

## Compliance Assessment Report CAR\_NRW0049845

**Permit being assessed:** BP0068701

For: PENTREGAT HOUSING ACT WORKS, held by CYNGOR SIR CEREDIGION C C  
At: PENTREGAT, ., LLANDYSSUL, CEREDIGION, SA44 6HN.

**Type of assessment carried out:** Check Monitoring/Sampling, Reason: Routine.  
On 01/09/2025.

Parts of permit assessed: Condition 3.1.2

**NRW Lead Officer:** Bethan Lewis.

**Report sent to:** Martyn Davies, STW Project Officer for Ceredigion County Council, on 06/11/2025.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
WQ-C2 - Water Quality - Emissions and monitoring - Emissions to land	C3 Minor	3.1.2

Result types are explained in more detail in the 'Important Information' section below.

### 2. What action is required?

Criteria	Action needed	Complete by
WQ-C2	Submit a report to Natural Resources Wales (NRW) detailing the actions to be undertaken to investigate and/or resolve the sample failures at Pentregat Housing Act Works. The report must provide reasonable deadlines for the completion of individual actions.	06/01/2026

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.

#### **You are non-compliant with your permit.**

**At this time, we are issuing you with a warning for the non-compliance recorded above. Warnings may influence future enforcement response for continued or further non-compliance.**

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

A routine effluent sample collected from Pentregat Housing Act Works by Natural Resources Wales (NRW) on the 01 September 2025 was found to contain 210mg/l Biochemical Oxygen Demand (BOD) when the permit limit is 150mg/l. As the BOD failure was less than twice the permit limit, but not within 20% of the permit limit, a category 3 non-compliance has been recorded above for a non-compliance that has the potential to have a minor or minimal impact or effect on the environment, people and/or property.

Since October 2024, NRW has visited Pentregat Housing Act Works on seven separate occasions to collect samples from the outflow of the septic tank. Table 1 below provides the analytical results of these samples. Of the samples recorded below, two could not be collected due to no flows, one complied with the permit limits for BOD and suspended solids, and four exceeded the permit limits for BOD and/or suspended solids.

*Table 1: Analytical results of effluent samples collected by NRW at Pentregat Housing Act Works since October 2024*

Date	BOD (mg/l)	Suspended Solids (mg/l)	Associated CAR
15 October 2024	>223	81	CAR_NRW0045637
29 January 2025	192	53	CAR_NRW0046331
25 March 2025	No flow	No flow	
21 May 2025	386	112	CAR_NRW0048538
12 June 2025	No flow	No flow	
28 July 2025	>76.4	92	
01 September 2025	210	60	CAR_NRW0049845

Following the first sample failure on the 15 October 2024, the operator, Ceredigion County Council (CCC) was asked to investigate and explain why the BOD failure occurred and to confirm what measures would be taken to prevent a recurrence. CCC responded stating that no obvious cause had been identified for the BOD failure, however a maintenance contractor had been instructed to initiate a programme reseeding.

Following the second sample failure on the 29 January 2025, CCC were asked to complete the reseeding programme and confirm whether additional actions were required to prevent further failures. CCC responded stating that the maintenance contractor had reversed their opinion on the effectiveness of the reseeding programme given that the site comprises of a septic tank rather than a filter bed or Rotating Biological Contractor (RBC). CCC therefore proposed increasing the emptying frequency to once every two months, reducing to 6 weeks if necessary.

Given the latest sample failures on the 21 May and 01 September 2025, it does not appear that increasing the emptying frequency has had the desired impact on effluent quality at Pentregat Housing Act Works. CCC are therefore asked to submit a report to Natural Resources Wales detailing the actions to be undertaken to investigate and/or resolve the sample failures at Pentregat Housing Act Works by the **06 January 2026**. The report must provide reasonable deadlines for the completion of individual actions.

*In this document 'Natural Resources Wales' means the Natural Resources Body for Wales established by Article 3 of the Natural Resources Body for Wales (Establishment) order 2012.*

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](mailto: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](mailto: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.