

Compliance Assessment Report CAR_NRW0050204

Permit being assessed: S/01/56068/T

For: STP SERVING GARDEN CENTRE AND, held by CHARLIES STORES LIMITED
At: WORKSHOP COED Y DINAS FARM, SARN Y CALED, WELSHPOOL, POWYS, .

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

On 27/11/2025, between 09:00 and 17:00.

Parts of permit assessed: 1.9.1 works operation, 1.10.1 maintenance

NRW Lead Officer: Shaun Rees.

Report sent to: Charlies Stores Ltd, Permit holder, on 19/12/2025.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
WQ-C1 - Water Quality - Emissions and monitoring - Emissions to water	C3 Minor	1.9.1 works operation
WQ-A1 - Water Quality - Management - General management	C3 Minor	1.10.1 Maintenance

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

2. What action is required?

Criteria	Action needed	Complete by
WQ-C1	Ensure the treatment plant is serviced, maintained and desludged as and when required.	15/01/2026
WQ-A1	Improve management of treatment plant to ensure required maintenance and notify NRW of any future failures	15/01/2026

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.

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

On the 17 December 2025, NRW received a report of sewage fungus present at the outlet serving the sewage treatment plant at Coed y dinas, Welshpool, permit number S/01/56068/T on the 27 November 2025.

The report also contained photographic evidence, which we have looked at and can confirm that large amount of sewage fungus were present at the outlet of the above treatment plant.

NRW visited the site on 18 December 2025, and found the outfall to be visually satisfactory, and no impact seen on the receiving waters.

On the 19 December 2025, I spoke with Will Howells, facilities manager to discuss the findings and potential issues.

Mr Howells stated that he was made aware of the issue some weeks ago, inspected the outfall and found no issues. He also stated that the plant was desludged/serviced in October 2025.

Non-Compliances (recorded in summary) Actions to be addressed –

1.9.1 works operation

The sewage treatment plant shall be operated and the the effluent shall be treated in a manner which, so far as reasonably practicable, minimises the polluting effects of the discharge made from the sewage treatment plant on controlled waters

1.10.1 Maintenance

The sewage treatment plant shall be operated and maintained in accordance with good operational practice such that:

- a) it remains fully operational except at times of unavoidable mechanical or electrical breakdown which shall be attended to, and the agency informed of the failure, as soon as practicable after the failure:*
- b) following a failure all equipment shall be returned to normal operation as soon as practicable:*
- c) tanks shall be desludged at sufficient frequency and in such manner to prevent excessive carryover of suspended solids.*

Please provide NRW a copy of the site's Environmental management system (EMS) and any evidence of routine and non routine actions/works carried out on the treatment system by 15 January 2026.

[Natural Resources Wales / Develop an Environment Management System for the discharge of up to 20 cubic metres per day of sewage effluent](#)

[Natural Resources Wales / Running and maintaining a septic tank or small sewage plant](#)

Due to concerns with daily flows being exceeded from the site and the potential overloading of the system.

Please also install, operate and maintain a means of flow measuring between the treatment plant and the outfall by 15 January 2026 and provide NRW daily flow data for the period between 16 January 2026 to 16 April 2026 on or just after the 17 April 2026.

This data can also be requested at the time of any inspection.

1.5 Flow measurement

1.5.1

a) At the request of the agency, the consent Holder shall install, operate and maintain a means of flow measuring to a specification and at a location required by the agency, to enable the daily volume and/or instantaneous flow of sewage through the sewage treatment plant to be recorded.

b) The consent Holder shall calibrate, operate and maintain the flow monitoring and recording system to a standard agreed or specified by the agency. The flow and maintenance records shall be provided to the Agency as and when requested.

Advisory

If any future failures occur with the treatment plant, please report them to NRW as soon as possible using either [Natural Resources Wales / Report an environmental incident](#) or on tel:03000653000.

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.