

Compliance Assessment Report CAR_NRW0050756

Permit being assessed: AA0027601

For: GREAT OAK STW GREAT OAK MONMOUTH, **held by:** DWR CYMRU CYFYNGEDIG

At: GREAT OAK STW, GREAT OAK, MONMOUTHSHIRE, WALES, .

Type of assessment carried out: Site Inspection,

Reason: Routine.

On 11/02/2026, between 11:10 and 11:35.

Parts of permit assessed: Whole permit

NRW Lead Officer: Peter Jones.

Report sent to: DCWW, CARS@DWRCYMRU.COM, on 19/02/2026.

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

Part of permitted activity assessed (criteria)	Assessment result	Non-compliant permit condition
WQ-C1 - Water Quality - Emissions and monitoring - Emissions to water	C3 Minor	1

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	Improve infrastructure	31/03/2026

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 site inspection of Great Oak Wastewater Treatment Works carried out by Environment Officer Peter Jones.

The effluent enters the works and discharges to a septic tank constructed from brick. The masonry on the western side of the septic tank has deteriorated and effluent is leaking through the wall and discharging into a water course which runs adjacent to the site boundary. This is an unauthorised discharge of sewage effluent to an inland freshwater, a breach of condition 1 of the permit. See attached photographs of the discharge.

From the septic tank the effluent passes to a small balancing tank with a storm overflow. The storm over flow is authorised under permit AB3493ZB. The EDM sensor is located above this chamber.

The settled effluent flows from the septic tank to a filter bed. The filter arm is relatively new and looks to be in good condition. There is an even distribution of effluent to the filter medium and effluent is percolating into the medium. There is no ponding or leaf litter build up on the filter bed.

The effluent from the filter bed then passes to a humous tank. The storm effluent re-joins the system at this point for settlement. The clarity of the effluent leaving the humus tank looked good.

From the humus tank the effluent then passes to a reed bed system for tertiary treatment. The final effluent sample point is clearly marked. The permit states the discharge point for the final effluent is SO3843010160. This is incorrect the sign posted final discharge point is located at grid reference SO3835910185.

The grid reference listed in permit AB3493ZB list the storm grid reference discharge point as SO3834910168, this may be incorrect and should also be checked.

Site photographs attached below.

Actions

- Steps need to be taken to prevent the unauthorised discharge of sewage effluent from the septic tank to the water course which runs adjacent to the works.
- The current permit for the works does not reflect the current layout of the site. A variation should now be submitted to record the correct location of the final discharge point and layout of the site.
- DCWW staff advised there is a possible scheme to upgrade the works, please provided details of the proposal.

If you have any questions regarding the visit or CAR form, please contact me by e-mail or by telephone. E-mail: Peter.A.Jones@naturalresourceswales.gov.uk Mobile telephone: 07760443974.

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 required for the permit condition assessed to avoid non-compliance. No non-compliance scored at this time
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

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 Monitoring
- WQ-C5 Installation of monitoring boreholes

WQ D: Information

- WQ-D1 Records
- WQ-D2 Reporting
- WQ-D3 Notifications

Enforcement response

Any non-compliance with a permit condition 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 twenty working days to let you know if we agree to your request.

Disputing the Content of this Compliance Assessment Report Form

If you disagree with the content of this Compliance Assessment Report form, you should submit your concerns, in writing, to the regulating officer who issued it within **15 working days** of its issue. This will be treated as a **Stage 1 review**.

If you are not satisfied with the outcome of the stage 1 review, you may request a **Stage 2 appeal**. This request must be submitted **within 21 working days** of receiving the response from the stage 1 review.

Further details on our review and appeal process are available at: [Natural Resources Wales / Appeal a regulatory decision from Natural Resources Wales](#)

Concerns Not Related to the Content of this Compliance Assessment Report Form

If your concerns do not relate to the content of the Compliance Assessment Report form, you should first attempt to resolve the issue with the regulating officer or their line manager.

If the issue remains unresolved, please contact our **Customer Contact Team**:

- **Telephone:** 0300 065 3000 (Monday to Friday, 09:00–17:00)
- **Email:** enquiries@naturalresourceswales.gov.uk

They will provide details on how to escalate your concerns through our **Complaints and Commendations procedure**.

If you are dissatisfied with our response, you may contact the **Public Services Ombudsman for Wales**:

- **Telephone:** 0300 790 0203
- **Email:** 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.