

Compliance Assessment Report CAR_NRW0050880

Permit being assessed: AB3697CN.

For: Radnor Hills, **held by:** Radnor Hills Mineral Water Company Ltd

At: Radnor Hills Water, Heartsease, Knighton, Powys, LD7 1LU.

Type of assessment: Report/Data Review,

Reason: Routine.

On: 31/12/2025.

Parts of permit assessed: See below.

NRW Lead Officer: Victoria Taylor.

Report sent to: Radnor Hills, Environment Manager, on 02/03/2026.

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

Part of permitted activity assessed (compliance criteria)	Assessment result	Permit condition
IR1A - Installations - Management - General Management	C3 Minor	Condition 1.1
IR1A - Installations - Management - General Management	C3 Minor	Condition 1.1
IR1A - Installations - Management - General Management	C3 Minor	Condition 1.1
IR3A(1) - Installations - Emissions and monitoring - Emissions to water	C3 Minor	Condition 3.1.2
IR3E - Installations - Emissions and monitoring - Monitoring	C3 Minor	Condition 3.5.1
IR4B - Installations - Information - Reporting	C4 No impact	Condition 4.2.3
IR4B - Installations - Information - Reporting	C4 No impact	Condition 4.2.3

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

Total non-compliances recorded	Total non-compliance score
7	20.2

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?

Criteria	Action needed	Complete by
IR1A	See Action 3	31/03/2026
IR1A	See Action 3	31/03/2026
IR1A	See Action 3	31/03/2026
IR3A(1)	Continue to monitor PO4 and report and breaches	31/03/2026
IR3E	See Action 2	31/03/2026
IR4B	See Action 1	31/03/2026
IR4B	See Action 1	31/03/2026

Compliance 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

This Compliance Assessment Report (CAR) has been generated by Natural Resources Wales (NRW) regulating officer to comment upon the Q2, Q3 and Q4 Monitoring Returns and 2025 Annual Report.

The Q4 Returns were submitted to NRW on 16/01/2025 as required by Condition 4.2.3 of the Permit.

The Operator has failed to submit Q2 and Q3 returns and the 2025 Annual Report within the required timescales as Condition 4.2.3 of the Permit. Scoring has been applied a quarterly basis as outlined below.

Q2 Monitoring Returns (April to June 2025)

Q2 Returns for April were provided on the 14 May 2025; June returns were not provided to NRW until 16 January 2026. **This is a breach of Conditions 4.2.3 and has been scored C4 for Q2 (see Action 1 below).**

May Returns have not been provided to NRW. **This is a breach of Condition 3.5.1 and has been scored C3 (see Action 2 below)**

Actions referring to the submission of the information required by the permit within the specified timescales have been highlighted in previous CAR forms (NRW0048264 and NRW0046191). The repeated failure to adhere to the requirements of the permit is a failure of the management system. **This is a breach of Condition 1.1 and has been scored C3 for Q2 (see Action 3 below).**

Q2 - Emissions to Water

April 2025 - Returns did not report any exceedances of the emission limits specified in Condition 3.1.2 and Table S3.2 for emission point W1.

May 2025 - Returns not provided to NRW.

June 2025 - Returns did not report any exceedances of the emission limits specified in Condition 3.1.2 and Table S3.2 for emission point W1.

Q3 Monitoring Returns (July to September 2025)

Q3 Returns for July, August and September were not provided to NRW until 16 January 2026. **This is a breach of Conditions 4.2.3 and has been scored C4 (see Action 1 below).**

As highlighted for Q2 above. The repeated failure to adhere to the requirements of the permit is **a breach of Condition 1.1 and has been scored C3 for Q3 (see Action 3 below)**

Q3 - Emissions to Water

July 2025 - Returns did not report any exceedances of the emission limits specified in Condition 3.1.2 and Table S3.2 for emission point W1.

August 2025 - Returns did not report any exceedances of the emission limits specified in Condition 3.1.2 and Table S3.2 for emission point W1.

September 2025 - Returns reported the following exceedance of the emission limits specified in Condition 3.1.2 and Table S3.2 for emission point W1:

- Soluble Reactive Phosphorous as PO₄ recorded at 0.424mg/l against a limit of 0.2mg/l on 9 September 2025

This is a breach of Condition 3.1.2 and has been scored C3.

A Schedule 5 Notification Report summarising the breach was provided to NRW by the Operator on the 22 September 2025. The investigation into the breach could not identify a specific cause for the elevated PO₄ concentration.

Q4 Monitoring Returns (October to December 2025)

Q4 Returns for October, November and December were provided to NRW on the 16 January 2026.

Q3 - Emissions to Water

October 2025 - Returns did not report any exceedances of the emission limits specified in Condition 3.1.2 and Table S3.2 for emission point W1.

November 2025 - Returns did not report any exceedances of the emission limits specified in Condition 3.1.2 and Table S3.2 for emission point W1.

December 2025 - Returns did not report any exceedances of the emission limits specified in Condition 3.1.2 and Table S3.2 for emission point W1.

2025 Annual Report

Energy, performance and water usage data have not been submitted to NRW as required by the permit. This is a breach of Condition 4.2.2 and has been scored C4 see Actions 1

The repeated failure to adhere to the requirements of the permit is a failure of the management system. **This is a breach of Condition 1.1 and has been scored C3 for Q4 (see Action 3 below).**

Actions

ACTION 1. The Operator must review and implement the requirements of the current Permit, including, sampling, testing and reporting.

ACTION 2. The Operator must provide the outstanding testing and reporting for May 2025, by at the earliest opportunity and no later than 27 March 2026.

ACTION 3. The Operator must investigate the root cause of the failure to adhere to the permit requirements and put in place the necessary improvements. Investigation must be undertaken at the earliest opportunity to prevent future breaches and escalation of scores.

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.