

Compliance Assessment Report CAR_NRW0043873

Permit being assessed: BP0296401

For: CSO and EO at Cwm Sewage Pumping Station, **held by:** DWR CYMRU CYFYNGEDIG

At: Off Feidr Brenin, Parrog, Newport, Pembrokeshire, SA42 0RX.

Type of assessment carried out: Site Inspection,

Reason: Routine.

On 21/03/2024, between 10:30 and 11:30.

Parts of permit assessed: All

NRW Lead Officer: Rod Thomas.

Report sent to: CARS@dwrwymru.com, CARS mailbox, on 31/03/2026.

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

Part of permitted activity assessed (criteria)	Assessment result	Non-compliant permit condition
WQ-C1 - Water Quality - Emissions and monitoring - Emissions to water	C2 Significant	Table S3.3 Storm sewage discharge settings

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	FPF is 13.7 litres per second. Pumping station to be upgraded to achieve this	01/04/2025

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

The FPF of 13.7 l/s cannot be consistently achieved. This was brought to the attention of DCWW by a CAR Form CAR_NRW0042805 scored C3 with upgrade planned by December 2023. An upgrade was undertaken but this has not resulted in consistent compliance.

This CAR form has been downgraded to a C2 score because the proposed further upgrade is not planned before the 2024 bathing water season.

The meter onsite at the CWM pumping station was reading 13.8 litres per second, which is compliant but DCWW confirmed this cannot be consistently achieved. It was also noted that even though FPF was being met, the pumping station was spilling to storm.

Flow data requested for the previous six months. **Please provide this by 1 May 2024.**

Email received from DCWW 17 January 2025

The below is an update regarding Newport Cwm SPS and CAR_NRW0043873. A number of meetings were held between Capital, Waste Assets and Operations to provide the following update.

Apologies for the delay in providing a formal update regarding the proposed works at Newport Cwm SPS to address the issues identified in the CAR form.

Following initial root cause investigations, a project was initiated and issued to our Capital Delivery team in 2023. Due to the complexity of the scheme, it has necessitated several site surveys followed by an extensive design phase, including engagement with the wider supply chain which has unfortunately taken longer than first anticipated. We are now approaching the completion of the detailed design, pending final checks on the performance of the rising main leaving the SPS. These checks will ensure the proposed works fully address the root cause of the issue.

In the meantime, we are exploring further mitigation upgrades to the existing pumps to achieve permit flow compliance in the short term while awaiting the delivery of the capital scheme. Whilst we did manage to upgrade the pump impellers previously it would not sustain the required FPF for prolonged periods. The construction phase of the capital scheme is currently expected to take approximately 4–6 months and is provisionally planned to commence in April 2025 due to long lead items which need to be procured along with current end of year programme wide financial constraints.

We will provide further updates on both the short-term mitigation proposal and the capital project over the next month.

Additionally, we would like to arrange a meeting with NRW and relevant colleagues from Waste Operations, Capital Delivery, and Waste Assets to discuss the project in more detail and address any concerns you may have.

Teams call held on 15 May 2025 with DCWW and the Capital Delivery Team.

DCWW in this meeting, confirmed further work is required to understand the issues with the

rising main. This CAR form will remain open and a separate CAR form will be produced to cover both the site inspection (18 March 2025) and the subsequent Teams call as mentioned above.

20 May 2025

This Car form has been superseded by Car form CAR_NRW0048344 (May 2025).

Closed and Verified 31 March 2026

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.