Cyfoeth Naturiol Cymru
Natural Resources Wales

Compliance Assessment Report CAR_NRW0053104

Permit being assessed: AN0403501

For: RSPB VISITOR CENTRE NEWPORT, **held by:** JEREMY POWELL - Trustee rspb

At: RSPB VISITOR CENTRE, NASH ROAD, NASH, NEWPORT, .

Type of assessment carried out: Site Inspection,

Reason: Routine.

On 29/09/2026, between 13:45 and 14:10.

Parts of permit assessed: Permit compliance

NRW Lead Officer: Elis Nuttall.

Report sent to: Sarah-Jane Reece, Site Administrator, on 01/10/2026.

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

Part of permitted activity assessed (criteria)	Assessment result	Non-compliant permit condition
WQ-B3 - Water Quality - Operations - Operating techniques	Action only (X)	
WQ-B2 - Water Quality - Operations - The site	Action only (X)	
WQ-A1 - Water Quality - Management - General management	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
WQ-B3	Undertake a de-sludge of the system as a priority. Submit evidence of transfer notes on completion.	30/11/2026
WQ-B2	Install information signs within the welfare facilities on site to increase awareness of what should and should not be disposed of via the sewage system.	30/11/2026
WQ-A1	Clear the root ingress observed in the sample point chamber during the next maintenance visit. Add this action to the routine maintenance regime for the site.	30/11/2026

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.

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 Visit Report

This report details the site visit made by Natural Resources Wales (NRW) on the 29/09/2026 to the sewage treatment plant servicing RSPB Newport Wetlands Visitor Centre, permit reference number EPR- AN0403501.

I (NRW Environment Officer Elis Nuttall) attended RSPB Newport Wetlands at 13:45 for a water quality permit compliance visit where I met with the site administrator (SJR). The weather was dry and overcast at the time of the visit.

General Observations

The site is a visitor centre with welfare facilities and a small kitchen. The site is serviced by a large sewage treatment plant. The management of the plant is undertaken by Hutchinson Environmental Solutions.

The permit consents the holder to make a discharge of tertiary treated sewage and trade effluent. The plant consists of a primary settlement tank, aeration filter tank, sand filter, and a vertical flow reed bed before discharging into an on-site pond (with hydrological links to the wider watercourse/reen network). A sampling point is specified in condition 1.3.1. The volume of the discharge shall not exceed 16m³/day.

The composition limits of the discharge shall not exceed:

- 10mg/l of biochemical oxygen demand (BOD)
- 5mg/l of ammoniacal nitrogen (N)
- 15mg/l of suspended solids
- Any significant trace of visible oil or grease

The site was operational at the time of the visit.

Initial Discussion

This was my second compliance inspection to the site, so I was familiar with the operations and infrastructure, so no in-depth discussions were held. SJR noted that there have been no changes in site operations which may impact the effluent treatment process or final discharge quality. The last service of the system was conducted in April 2026 and SJR presented the report during the inspection. The only concern noted was the presence of

water ingress to the control box. The most recent de-sludge was undertaken in June 2026, as evidenced by the waste transfer note presented by SJR during the inspection. No further discussions were held, and we proceeded to inspect the site infrastructure.

Site Infrastructure

On inspection, the compound where the treatment system is located was in a good condition. There were no obstructions present and all components of the infrastructure appeared intact and operating as designed. As discussed with SRJ, while the compound is used as a material storage for the site it should be ensured that the treatment system is accessible at all times and no materials stored on top of any chambers or directly adjacent to access points. These observations are evidenced in Figure 1.

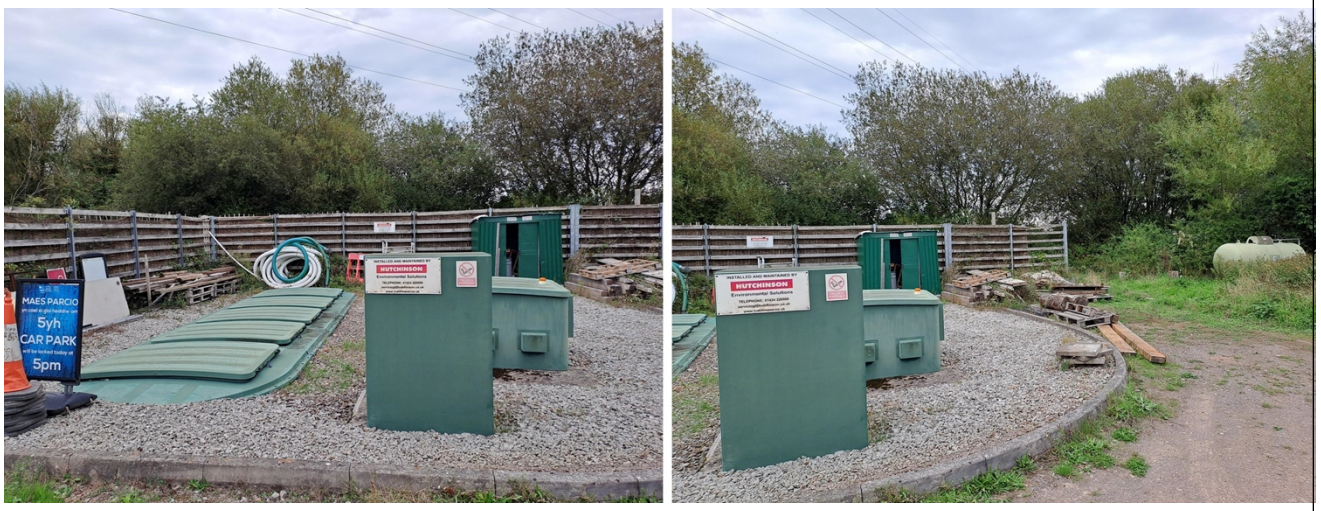

Figure 1 – The site compound as observed during the inspection.

The Control box was opened to assess the stated water ingress highlighted in the most recent service report. On inspection, the interior of the box was dry with no signs of water ingress or corrosion to suggest any significant impact. The pump was running and operating as designed with no concerning vibrations noted. The system display was clear, readable, and operating effectively. This can be seen in Figure 2. I had no concerns with the condition of the control box or internal infrastructure.

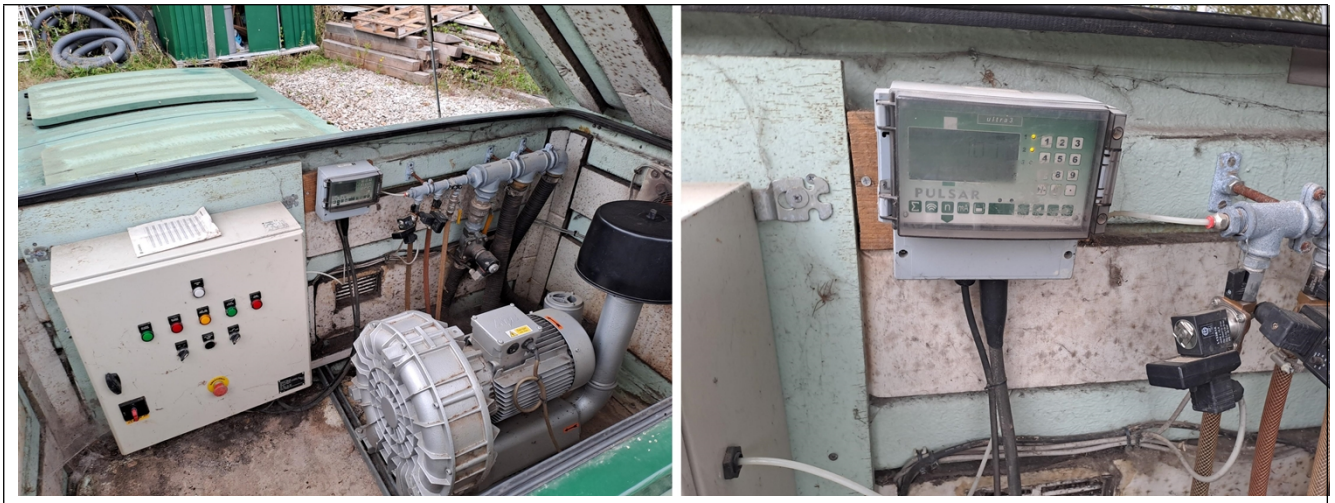

Figure 2 – The control box infrastructure as observed during the inspection.

The treatment system was inspected and each chamber lifted in the direction of flow.

The primary settlement chamber was observed to be very full, with minimal capacity for further settlement and storage of solid wastes. Additionally, significant quantities of sanitary products and other large items of non-biodegradable material were present, increasing the capacity shortage as well as the risk of obstructions within the system. This can be seen in Figure 3. On discussing my observations with SJR, they noted that the current de-sludge regime is on a six monthly basis. I advised that to ensure continued sufficient capacity within the settlement tank the site should explore increasing the frequency, with a suggestion to undertake the work on a quarterly basis. This has been added as an advisory comment only due to no evidence that the system is currently being overwhelmed.

As a result, I have actioned a de-sludge of the system as a priority, with the evidence of completion to be submitted on completion. Additionally, to ensure long term resilience of the system, staff and visitors to site should be informed of what should and should not be disposed of via the sewage system. This could be undertaken by installing information signs within the welfare facilities on site to increase awareness and hopefully influence behaviours. Please see the actions list below for associated deadlines.

Figure 3 – The primary settlement tank as observed during the inspection.

On lifting the secondary settlement chamber, it was noted that while capacity concerns persisted, there was no evidence of excessive solids carry over from the primary tank. The effluent was liquid only, indicating effective settlement. The action to undertake a de-sludge should address capacity concerns but there were no other issues noted. Figure 4 displays the conditions observed.

Figure 4 – The secondary treatment tank as observed during the inspection.

The system has four aeration chambers, all which were lifted and inspected, with conditions evidenced by Figure 5. There was good flow and dispersal of aeration at the time of the inspection with no noxious or overly pervasive odours present. I assessed that these chambers were operating effectively with no concerns raised.

Figure 5 – The aeration chambers as observed at the time of the inspection.

The final effluent chamber was lifted and, while appearing very brown, it was assessed that the effluent was of good quality with the colour attributed to staining of the chamber walls and the inclusion of tannings. There was no odour and no observable solids carried over from the treatment process. As such I had no concerns. The final effluent chamber can be

seen in Figure 6.

Figure 6 – The final effluent chamber as observed during the inspection.

The sample point was inspected and found to be clear of any sewage material or build up of solids, indicating the effective treatment of effluent. The effluent itself was clear and had

no odour, with no staining or fungus present in the receiving waterbody (on-site pond, dry at the time of the visit). There was some root ingress present within the chamber (as seen in Figure 7) but less prevalent than the previous visit. A repeat action to clear these roots has been included and I advise should be added to the routine maintenance regime for the site.

Figure 7 – The sample point as observed during the inspection.

No further observations were made during the inspection.

Final Discussion

I outlined my observations and actions to SJR who agreed and raised no further questions. They noted that actions would be initiated that day to address the sludge build up in the primary settlement chamber,

I left site at 14:10.

Breaches of permit conditions

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

Action required by dates specified

1. Undertake a de-sludge of the system as a priority. Submit evidence of transfer notes on completion.

Deadline: 30/10/2026

2. Install information signs within the welfare facilities on site to increase awareness of what should and should not be disposed of via the sewage system.

Deadline: 30/10/2025

3. Clear the root ingress observed in the sample point chamber during the next maintenance visit. Add this action to the routine maintenance regime for the site.

Deadline: 30/10/2026.

If we do not receive the information requested within specified deadline and have not been informed as to why there is a delay, then we may serve a Regulation 60 Notice requiring the information under Environmental Permitting (England and Wales) Regulations 2016.

Other advisory comments

1. I advise that the frequency of system de-sludge should be increased from every 6 months to every 3 months (quarterly) to ensure sufficient and continual capacity. This is particularly important for busier periods of the year.

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, 0300 065 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 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.