

Compliance Assessment Report CAR_NRW0051755

Permit being assessed: AG0017801

For: Drope (Westbury Homes) Wastewater Treatment Works, **held by:** DWR CYMRU CYFYNGEDIG

At: Track off Drope Road, Cardiff, CF5 4TZ.

Type of assessment carried out: Report/Data Review,

Reason: Routine.

On 08/04/2026.

Parts of permit assessed: Relevant conditions

NRW Lead Officer: Charlotte Rhodes.

Report sent to: DCWW CARS Mailbox, DCWW CARS Mailbox, on 03/06/2026.

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	Action only (X)	
WQ-C4 - Water Quality - Emissions and monitoring - Monitoring	Action only (X)	
WQ-D3 - Water Quality - Information - Notifications	C4 No impact	4.3.2

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	1. Investigate the reason for this exceedance, explain what actions will be taken to prevent reoccurrence and when this will be rectified by.	24/06/2026
WQ-C4	2. Ensure that the 2027 monitoring frequency remains at 12 times per year.	Already completed
WQ-D3	3. Investigate the reason for the exceedance notification's non-compliance with Condition 4.3.2 and what actions will be taken to ensure that GN018 and Schedule 5 are adhered to going forward.	24/06/2026

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.

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

UWWD exceedance

We acknowledge the receipt of an Urban Wastewater Directive (UWWD) exceedance notification for **Drope (Westbury Homes) WwTW**, in which a BOD sample taken on **08/04/2026** exceeded the 95th percentile limit. Because this is the first instance in the calendar year this does not represent a compliance failure in **Condition 3.1.2**. The 95th percentile limit acts as an early warning system, helping regulators and operators identify potential trends before they escalate into serious issues.

The exceedance notification stated the following:

"This is the first exceedance for BOD at this site in 2026 to date. Due to the absence of a paired crude sample to calculate the percentage removal, the conclusive result for BOD will remain at 27 mg/l. Therefore, this result is classed as a UWWD BOD LuT Exceedance."

However, the exceedance notification itself was found to be **non-compliant** with **Condition 4.3.2** due to not having been reported using the information listed in Schedule 5 of this permit. Additionally, Schedule 5 Notifications must be sent to both the OSM Mailbox **and** the Incident Communications Centre (ICC) in line with Guidance Note 018. **Please see actions.**

Separately, it was discussed during the routine inspection on 05/05/2026 (CAR_NRW0051826) that there is **no serviceable crude sampling point** at the site, though this is reportedly planned to be rectified next year. Photo illustrating this below:



Advice & Guidance

As the UWWD monitoring has already been put in place without a crude/inlet sampling point, please be reminded that before making changes to accommodate one retrospectively, **DCWW need to confirm its location with NRW** to ensure it is representative and meets the right criteria. Additionally, such installation would need to be agreed and completed **before** the start of the following calendar year to be accepted within the monitoring process.

Summary & Actions

In addition to the A&G above relating to sample point changes, we hereby issue a **Written Warning for non-compliance** with Condition 4.3.2. The following Actions are therefore given:

1. Investigate the reason for this exceedance, explain what actions will be taken to prevent reoccurrence and when this will be rectified by. [**Action only, 24/06/2026**].
2. Ensure that the 2027 monitoring frequency remains at 12 times per year. [**Action only, marked as already completed**]
3. Investigate the reason for the exceedance notification's non-compliance with Condition 4.3.2 and what actions will be taken to ensure that GN018 and Schedule 5 are adhered to going forward. [**Category 4, 24/06/2026**].

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.