

## Compliance Assessment Report CAR\_NRW0051837

**Permit being assessed:** DB3497ZC.

**For:** New House Lagoon, **held by:** ByProduct Recovery Limited

**At:** Old Monmouth Road, Abergavenny, Monmouthshire, NP7 8BS.

**Type of assessment:** Site Inspection,

**Reason:** Routine.

**On:** 13/05/2026 between 10:40 and 11:20.

**Parts of permit assessed:** Various.

**NRW Lead Officer:** Anna Andrews, accompanied by Carla Curtis.

**Report sent to:** Matthew Conolly , Agricultural Recycling Manager, on 18/05/2026.

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

Part of permitted activity assessed (compliance criteria)	Assessment result	Permit condition
W1A - Waste - Management - General management	Assessed (A)	
W2A - Waste - Operations - Permitted activities	Assessed (A)	
W2C - Waste - Operations - Operating techniques	Assessed (A)	
W2D - Waste - Operations - The site	Assessed (A)	
W2E - Waste - Operations - Waste acceptance	Assessed (A)	
W4A - Waste - Information - Records	Assessed (A)	
W4B - Waste - Information - Reporting	Assessed (A)	

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

Total non-compliances recorded	Total non-compliance score
0	0

How we use the non-compliance score to calculate your annual fee is explained 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

This report details the site visit made on the 13 May 2026 to ByProduct Recovery Limited for an unannounced routine site visit. Natural Resources Wales (NRW) officers Anna ANDREWS and Carla CURTIS arrived at New House Lagoon, Old Monmouth Road, Abergavenny, NP7 8BS at 10:40 am and met with two members of site management. Weather conditions were overcast and rainy at the time of inspection.

### **Permit Breaches**

No breaches were identified during this site inspection.

### **Site Inspection Observations**

The purpose of this visit was to undertake the first site inspection of the newly permitted waste operation, as well as discuss certain topics with the operator to ensure continued constant compliance with the sites environmental permit. The topics discussed as part of the initial site inspection in further detail included:

- NRW's role as a regulator
- How compliance scoring affects subsistence fees
- What documents are held on the public register
- The Environmental Management System (EMS) and site diary
- Operator competence, including the TCM and WAMITAB
- The site / operator's duty of care
- Frequency and details of waste return submissions
- Noise, vibrations, odours, and schedule 5 notifications
- Site infrastructure and maintenance requirements

The site managers provided officers with the site diary and EMS which is kept on site in a sealed container. Thank you for providing an electronic copy of the EMS following our site visit for NRW records.

The site consists of a single lagoon that is surrounded by a tall wire fence and a locked gate with suitable signage (see image 1). The lagoon itself is lined with a protective material (see

image 2) and is filled using an inlet pipe located just outside of the gate that can be easily accessed without entering the lagoon. The site operates a pre-booking system for all waste deliveries, enabling site managers to determine in advance whether the waste is suitable for acceptance and to avoid any non-permitted waste on site.



Image 1: Locked gate and fence to the lagoon.



Image 2: The empty lagoon.

The lagoon was empty at the time of the site inspection, and it was noted that there was sediment at the bottom of the lagoon that had precipitated from the stored liquid during the closed period. Site managers indicated that when the lagoon is used after the next closed period, they will use portable stirrers to agitate the sediment and remove it from the bottom of the lagoon.

NRW officers Anna ANDREWS and Carla CURTIS left site at 11:20 am.

### **WAMITAB**

An up-to-date WAMITAB certificate has been provided to NRW, with an expiry date of 13 January 2028.

### **Waste Returns**

During the site inspection the site managers indicated that the lagoon was only filled during the closed period, and as such NRW has only received a waste return for Q4 2025. Site managers have since provided all outstanding quarterly waste returns from the date the permit was issued to present. A waste return must still be submitted even if it is a null return. Quarterly waste return deadlines can be seen below and further information can be found at: [Natural Resources Wales / Submit your waste return](#).

#### **Quarterly returns**

Quarters	Deadline for return
January 1 to March 31	April 30
April 1 to June 30	July 31
July 1 to September 30	October 31
October 1 to December 31	January 31

### **Contact Details**

If you have any queries regarding this compliance assessment report (CAR) please contact Dr Anna Andrews at [anna.andrews@cyfoethnaturiolcymru.gov.uk](mailto:anna.andrews@cyfoethnaturiolcymru.gov.uk).

***In this document 'Natural Resources Wales' means the Natural Resource Body for Wales established by Article 3 of the Natural Resources Body for Wales (Establishment) Order 2012.***

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 of 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	Score
C1 Major	Potential to have a major, serious, persistent and/or extensive impact or effect on the environment, people and/or property	60
C2 Significant	Potential to have a significant impact or effect on the environment, people and/or property	31
C3 Minor	Potential to have a minor or minimal impact or effect on the environment, people and/or property	4
C4 No environmental impact	Non-compliance at a regulated site that cannot foreseeably have any impact on the environment, people and/or property	0.1

**How we use assessment scores**

The number and severity of non-compliances recorded in a year will affect your annual subsistence fee the following year. A non-compliance factor is added to your site's Operator Performance Risk Appraisal (OPRA) score when we calculate your fee to reflect the additional resource we use to assess permit compliance.

**If your assessment result in Section 1 is suspended, what does this mean?**

In line with our guidance, we may suspend scores for up to six months to allow time for remedial action to be taken. Suspended scores will be re-instated if the action is not completed.

**Full list of Waste compliance criteria (used in section 1 and 2):****1. Management**

- W1A – General management
- W1B – Energy Efficiency (MCP/SG facilities only)
- W1C – Avoidance, recovery and disposal of wastes produced by the activities

**2. Operations**

- W2A – Permitted activities
- W2B – Waste recovery plan
- W2C – Operating techniques
- W2D – The site
- W2E – Waste acceptance
- W2F – Technical requirements
- W2G – Improvement programme
- W2H – Pre-operational conditions

**3. Emission and Monitoring**

- W3A(1) – Emissions to water
- W3A(2) – Emissions to air
- W3A(3) – Emissions to land
- W3B – Emissions of substances not controlled by emission limits
- W3C – Odour
- W3D – Noise and vibration
- W3E – Monitoring
- W3F – Pests
- W3G – Fire

**4. Information**

- W4A – Records
- W4B – Reporting
- W4C – Notification

**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.