

Compliance Assessment Report CAR_NRW0050534

Permit being assessed: AB3591ZQ.

For: Maelor Foods Limited, **held by:** Maelor Foods Limited

At: Maelor Foods Limited, Pickhill Lane, Cross Lanes, Wrexham, Wrexham, LL13 0UE.

Type of assessment: Site Inspection,

Reason: Routine.

On: 30/01/2026 between 10:15 and 11:10.

Parts of permit assessed: See report.

NRW Lead Officer: Kathryn Bradshaw, accompanied by Libby Hughes.

Report sent to: Environmental Officer, Environmental Officer, on 20/02/2026.

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

Part of permitted activity assessed (compliance criteria)	Assessment result	Permit condition
IR2F - Installations - Operations - Pre-operational conditions	Assessed (A)	
IR1A - Installations - Management - General Management	Assessed (A)	
IR2A - Installations - Operations - Permitted activities	Assessed (A)	
IR2B - Installations - Operations - The site	Assessed (A)	

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

Total non-compliances recorded	Total non-compliance score
0	0

How we use the non-compliance score to calculate your annual fee is explained 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 Compliance Assessment Report (CAR) has been raised following the submission of the commissioning plan for Phase 2 operations, site meeting on 12th December 2025 and a site inspection on 30th January 2026.

Pre-Operational Measure (5)

Prior to the commissioning of Phase 2 Operations, a written commissioning plan (including timelines for completion) shall be submitted to Natural Resources Wales (NRW) for approval. The commissioning plan shall include but not be restricted to:

- *The timetable for the commissioning all new plant and ramp up of Phase 2 Operations;*
 - *The expected emissions to the environment during each of the stages of commissioning;*
 - *The mitigation measures that will be taken in respect of emissions to the environment during each stage;*
 - *The expected duration of commissioning activities;*
 - *Any additional (beyond that required by the Permit) monitoring to be undertaken.*
- Commissioning shall be carried out in accordance with the commissioning plan as approved.*

A written commissioning plan was submitted on 12th December 2025 which has been reviewed and approved. This pre-operational measure is now deemed complete.

Pre-Operational Measure (3)

The Operator shall install all noise abatement and mitigation measures proposed within document reference Maelor Foods Ltd. Second Sch 5 RESPONSE Final For Issue Ver 1.3, (dated 29/01/2024) prior to Phase 2 Operations Commencing. Upon completion of the work, a written report shall be submitted to Natural Resources Wales for approval.

During the site inspection on 30th January 2026 NRW officers were able to inspect all of the noise abatement measures that have been installed, including the acoustic fencing and ammonia extraction enclosure. During the inspection it was noted that there was a significant reduction in the noise from the ammonia extract fan. The site was just finishing off some of these works at the time of the inspection.

A written report was submitted on 18th February 2026 to confirm all noise abatement and mitigation measures had been installed as per Pre-Operational Measure (3). This pre-operational measure is now deemed complete. Further work may be identified following the BS 4142:2014+A1:2019 noise impact assessment (IC4).

Site Inspection

At the time of the visit the effluent treatment plant (ETP) was not treating effluent due to

several issues that had occurred over the previous few days. Untreated effluent was being tankered off site for treatment and disposal. The emergency pits within the bunded area were in use and a moderate localised odour was present on site.

A Schedule 5 Part A and B was submitted on 2nd February 2026:

*The incident was the result of **two separate mechanical issues** which together caused a biological upset within the ETP:*

1. Failure of an external sludge transfer pipe on 23 January 2026

During subsequent clean-up, returned sludge entered the raw effluent sump, potentially introducing a future shock organic and ammonia load to the treatment process.

2. Blockage of the RAS waste line caused by a foreign plastic object (believed to be from a wheel)

This prevented normal wasting of return activated sludge, disrupted solids balance within the plant, and contributed to process instability. A temporary Sykes pump was installed to restore function.

*This event, potentially exacerbated by a higher sludge loading caused **inhibition of the nitrification process** rather than failure of mechanical treatment equipment or loss of control of routine operating parameters (which remained within normal ranges).*

As ammonia trends began to rise, operators recognised the developing biological inhibition and implemented progressive environmental protection measures, culminating in stopping discharge and diverting flows to containment.

*The plant was therefore **intentionally not operating at normal discharge conditions** as a deliberate action to protect the environment while the biological process recovers.*

No effluent was discharged that was outside the permitted limits and the site effectively implemented their emergency plan.

Weekly laboratory analysis reports were provided for composite samples for discharged effluent from week commencing 19/01/26 to 02/02/26. The results from the samples were all within the permitted limits as detailed in Schedule 3, table S3.2b.

The issues outlined above may be further investigated during future inspections.

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 of 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	Score
C1 Major	Potential to have a major, serious, persistent and/or extensive impact or effect on the environment, people and/or property	60
C2 Significant	Potential to have a significant impact or effect on the environment, people and/or property	31
C3 Minor	Potential to have a minor or minimal impact or effect on the environment, people and/or property	4
C4 No environmental impact	Non-compliance at a regulated site that cannot foreseeably have any impact on the environment, people and/or property	0.1

How we use assessment scores

The number and severity of non-compliances recorded in a year will affect your annual subsistence fee the following year. A non-compliance factor is added to your site's Operator Performance Risk Appraisal (OPRA) score when we calculate your fee to reflect the additional resource we use to assess permit compliance.

If your assessment result in Section 1 is suspended, what does this mean?

In line with our guidance, we may suspend scores for up to six months to allow time for remedial action to be taken. Suspended scores will be re-instated if the action is not completed.

Full list of Industry compliance criteria (used in section 1 and 2):**1. Management**

- IR1A – General management
- IR1B – Finance (only applicable to Landfill)
- IR1C – Energy efficiency
- IR1D - Efficient use of raw materials
- IR1E - Avoidance, recovery and disposal of wastes produced by the activities
- IR1F - Multiple operator installations

2. Operations

- IR2A – Permitted activities
- IR2B – The site
- IR2C – Operating techniques
- IR2D – Technical requirements
- IR2E – Improvement programme
- IR2F – Pre-operational conditions
- IR2G – Landfill engineering (only applicable to Landfill)
- IR2H – Waste acceptance (only applicable to Landfill)
- IR2I – Leachate levels (only applicable to Landfill)
- IR2J – Closure and aftercare (only applicable to Landfill)
- IR2K – Landfill gas management (only applicable to Landfill)

3. Emission and Monitoring

- IR3A(1) – Emissions to water
- IR3A(2) – Emissions to air
- IR3A(3) – Emissions to land
- IR3B – Emissions of substances not controlled by emission limits
- IR3C – Odour
- IR3D – Noise and vibration
- IR3E – Monitoring
- IR3F – Pests
- IR3G – Air quality management plans
- IR3H – Monitoring for the purposes of the Industrial Emissions Directive (this heading includes Large Combustion Plants)
- IR3I – Fire

4. Information

- IR4A – Records
- IR4B – Reporting
- IR4C – Notification

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.