

Compliance Assessment Report CAR_NRW0051111

Permit being assessed: AA0007601

For: WC & CANTEEN BLOCK STW, **held by:** MADUCE LTD

At: WC & CANTEEN BLOCK STW, UNKNOWN, UNKNOWN, UNKNOWN, UNKNOWN.

Type of assessment carried out: Site Inspection,

Reason: Routine.

On 12/03/2026, between 12:15 and 13:00.

Parts of permit assessed: All permit

NRW Lead Officer: Gavin Summerhill, accompanied by: Gavin Dodd.

Report sent to: Dave Stedman, Site Office , on 20/03/2026.

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

Part of permitted activity assessed (criteria)	Assessment result	Non-compliant permit condition
WQ-B1 - Water Quality - Operations - Permitted activities	Ongoing (O)	The existing environmental permit applies solely to the Sewage Disposal Works serving the W.C. and Canteen Block at Caerleon Works. A review of the system has identified non compliance with the permitted operational arrangements.
WQ-B2 - Water Quality - Operations - The site	Action only (X)	

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

2. What action is required?

Criteria	Action needed	Complete by
WQ-B1	Further discussions are required to determine the necessary actions to remove the unauthorised discharge from Kites Nurseries from the permitted system.	20/04/2026
WQ-B2	Submit a detailed report on the sewage disposal works system design.	20/04/2026

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.

We are currently considering taking enforcement action against you for the non-compliance recorded above. We will contact you in due course.

4. Details of our assessment

Site Report

On the 12th of March 2026, I visited Maduce Limited, Unit 19, Star Trading Estate, Ponthir, Caerleon NP18 1PQ to carry out a permit inspection of their sewage disposal works (Permit AA0007601). I arrived at 12:10 in overcast, rainy conditions and began the inspection at 12:15.

Observations

I first inspected the primary chamber, which contains a rock bed tilt system. A slight odour was present. I am not familiar with this system design. Please see Fig 1 below.



(Fig. 1).

I then inspected the final settlement chamber, which discharges to the Afon Lwyd River. The water appeared slightly discoloured with a mild odour. There were no visible signs of oil or grease present. This chamber is now the designated sampling point. Please see Fig 2 and 3 below.



(Fig. 2).



(Fig 3).

The system includes the use of Muck Munchers (The high performance biological septic waste digester and Muck Munchers (Oxy-Tonic Bio Accelerator) and is desludged once or twice per annum. Please see Fig 4 and 5 below.



(Fig 4).



(Fig 5).

The operator was not present during the visit. Previous correspondence with the operator confirms that Kites Nurseries has made an unpermitted temporary sewage/surface water connection to the system. Discussions to resolve this are ongoing. See Figures 6 and 7 below.



(Fig 6).



(Fig 7).

I left site at 13.00.

Breaches of permit conditions

The existing environmental permit applies to the Sewage Disposal Works serving the W.C. and Canteen Block at Caerleon Works. A review of the system has identified non-compliance with the permitted operational arrangements.

Justification

An unauthorised discharge originating from Kites Nurseries has been connected to the permitted Sewage Disposal Works. This connection is not included within the scope of the current permit and therefore results in a breach of permit conditions.

Action required by date specified:

- Further discussions are required to determine the necessary actions to remove the unauthorised discharge from Kites Nurseries from the permitted system.
- Submit a detailed report on the sewage disposal works system design.

The above actions are required by the **20th April 2026**.

Contact details:

If you have any queries regarding this CAR form or to provide an update on any actions above, please contact me using the following details:

Gavin Summerhill (Environment Officer)

gavin.summerhill@cyfoethnaturiolcymru.gov.uk

If we do not receive the information requested within specified deadline and have not been informed as to why there is a delay then we may serve a Regulation 60 Notice requiring the information under Environmental Permitting (England and Wales) Regulations 2016.

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.