

Compliance Assessment Report CAR_NRW0049767

Permit being assessed: AN0389101

For: HIGH CROSS ROAD ROGERSTONE, held by NEWBRIDGE ESTATES

At: DEVELOPMENT AT HIGH CROSS ROAD, ROGERSTONE, NEWPORT, GWENT, .

Type of assessment carried out: Audit, Reason: Routine.

On 22/10/2025, between 13:17 and 13:52.

Parts of permit assessed: Site infrastructure and operations

NRW Lead Officer: Elis Nuttall.

Report sent to: DCWW, Water Industry, on 20/11/2025.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
WQ-B2 - Water Quality - Operations - The site	C3 Minor	4 - Sample Point
WQ-D1 - Water Quality - Information - Records	Action only (X)	
WQ-B3 - Water Quality - Operations - Operating techniques	Action only (X)	
WQ-B2 - Water Quality - Operations - The site	Action only (X)	
WQ-D1 - Water Quality - Information - Records	Action only (X)	
WQ-D1 - Water Quality - Information - Records	Action only (X)	
WQ-B2 - Water Quality - Operations - The site	Action only (X)	
WQ-A1 - Water Quality - Management - General management	Action only (X)	
WQ-B1 - Water Quality - Operations - Permitted activities	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-B2	Carry out vegetation clearance to identify and access the listed sample point at ST2819188273. Evidence of this work shall be provided to NRW.	20/12/2025
WQ-D1	Provide details on the recent maintenance and servicing on the pumps for this SPS.	04/12/2025
WQ-B3	Undertake a wet well clean, focusing on removing deposits	20/12/2025

Criteria	Action needed	Complete by
	from the chamber walls as the bar screen.	
WQ-B2	Confirm the storage capacity of the SPS.	04/12/2025
WQ-D1	Provide an example of telemetry data (EDM and flow recording) for the 12 months prior to the visit (October 2024 - October 2025).	20/12/2025
WQ-D1	Confirm the telemetry maintenance schedule and calibration records.	04/12/2025
WQ-B2	Confirm, with evidence, the location of a tanker point for the SPS.	04/12/2025
WQ-A1	Improve access to the discharge point identified at ST2831088173.	20/12/2025
WQ-B1	Apply for a permit variation to change the discharge point to ST2831088173. Non-specific deadline due to variable lead times.	20/05/2026

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.

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

Site Visit Report

This report details the site visit made by Natural Resources Wales (NRW) on the 22/10/2025 to High Cross Road Sewage Pumping Station (SPS), operated by Dŵr Cymru Welsh Water (DCWW), permit reference number EPR- AN0389101.

I (NRW Environment Officer Elis Nuttall) attended High Cross Road SPS, Rogerstone, Newport at 13:17 for a water quality permit compliance inspection where I met with DCWW's Operational Supervisor (SB). The weather was overcast but dry during the visit.

General Observations

This site is an SPS with a permit to operate a water discharge activity, namely the discharge of sewage in emergency. The discharge shall only occur when the SPS is inoperative as a result of electrical power failure, mechanical breakdown of duty and standby pumps, rising main failure or blockage of the downstream sewer which is not due to the act or default of the operator, its agents, representatives, officers, employees or servants.

The discharge shall be dependant on rainfall, with a maximum solid matter size of 10mm in more than 1 dimension ensured via the provision of a 10mmx10mm screen. The maximum

storage capacity shall be 17.3m³. The effluent sampling and discharge points shall be provided at ST2819188273.

The site was operational at the time of the visit.

Initial Discussion

This was the first compliance visit for the asset, so a brief history of the site and management history was discussed with SB. It was stated that the site hasn't experienced any major incidents, malfunctions or changes since its operation began, which is confirmed by the minimal compliance records held by NRW. I noted that the listed sample and discharge points appeared to be located within the boundaries of the adjacent children's centre, so access was assumed to be hindered. No further discussions were held and we proceeded to inspect the site's infrastructure.

Site Infrastructure

General site conditions were good with the compound being secured by a fence and all appropriate signage was in place. The compound was clear of any obstructions, all covers and grates were intact and safe, and there was no difficulty in accessing any of the infrastructure. This is seen in Figure 1.



Figure 1 – The general site condition as observed during the visit.

The control box was inspected and observed to be clean and dry with no condensation or cracks present. There was an emergency stop function in place as well as a plug in point for a backup generator. All displays and readouts were clear and working as designed, with SB noting that this asset was a part of the Diffodd scheme to upgrade and improve the remote monitoring at the site. These observations are evidenced in Figure 2.



Figure 2 – The control box as observed during the visit.

The site log book was inspected and seen to be updated regularly with routine and non-routine maintenance. No incidents of concern were noted however there were several pump failures recorded which were rectified promptly. There have been no instances where the SPS has had to be taken offline for an extended period of time. SB explained that there is a dual pump setup at this site, with one duty and one backup pump in place. These appeared to be operating well at the time of the visit with no concerning noise or vibration present. When queried on their servicing regime, SB noted that details could be supplied via email. This is listed as an action below.

The wet well was inspected and appeared to be in a good condition structurally, with no cracks or defects present. However, some minor corrosion is present on the metal components, raising concerns on the long term integrity of the asset. An advisory comment has been listed to assess this to ensure continued operational effectiveness. Additionally, there were some deposits present within the chamber and particularly on the 10mm bar screen for the EO, with a slight residual odour as a result. Please see Figure 3

for evidence to support these observations. I have actioned that a clean should be undertaken to address this due to the risk of flows being impacted by this restriction, potentially leading to flooding at the site. SB informed me that the asset is on a 12 month cleaning regime with the last clean completed on the 20/05/2025. I also requested that SB confirm the storage capacity of the site as it was not known at the time of the visit.



Figure 3 – The wet well conditions as observed during the visit.

Left: The wet well in its entirety; Right: The outlet screen with deposits buildup present

There is a telemetry system in place at the site, with EDM and high level recorded. The sensors were observed to be clean and working as designed (Figure 4), with SB showing the data recorded on their phone during the visit. I have requested an example of this data for the site to show flow rates and overflow events to ensure compliance, please see the actions list below. Additionally, I requested the maintenance schedule and calibration records for the system as evidence of appropriate management and operation.



Figure 4 – The telemetry sensor heads as observed during the visit.

The valve chamber was secure and accessible, with all internal infrastructure in a good operational condition. However, I was unable to observe a tanker point to be used in the event of inoperable periods. As such I have requested that confirmation and evidence of a tanker point be provided. These observations are seen in Figure 5.



Figure 5 – The valve chamber as observed during the visit.

An attempt was made to access the listed sample and discharge points (both consented to be at the same location – a chamber at ST2819188273) but this was not possible due to heavy vegetation overgrowth. On discussion and studying the site maps with SB, it was noted that the EO line discharges to what appears to be a field at ~ST2830888195. It is also noted that this point is where NRW's mapping system lists the discharge point to be, not at the coordinates outlined in the permit (as seen in Figure 6). It was decided that we would investigate this discharge point to confirm its existence and location.

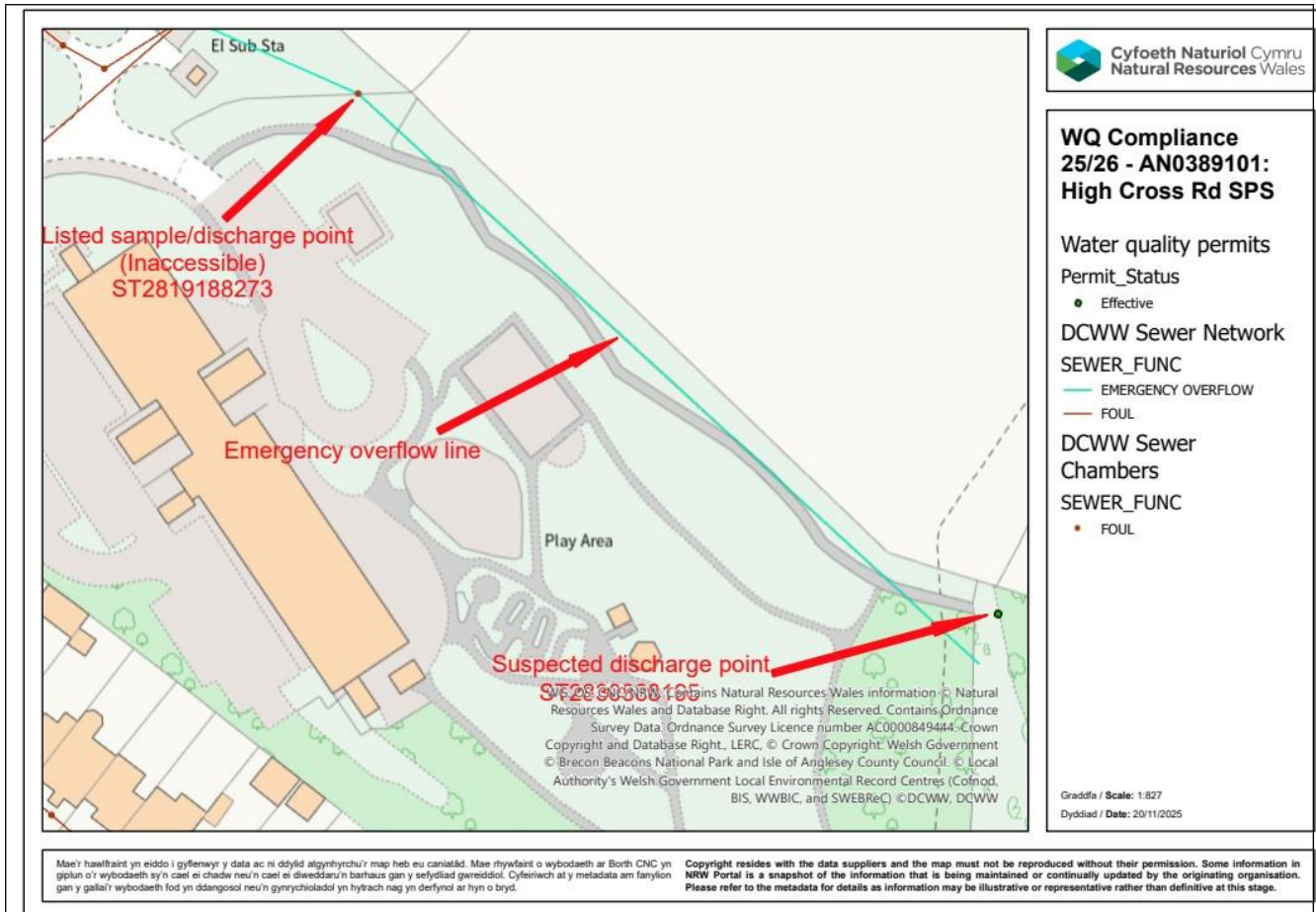


Figure 6 – The EO drainage system with the listed and suspected discharge points.

Gaining access via the adjacent fields (which involved restricted access and climbing over a boundary fence), SB and I followed the line of the EO overland to the suspected discharge point. On arrival, a headwall was found at ST2831088173 discharging to a wet, marshy area which is presumably connected to a pond at ST2844088112 and thus the wider water environment. This headwall is seen in Figure 7.



Figure 7 – The headwall located at ST2831088173, within 10m of the suspected discharge point as it appears on the NRW mapping system.

Through discussions with SB, an agreement was reached where DCWW will attempt to gain access to the listed sample point at ST2819188273 through vegetation clearance. This lack of access has been breached in this report, with the clearance work actioned below. Additionally, DCWW will improve access to the discharge point identified at ST2831088173 in this visit and vary the permit to reflect the reality of the drainage layout on site. This is actioned below.

No further observations were made during this visit.

Final Discussion

I outlined my observations, breaches and actions to SB who confirmed that DCWW would begin the access improvements as soon as possible.

I left site at 13:52.

Breaches of permit conditions

Below are the permit breaches that were identified during the site inspection.

CATEGORY 3 BREACH – PERMIT CONDITION 4 – Sample Point

The outlet to controlled waters shall be constructed and maintained so that a representative

sample of the discharge may be obtained at National Grid Reference ST2819188273 as shown marked 'Consent Point' on Plan AN0389101.

The sample point was inaccessible at the time of the visit due to heavy vegetation growth and boundary restrictions. This stands as a breach of condition 4 of the permit with potential to cause a minor environmental impact.

Please see report content for further justification

Actions required by dates specified

1. Carry out vegetation clearance to identify and access the listed sample point at ST2819188273. Evidence of this work shall be provided to NRW.

Deadline: 20/12/2025

2. Provide details on the recent maintenance and servicing on the pumps for this SPS.

Deadline: 04/12/2025

3. Undertake a wet well clean, focusing on removing deposits from the chamber walls as the bar screen.

Deadline: 20/12/2025

4. Confirm the storage capacity of the SPS.

Deadline: 04/12/2025

5. Provide an example of telemetry data (EDM and flow recording) for the 12 months prior to the visit (October 2024 - October 2025).

Deadline: 20/12/2025

6. Confirm the telemetry maintenance schedule and calibration records.

Deadline: 04/12/2025

7. Confirm, with evidence, the location of a tanker point for the SPS.

Deadline: 04/12/2025

8. Improve access to the discharge point identified at ST2831088173.

Deadline: 20/12/2025

9. Apply for a permit variation to change the discharge point to ST2831088173.

Deadline: Non-specific, variable lead times apply.

If we do not receive the information requested within specified deadline and have not been informed as to why there is a delay then we may serve a Regulation 60 Notice requiring the information under Environmental Permitting (England and Wales) Regulations 2016.

Other advisory comments

1. Assess the corrosion present on the metal components within the wet well and upgrade as necessary to ensure continued operational effectiveness.

Note that this is not an action, but advice only. No updates will be requested.

Contact details

If you have any queries regarding this CAR form or to provide an update on any actions above, please contact me using the following details: Elis Nuttall, Environment Officer, elis.nuttall@naturalresourceswales.gov.uk, 03000 65 4651.

Thank you,

Elis Nuttall.

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.