

Compliance Assessment Report CAR_NRW0048376

Permit being assessed: AB0044801

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

At: Graig Olway Farm Llangview, Off Usk Road, Usk, Monmouthshire, NP15 1NB.

Type of assessment carried out: Site Inspection,

Reason: Routine.

On 15/05/2025, between 10:00 and 11:10.

Parts of permit assessed: Whole permit

NRW Lead Officer: Peter Jones, accompanied by: Sarah Atkinson.

Report sent to: DCWW, cars@dwrwymru.com, on 18/05/2026.

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	C3 Minor	1.1.1
WQ-B1 - Water Quality - Operations - Permitted activities	C3 Minor	2.3.2 (b)
WQ-A1 - Water Quality - Management - General management	C3 Minor	1.1.1

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

2. What action is required?

Criteria	Action needed	Complete by
WQ-A1	Identify why sludge is building up and implement solution	30/09/2025
WQ-B1	Establish why tanks contained effluent and put measures in place to prevent further incidents	30/09/2025
WQ-A1	Identify issue and implement measure to prevent future occurrences	30/09/2025

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

Inspection carried out by Peter Jones and Sarah Atkinson, DCWW staff also present.

Weather: extended period of dry weather.

Permit: The site permit was issued on the 12 December 2023.

Construction work is currently taking place on site, a new filter bed and storm tank capacity is being increased.

Observations

The effluent enters the works and passes through 6 mm screens, before flowing into the Primary Settlement Tanks (PSTs). The crude sample point was clearly sign posted.

There was a massive build up of sludge on the top of both PSTs. The build up of sludge in PST 1 was inhibiting the flow of effluent to the filter beds. The flow being passed forward to the filter beds contained excessive solids. See attached photographs. The hoses which had been installed to try and break up sludge build up in the PSTs were off. The build-up of sludge on the surface PSTs is a problem which has been observed in previous visits, though on this occasion it is far worse. Please investigate why sludge is building up on the surface of the effluent in the PSTs and put measures in place to prevent future incidents occurring. This is a breach of condition 1.1.1 (a) which states

1. *The operator shall manage and operate the activities:*
 - a. *in accordance with a written management system that identifies and minimises risks of pollution so far as is reasonably practicable, including those risks arising from operations, maintenance, accidents, incidents, non-conformances and those drawn to the attention of the operator as a result of complaints; and*
 - b. *using sufficient competent persons and resources.*

The storm tanks were checked and found to contain effluent. Given the extended period of dry weather the tanks should have been empty. See attached photographs. This is a breach of permit condition 2.3.2 (b) which states:

Off-line storm storage must be fully utilised before a discharge occurs. It shall only fill

when the flow passed forward is equal to or greater than the overflow setting indicated due to rainfall and/or snow melt and shall be emptied and its contents returned to the continuation flow as soon as reasonably practicable. The minimum off-line storm storage required is specified in table S3.3.

Please investigate why the storm tanks contained effluent and ensure measures are put in place to prevent the unauthorised use of the storm tanks.

From the PSTs effluent was being passed onto the filter beds. The distributor arms were spreading effluent onto the filter beds, both filter beds were operating at the time of the visit. Solids are being carried from the PSTs to the filter beds. The rotary arms are becoming clogged with sludge and there is a build up of sludge on the surface of the filter beds which is beginning to impede the flow of effluent into the filter beds. See attached photographs. This is a breach of condition 1.1.1 which states:

The operator shall manage and operate the activities:

- a. *in accordance with a written management system that identifies and minimises risks of pollution so far as is reasonably practicable, including those risks arising from operations, maintenance, accidents, incidents, non-conformances and those drawn to the attention of the operator as a result of complaints; and*
- b. *using sufficient competent persons and resources.*

From the filter beds effluent is passed to the humus tanks. The humus tanks had a build-up of duck weed growing on the surface and solids are being carried over the baffle. See attached photo graphs. This is a breach of permit condition 1.1.1 which states:

The operator shall manage and operate the activities:

- a. *in accordance with a written management system that identifies and minimises risks of pollution so far as is reasonably practicable, including those risks arising from operations, maintenance, accidents, incidents, non-conformances and those drawn to the attention of the operator as a result of complaints; and*
- b. *using sufficient competent persons and resources.*

The Urban Wastewater Treatment Directive sample point and Final effluent sampling signage was in place. As noted in CAR_NRW0048352 please ensure the urban waste sample sign is in the correct location.

The composition of the discharge was not assessed.

The site diary and daily inspection records were up to date.

MCert Meter SAP Local Equipment number is 30041847

MCert Meter Local Id No. 31114-OUT1FLW01

The recalibration date for the MCert Meter is December 2025.

Actions

- Please investigate why significant volumes of sludge are building up on the surface of the effluent in the PSTs and put measures in place to prevent future incidents occurring. Sludge build up in the PSTs is a regular issue at this site, on this occasion the volume of solids being carried on from the PSTs was seen to be having an impact on the operation of the filter beds and humus tanks. When investigating the issue can you also consider whether the design of the PSTs is part of the problem. The PSTs are raised steel structures, a feature which is unique to this site.
- Take steps to remove the sludge build up from the rotary arms of the filter beds and the surface of the filter bed medium. This issue is linked to the sludge build up in the PSTs
- Clean the baffles of the humus tanks to reduce solids being carried over, as with the filter beds the root cause of the problem looks to be the PSTs.
- Establish why the storm tanks contained effluent during a period of extended dry weather and put measures in place to prevent this from happening in future.

Please provide a response to these action by the 30 September 2025.

Photographs attached at Annex A to the CAR.

If you have any query's regarding this CAR form or the inspection, please contact me by e-mail or speak to me directly.

Mobile number: 07760443974

Peter.A.Jones@naturalresourceswales.gov.uk

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.