

Compliance Assessment Report CAR_NRW0048796

Permit being assessed: AN0098001

For: PANTYGASSEG WASTEWATER SEWAGE WORKS, held by DWR CYMRU CYFYNGEDIG

At: PONTYPOOL, GWENT, WALES, ., NP4 6UH.

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

On 09/07/2025, between 11:15 and 12:00.

Parts of permit assessed: Site

NRW Lead Officer: Alastair Krzyzosiak.

Report sent to: cars@dwrwymru.com, cars@dwrwymru.com, 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	C3 Minor	1
WQ-B2 - Water Quality - Operations - The site	Action only (X)	
WQ-A1 - Water Quality - Management - General management	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	Repair arm and regain proper treatment of effluent. Remove moss from bioblock.	30/09/2025
WQ-B2	Confirm how often this site is visited for checks/maintenance? Provide details on any breakdowns or maintenance issues over the previous 12 months. Return the site to full treatment.	19/11/2025
WQ-A1	Provide a summary of any proposed improvements for the site (if any). What improvement programmes are the site listed on? What are the proposed delivery schedules?	19/11/2025

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 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

Weather at time of inspection: Sunny / dry

No emergency overflow and no screens at this works. Gravity fed. No power. Summer access is ok, but in winter there are access difficulties due to a steep slope down a dirt track and no turning.

Vegetation had been cut back recently.



The flow entering the works used to be split, with some of the flow bypassing the works entirely. This is no longer the case, and the flow is piped directly to the works (septic tank).





The filter bed is made from bioblock filter medium. The bed is covered to prevent leaf litter falling onto the filter bed from the surrounding woodland. The rotating arm was not working, resulting in an uneven distribution of effluent over the filter medium. There was also a build up of moss.

ACTION: Repair arm and regain proper treatment of effluent as soon as possible. Remove moss from bioblock.



The hummus tanks were overly crusty, indicating that the effluent was not receiving a good level of treatment due to the broken arm mechanism mentioned above.



There was sewage fungus on the outlet pipe, again, indicating that the effluent was not receiving an appropriate level of treatment.



ACTION: Confirm how often this site is visited for checks/maintenance? Provide details on any breakdowns or maintenance issues over the previous 12 months. Return the site to full treatment.

ACTION: Provide a summary of any proposed improvements for the site (if any). What improvement programmes are the site listed on? What are the proposed delivery schedules?

Summary - Ultimately, the site wasn't functioning as it should due to a lack of maintenance/management. Condition 1 states *The operator shall manage and operate the activity: (a) in accordance with a written management system that identifies and minimises risks of pollution so far as is reasonably practicable, including those risks arising from operations, maintenance, accidents, incidents, non-conformances and those drawn to the attention of the operator as a result of complaints; and (b) using sufficient competent persons and resources.* This clearly wasn't happening at the time of my visit, as evidenced by the issues highlighted above. Therefore this is a breach of Condition 1. It could also be a breach of Condition 2, as the discharge doesn't consist of properly treated effluent.

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.