Compliance Assessment Report CAR_NRW0052943

Licence being assessed: WA/057/0012/010.

For: Wern Ddu Heat Pump BH, **held by:** Richard and Lynda Tunnicliffe.

At: .

Type of assessment: Site Inspection,

Reason: Routine.

On: 11/06/2026, between 10:30 and 11:00.

Parts of licence assessed: Site operations

NRW Lead Officer: Gavin Dodd.

Report sent to: Richard Tunnicliffe , Licence Holder , on 30/09/2026.

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

Part of licenced activity assessed (criteria)	Assessment result	Non-compliant licence condition
WR-A6 - Water Abstraction - Abstraction specified by licence - Quantities	C3 Minor	Maximum quantities of water to be abstracted - 9,000 cubic metres per year at an instantaneous rate not exceeding 1 litre per second.
WR-B1 - Water Abstraction - Abstraction measurement and records - Means of measurement	C3 Minor	Means of measurement of water abstracted - i) No abstraction shall take place unless the Licence Holder has installed a meter to measure quantities of water abstracted
WR-B2 - Water Abstraction - Abstraction measurement and records - Recording	C3 Minor	The Licence Holder shall take and record

Part of licenced activity assessed (criteria)	Assessment result	Non-compliant licence condition
		readings of the meter specified in condition 7.1 at the same time each month during the whole of the period during which abstraction is authorised.

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

2. What action is required?

Criteria	Action needed	Complete by
WR-A6	Install a meter to become compliant with the licence.	31/12/2026
WR-B1	Install a meter to become compliant with the licence.	31/12/2026
WR-B2	Install a meter to become compliant with the licence	31/12/2026

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

I (Environment Officer Gavin Dodd) arrived at Wern Ddu, Caerphilly at 10:30 on 11th June 2026 to conduct an inspection regarding a licence to abstract water (licence ref WA/057/0012/010). Licence Holder Richard Tunnicliffe was also in attendance. The weather during the inspection was raining slightly.

The source of supply for the abstraction was underground strata comprising of the Rhondda Member at Wern Ddu, at grid ref ST 17133 86302. The means of abstraction was a borehole with a submersible pump for the purpose of a ground source heat pump.

It was not possible to measure the maximum quantities of water abstracted as there appeared to be no meter installed at the point of abstraction. No readings have ever been submitted to NRW or taken by the licence holder for the licence and so the quantities abstracted since the licence was issued are unknown. It was mentioned that there may be remote readings available from a research project but this remains unconfirmed at this time.

There is a further condition in the licence to return all water abstracted to the underground strata at grid ref ST 17124 86287, the licence holder was compliant with this condition.



Figure 1: Point of abstraction



Figure 2: Point of abstraction return

Breaches of permit condition

1.) 6- Maximum quantities of water to be abstracted - 9,000 cubic metres per year at an

instantaneous rate not exceeding 1 litre per second.

Justification: There is no meter or means of measurement to determine the maximum quantities of water being abstracted per hour, day or year

2.) 7.1 - Means of measurement of water abstracted - i) No abstraction shall take place unless the Licence Holder has installed a meter to measure quantities of water abstracted.

Justification: Abstraction has taken place since the licence was issued despite the lack of a meter.

3.) 8.- Records- The Licence Holder shall take and record readings of the meter specified in condition 7.1 at the same time each month during the whole of the period during which abstraction is authorised.

Justification: No records for the abstraction are available.

Action required by date specified

1.) Install a meter to become compliant with the licence.

The deadline for the above action is 31st December 2026

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: Gavin Dodd, Environment Officer, gavin.dodd@cyfoethnaturiolcymru.gov.uk, 07929 749861.

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.