

Compliance Assessment Report CAR_NRW0052384

Licence being assessed: 20/56/64/0030.

For: Supply from spring at Cwm, **held by:** Silent Valley Waste Services Limited.

At: .

Type of assessment: Site Inspection,

Reason: Routine.

On: 15/07/2026, between 13:00 and 14:05.

Parts of licence assessed: Licence condition

NRW Lead Officer: Elis Nuttall.

Report sent to: Darren Lee Roberts, Operations Supervisor, on 24/07/2026.

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

Part of licenced activity assessed (criteria)	Assessment result	Non-compliant licence condition
WR-B1 - Water Abstraction - Abstraction measurement and records - Means of measurement	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
WR-B1	Provide evidence of the water meter details and calibration certificates.	24/09/2026

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 or civil sanctions being imposed depending on the circumstances of the offence.

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 Inspection Report

This report details the site inspection undertaken by Natural Resources Wales (NRW) on 15/07/2026 at 13:00 in relation to the abstraction operated by Blaenau Gwent County Borough Council at Silent Valley Waste Services under abstraction licence reference 20/56/64/0030.

I (NRW Environment Officer Elis Nuttall) attended Silent Valley Waste Services for a Water Resources (abstraction) inspection where I met with the Operations Supervisor (DR). The weather was clear and dry during the inspection.

General Observations

This site is a waste management facility which holds a licence to abstract water from an inland water (spring) at Cwm, Ebbw Vale. The point of abstraction is marked "A" (SO18160734) on the site map. The means of abstraction is via a catch tank and gravity fed pipe for the purpose of domestic use and industrial use (dust suppression and wheel washing). This water should only be used on the area of land at the waste management facility shown outlined in red on the map. The period of abstraction is all year and the maximum quantity of water authorised to be abstracted during the specified period is as follows:

- 3.5 cubic metres per hour
- 42 cubic metres per day
- 6,158 cubic metres per year

A meter shall be in place to measure quantities of water abstracted which shall be installed in accordance with any written directions. The Licence Holder shall maintain, repair or replace any meters to ensure that accurate measurements are recorded at all times, with all evidence of the maintenance (including evidence of current calibration and certification) retained for inspection.

Records of abstraction readings of the meters shall be taken at the same time each week during the whole of the period during which abstraction is authorised and sent to NRW as specified. Each record shall be kept and be made available during all reasonable hours for inspection by NRW for at least 7 years.

Initial Discussion

On arrival at site, I met with DR and we began the visit by running through the licence conditions and any previous compliance issues or records associated with the licence. Several breaches from a previous visit (outlined in CAR_NRW0048892) were discussed with DR noting that these were addressed and rectified.

It was noted that no licence provisions have changed for this abstraction, with all associated activities and infrastructure remaining consistent and compliant with the licence. DR raised no concerns regarding the current operations at site, however due to the recent

and sudden retirement of a senior manager several pieces of evidence, documents and software for the management of the site were inaccessible while the transfer of access to ICT and one drive documents is under way. This resulted in not being able to access abstraction returns or calibration certificates for on-site meters. While no long term abstraction returns were observed during this visit, DR noted that they are taken as specified by the license and uploaded as required. A copy of physical (recent) abstraction records were shown which I was happy to accept as evidence of compliance.

No further discussions were held and we proceeded to inspect the site infrastructure and abstraction points.

Site Inspection & Infrastructure

We began the infrastructure inspection by observing the abstraction point which was confirmed to be located at ~SO1814307399 which, while is ~60m away from the listed point in the license, is compliant with the licence with the discrepancy due to more accurate grid reference noting available than when the license was first issued. As such I raised no concerns regarding the source of abstraction.

The manhole at the abstraction point was lifted and inspected with no issues raised. The chamber was in a good condition with no leaks or defects present. DR noted that an overflow from this chamber discharges to the adjacent pond. These observations can be seen in Figure 1.



Figure 1 – The abstraction point and overflow to pond as observed during the inspection.

The catch tank was observed located directly next to the abstraction point at the same grid reference. On inspecting the tank, while displaying good structural integrity, did contain some root ingress, as seen in Figure 2. While not a major concern at present, I have listed an advisory comment to clear the roots to ensure they do not cause structural issues in future. We then continued to the water meter.



Figure 2 – The catch tank (with root ingress visible) as observed during the inspection.

On inspecting the meter at SO1828207136, it was found to be clear and readable as seen in Figure 3. I raised no concerns on the conditions present. When queried on calibration

and certificates, DR noted that while the meter was replaced recently, all documents were inaccessible due to the aforementioned access issues which are currently being addressed. Due to this, I have requested that evidence of the certificate be sent to me via email on an extended deadline to account for the access issues. DR was happy with this timescale and agreed to the deadline. This is actioned below.



Figure 3 – The water meter as observed during the inspection.

No further infrastructure observations were made. We returned to the site office for final discussions.

Final Discussion

I outlined my observations and required actions to DR, who raised no further concerns or queries, but thanked me for the understanding and extended deadlines for accessing documents and records. I thanked DR for their support and time.

I left site at 14:05.

Breaches of licence conditions

No breaches of licence conditions were recorded during this inspection. Please see a list of actions below.

Actions required by dates specified

1. Provide evidence of the water meter details and calibration certificates.

Deadline: 24/09/2026

Other advisory comments

1. Clear the catch tank of roots to ensure prolonged structural integrity.

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 details: Elis Nuttall, Environment Officer, elis.nuttall@naturalresourceswales.gov.uk, 03000 65 4651.

Thank you,

Elis Nuttall.

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 licence is issued to you under the Water Resources Act 1991 as amended by the Water Act 2003. You have a responsibility to comply with the conditions of your licence 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.

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 licence 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 resource action criteria (used in section 1 and 2):**WR A: Abstraction specified by Licence**

- WR-A1 Source of supply
- WR-A2 Points of abstraction
- WR-A3 Means of abstraction
- WR-A4 Purposes of abstraction
- WR-A5 Period of abstraction
- WR-A6 Quantities
- WR-A7 Land
- WR-A8 Other specified on licence

WR B: Abstraction measurement and records

- WR-B1 Means of measurement
- WR-B2 Recording
- WR-B3 Reporting

WR C: Surface / Groundwater level and protected flow

- WR-C1 Minimum hands-off flow/level requirements
- WR-C2 Flow/level measurement devices
- WR-C3 Recording
- WR-C4 Reporting

WR D: Environmental monitoring and information

- WR-D1 Recording
- WR-D2 Reporting
- WR-D3 Notifications

WR E: Fish and eel passage

- WR-E1 Infrastructure specified by licence
- WR-E2 Maintenance and records

WR F: Discharge

- WR-F1 Point of discharge
- WR-F2 Infrastructure
- WR-F3 Measurement
- WR-F4 Recording
- WR-F5 Reporting

WR G: Impoundment specified by licence

- WR-G1 Inland water to be impounded
- WR-G2 Manner and extent of impoundment
- WR-G3 Point(s) of impoundment
- WR-G4 Construction and removal requirements
- WR-G5 Other specified on licence

WR H: Borehole infrastructure

- WR-H1 Infrastructure and accessibility
- WR-H2 Maintenance and calibration

Enforcement response

Any non-compliance with a licence condition is an offence and we may take legal action against you. Action we take can include prosecution or civil sanctions. 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.