

Compliance Assessment Report CAR_NRW0049988

Permit being assessed: DB3496HV

For: Great Milton Park, held by REDROW HOMES LIMITED

At: Great Milton Park, Cot Hill, Llanwern, Newport, Newport, NP18 2DP.

Type of assessment carried out: Other, Reason: Incident Response (Incident number: 2510163).

On 16/11/2025, between 12:45 and 15:15.

Parts of permit assessed: All permit

NRW Lead Officer: Gavin Summerhill.

Report sent to: Nick Powell, Site Manager, on 11/12/2025.

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	1.1.1 (a) General management- The operator shall manage and operate the activities: in accordance with a written management system that identifies and minimises risks of pollution, including those arising from operations, maintenance, accidents, incidents, non-conformances and those drawn to the attention of the operator as a result of complaint.
WQ-C1 - Water Quality - Emissions and monitoring - Emissions to water	C3 Minor	3.1 Emissions to water- There shall be no point source emissions to water except from the sources and emission points listed in schedule 3.
WQ-D2 - Water Quality - Information - Reporting	C3 Minor	4.3.1 (a) Notifications- Natural Resources Wales shall be notified

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
		without delay following the detection of any malfunction, breakdown or failure of equipment or techniques, accident, or emission of a substance not controlled by an emission limit which has caused, is causing or may cause significant pollution.

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	Update the written management plan to include contingencies in the event of a future issue with the SPS.	06/01/2026
WQ-C1	Provide NRW with the full details of the measures which were taken during the incident to mitigate pollution. Waste transfer notes are also required.	06/01/2026
WQ-D2	For any future instances of foul water discharging to the attenuation ponds, ensure that NRW is informed immediately and that the discharge is effectively managed.	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

On Sunday 16th November 2025 I Gavin Summerhill (Environment Officer) for Natural Resources Wales attended a report of sewage discharging for a Sewage Pumping Station at Redrow Site, Hen Chwarel Dr, Newport NP18 2DP.

I arrived on site at 12.45. I checked maps to identify the location of the sewage pumping station and gather an overview of the site and the discharge locations. I located the sewage pumping station. The discharge was clearly visible running from the locked compound. Please see Fig 1 below.



Fig 1

The discharge continued approximately 50 meters down the highway where it entered two road drains. Please see Fig 2 and 3 below.



Fig 2



Fig 3

I proceeded to take 3 x 1ltr general samples from the permitted discharge location which entered Monks Ditch. Upstream sample, permitted discharge location sample and a downstream sample. Please see Fig 4, 5 and 6 below.



Fig 4 (discharge location)



Fig 5 (upstream)



Fig 6 (Downstream)

At this time it was unclear where the road drains led to. Upon further investigation the drains led back to an attenuation pond 2 on the Redrow site.

The Redrow site manager was contacted and arranged mitigation and a clean up of the site.

I left site at 15:15.

Breaches of permit condition:

1. 1.1.1 (a) General management- The operator shall manage and operate the activities: in accordance with a written management system that identifies and minimises risks of pollution, including those arising from operations, maintenance, accidents, incidents, non-conformances and those drawn to the attention of the

operator as a result of complaint.

Justification

Foul water which had not undergone any form of treatment discharged into Pond 2 during the spill; written management system was not sufficient to prevent impact.

2. 3.1 Emissions to water- There shall be no point source emissions to water except from the sources and emission points listed in schedule 3.

Justification

The discharge permitted by schedule 3 is for site drainage; foul water should not have entered the road drains leading to Pond 2.

3. 4.3.1 (a) Notifications- Natural Resources Wales shall be notified without delay following the detection of any malfunction, breakdown or failure of equipment or techniques, accident, or emission of a substance not controlled by an emission limit which has caused, is causing or may cause significant pollution.

Justification

NRW was not notified by Redrow personnel that there had been an issue with the pumping station.

Action required by date specified:

1. Update the written management plan to include contingencies in the event of a future issue with the SPS.
2. Provide NRW with the full details of the measures which were taken during the incident to mitigate pollution. Waste transfer notes are also required.
3. For any future instances of foul water discharging to the attenuation ponds, ensure that NRW is informed immediately and that the discharge is effectively managed.

The deadline for the above actions is 6th January 2026

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:

Gavin Summerhill (Environment Officer)

gavin.summerhill@cyfoethnaturiolcymru.gov.uk

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.

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.