge into SAC therefore it was not included in the permit reviews. However, under base

maintenance we will look to address this within the current AMP period.

OUR RESPONSE

Following review of the responses and information submitted we continue to have concerns with the site regarding compliance. We can confirm Actions 3 & 4 **are now closed**. However:

- **RE Action 2:** The installation of a suitable sampling/monitoring point should not be addressed via investment funding in the AMP programmes, but is a compliance-specific and therefore base maintenance issue. Please provide estimated timescales for completion.
- **RE Action 1:** We do not accept the formal challenge to C3 breach. The routine task list/fortnightly job card provided is clearly generic, including “check and clean final effluent sampling point” which it has already been established does not exist at this site. Management procedures **must be site specific** in order to ensure effective operation in line with permit requirements, therefore we continue this with an action detailed below and the Category 3 non-compliance remains.
- Furthermore, the photographs provided of site logs (in response to Action 4) clearly demonstrate a history of blockages at the site, mentioning difficulty with tanker access which must be better facilitated in order to proactively increase tanker visits and proactive monitoring as mentioned in response to action 3.

Actions

1. As a continuation of the previous Action 1 - Update the written management system for Tair Onen WwTW to be site specific and provide a deadline by when this will be completed.
2. Ensure maintenance updates include checks targeted at identifying blockages early-on to prevent seepage causing further pollution to land. (Marked as already completed due to no deadline given).
3. The installation of a suitable monitoring/sampling point should be addressed under base maintenance and not investment funding. Please provide estimated timescales for completion.

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.