

## Compliance Assessment Report CAR\_NRW0051478

**Permit being assessed:** AW1002101

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

**At:** Track past 'Hampton Cottage', Off A438, Glasbury, Powys, HR3 5NL.

**Type of assessment carried out:** Site Inspection,

**Reason:** Routine.

**On** 26/03/2026, between 11:25 and 11:50.

**Parts of permit assessed:** Various

**NRW Lead Officer:** Chris Gurney, accompanied by: Kirsty Allwood.

**Report sent to:** Regulatory Compliance Officer, Regulatory Compliance Officer, on 10/04/2026.

### 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-B2 - Water Quality - Operations - The site	Action only (X)	
WQ-B3 - Water Quality - Operations - Operating techniques	Assessed (A)	
WQ-B1 - Water Quality - Operations - Permitted activities	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-B2	Confirm if the design for bar screen and storm/maintenance complies with 6mm permit requirements	17/05/2026
WQ-B1	Confirm if any assets within the Glasbury network have outfalls to the watercourse	17/05/2026

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.

**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

Myself and Kirsty Allwood attended on pre-planned OSM inspections and were met by the Area Supervisor, Senior Operative and two Process Scientists – thank you all for your time during the inspections. The weather was mild and cloudy following stormier weather the day before.

We started at the head of the works which is pumped directly to the inlet, there's no additional/temporary storage capacity beyond what the network can hold. Flows are screened at the inlet, with a bar screen for the storm overflow – this appears to be greater than 6mm spacing though its unclear if this section is for storm flows or maintenance as there is evidence of it being overwhelmed.

**ACTION: Please confirm the design for the bar screen for storm/maintenance complies with 6mm permit requirements or if there is a subsequent screen for the settled storm discharge.**

Storm flows weir over the flume and flow to the storm tank which has EDM sensors. The tank was empty at the time of inspection with only some slight residual sludge in the base. 'Temporary' fixtures for dosing have been installed at the end of the flume, for ferric dosing before entering the Primary Settlement. The primary settlement tank appeared to be operating as designed, with a surface jet to keep the effluent mixing and knock down any solids. Flows are then siphoned up to the filter bed which has plastic media. The arms were rotating freely and distributing evenly. The outside however was covered with moss and the render was still falling off, with evidence of leaks in several places. The structure appears to be degrading and could be at risk of failure. The Humus tank had signs of sludge carryover which appears to be a result of the Ferric dosing, which had only been in place for a couple of weeks – there was also a blockage on the de-sludge pipe that was discussed by DCWW while on site. The Final Effluent appeared to be clear. The outfalls were discussed, the higher outfall is the storm discharge which is the nearest outfall while the main outfall is the lower one which discharges some distance away. All flows to the site are pumped and it was discussed there was no backup generator on site, however there are no identified CSOs for the Glasbury system.

**ACTION: Confirm if any assets within the local (Glasbury) network have outfalls to the watercourse.**

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](mailto: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](mailto: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.