

Compliance Assessment Report CAR_NRW0050186

Permit being assessed: AW1004401

For: Newbridge-on-Wye Wastewater Treatment Works, held by DWR CYMRU
CYFYNGEDIG

At: Off A470, Newbridge-on-Wye, Llandrindod Wells, Powys, LD1 6LH.

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

On 15/12/2025, between 11:00 and 11:20.

Parts of permit assessed: See Criteria Below

NRW Lead Officer: Chris Gurney, accompanied by: Kirsty Allwood.

Report sent to: CARS mailbox, CARS mailbox, on 17/12/2025.

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	Assessed (A)	
WQ-B1 - Water Quality - Operations - Permitted activities	Assessed (A)	
WQ-B2 - Water Quality - Operations - The site	Assessed (A)	
WQ-B3 - Water Quality - Operations - Operating techniques	Assessed (A)	

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

2. What action is required?

No action required.

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

This was a preplanned OSM site inspection conducted by Natural Resources Wales Officers, Chris Gurney and Kirsty Allwood. The following DCWW representatives showed us around the site:

Process Scientist and Senior Operative.

The weather during the visit was overcast and raining. We were shown through the works from the inlet through to the outfall.

General observations

The site is an aeration works that fall under the Operator Self-monitoring tier 3 requirement.

Inspection summary

- The storm weir chamber was visually inspected and was actively discharging into the storm overflow. The storm discharged is controlled by a floatation gate within the inlet channel



which was partially closed during the visit.

- The floatation gate appeared to be working during the visit, but there is concern that the system can be easily manipulated leading to storm overflow discharges that aren't monitored precisely. However, the site is being considered for future investment to install storm overflow tanks which could alleviate this problem.
- The storm to environment EDM monitoring point was observed and appeared to be in working order.
- The powered brush screen was visually inspected and appeared to be working correctly, preventing significant solids and rags from entering the next stage of the process.
- The inlet flow meter was inspected and appeared to be in working order.
- The aeration system was observed to be operating correctly, with aeration being visually observed within the aeration ditch. The pump for the Return Activated Sludge could be seen operating correctly returning the sludge from the final settlement tank.



- The outfall of the aeration ditch was inspected, and no visible signs of solids were passing over the weir indicating that the aeration system was working properly.



- The final settlement tank was observed operating correctly. There were no signs of significant solids present.
- The final effluent sampling point was inspected and was free of obstructions and easily accessible.
- The outflow was observed to be flowing clearly with no signs of concern such as discolouration or sewage fungus.



General comments

The treatment works appeared to be in working order effectively treating the sewage with no signs of concern across the site.

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.