

Compliance Assessment Report CAR_NRW0051068

Permit being assessed: AG0008301

For: Dyffryn Isaf Wastewater Treatment Works, **held by:** DWR CYMRU CYFYNGEDIG

At: Ely Valley Road, Ynysmaerdy, Pontyclun, CF72 8LN.

Type of assessment carried out: Audit,

Reason: Routine.

On 16/03/2026, between 09:50 and 11:15.

Parts of permit assessed: ALL

NRW Lead Officer: Paul Latham.

Report sent to: CARS@dwrwymru.com, CARS@dwrwymru.com, on 07/04/2026.

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

Part of permitted activity assessed (criteria)	Assessment result	Non-compliant permit condition
WQ-A1 - Water Quality - Management - General management	Assessed (A)	
WQ-B1 - Water Quality - Operations - Permitted activities	Assessed (A)	
WQ-B2 - Water Quality - Operations - The site	Assessed (A)	
WQ-B3 - Water Quality - Operations - Operating techniques	Assessed (A)	
WQ-C1 - Water Quality - Emissions and monitoring - Emissions to water	Assessed (A)	

Result types are explained in more detail 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

Site report:

On 16th March 2026 Officers from Natural Resources Wales (NRW) conducted a compliance assessment visit at Dwr Cymru Welsh Water (DCWW) Duffryn Isaf wastewater treatment works (WWTW). DCWW have a Environmental Permitting Regulations 2016 permit number AG0008301 that allows them to operate a water discharge activity under detailed conditions. The WWTW is separated by the A4119, with the inlet, screens, storm overflow and inlet sample point on the eastern side, and primary treatment, Aeration, Final treatment, and final effluent sample point on the western side of the A road.

The compliance visit started at approximately 09:50, and the weather at the time was overcast with intermittent heavy drizzle although it had rained more consistently the previous day. 2 representatives of DCWW were present during the visit, a Catchment Performance Manager and Pollution Prevention Technician.

Starting at the inlet, the screens were working as designed but there had been an issue with the rag removal process and the area was cordoned off with safety tape. Rag was present on the raised walkway and immediate working area but not passing forward with the flow. Although this would not affect treatment and is not a breach of permit we would recommend that this is cleared up and NRW notified when the issue with the rag removal is rectified.

Storm sewage is screened prior to storage and no sewage was going to the storm tanks at the time of our visit. **See image 01.**



Image 01: Inlet channel showing flow not overtopping to storm tanks.

The Urban Wastewater Directive (UWWD) inlet sampling machine (number S320H-04784) was sited downstream of the storm overflow point. There was a fixed Aquamatic sampling machine present that was appropriately signed with the accurate sample point number: 300250. The hoses of the machine were in suitable condition but the refrigeration unit was iced up, potentially effecting sample temperature. **See image 02:**



Image 02: Inlet Aquamatic sampling machine showing ice build up in refrigeration unit.

On the western side of the site, improvement works are taking place to upgrade the treatment process, these expansion works were not effecting treatment at the time of the visit.

There are 2 storm tanks sized in accordance with the permit with the capacity to return stored storm sewage to the inlet for treatment when the influent levels drop.

EDM monitoring was present and a settled storm sample point was available should samples be required. The aeration ditch and final settlement tanks appeared to be working as designed with final effluent within permitted discharge limits.

The fixed UWWD final effluent sample point machine S320H-03880 appeared in an inappropriate condition that could potentially negatively impact an effluent sample. The humidity meter was showing as 'warning', the intake hose was not connected and the internal hoses which the sample would pass through showed signs of slime build up. **See image 3 & 4:**



Image 3: Final effluent Aquamatic sampling machine kept in an inappropriate condition.



Image 4: Final effluent Aquamatic sampling machine hose with slime build up.

No breaches of compliance with the permit were witnessed at the time and the site appeared well maintained despite the ongoing works.

Due to the condition of the UWWD sampling machines and issues with the rag removal there is some information required that is shown below.

For Action by the 5th of May 2026 :

CAR_NRW0045711 issued on 5th December 2024 noted the condition of the fixed Aquamatic sampling machines on site and requested that they be returned to suitable condition. DCWW response is below:

The FE Autosampler at Dyffryn Isaf WWTW has been flagged as non-serviceable and requiring replacement. This is planned as part of the next replacement programme due to commence in 2025 subject to project sign off. The collection of samples from this location has been undertaken utilising accredited mobile autosamplers. Samples were collected on the 9th/10th of December utilising the mobile autosamplers.

- Can DCWW please explain why the 'next replacement' has not been carried out at Dyffryn Isaf WWTW.

- Provide evidence that influent and effluent UWWD samples have been taken using accredited portable sampling machines since the previous CAR form.
- Evidence that the issues with the rag removal has been rectified.

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 email address:

cwmtaf&bridgendconsultations@cyfoethnaturiolcymru.gov.uk

Paul.latham@naturalresourceswales.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.