

Compliance Assessment Report CAR_NRW0040233

Permit being assessed: BM0044301

For: GLYNCLYDACH HOTEL LONGFORD RD DYFFR, held by BRIAN SHEPPARD
At: GLYNCLYDACH HOTEL LONGFORD RD DY, LONGFORD RD DYFFRYN NEATH,
DYFFRYN NEATH, NEATH, NEATH.

Type of assessment carried out: Check Monitoring/Sampling, Reason: Routine.

On 26/07/2022.

Parts of permit assessed: Condition 2 and 4

NRW Lead Officer: Rhys Griffiths.

Report sent to: Brian Sheppard & Claire Harris, Operator, on 15/09/2022.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
WQ-C1 - Emissions and monitoring - Emissions to water	C2 Significant	2 and 4

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	Improve maintenance and increase frequency of maintenance and monitoring. Consider sampling to see how the system is working.	12/08/2022

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.

We are currently considering taking enforcement action against you for the non-compliance recorded above. We will contact you in due course.

4. Details of our assessment

Condition 4 of consent - Non compliance

Failed sample for BOD. Sample taken by NRW samplers on 26/07/2022.

Parameter limit 80 mg/l

Result 225 mg/l

Condition 2 of consent - Non compliance

Myself and Edward Davies attended site on the 13/07/2022 regarding a report from a member of the public of smelly sewage smell in the area.

On inspection of the sewage treatment works, the operator showed duty of care paperwork for de-sludging primary tanks in April 2022. Humus tank cleansed in June 2022.

Evidence of fat being carried over onto the percolating filter media, fat deposits in tipping bucket and nozzles of distribution arms.

Distribution basin beneath tipping bucket is corroded, resulting in a direct loss of effluent from the basin onto the media beneath and consequently a delay in the distribution arms turning and a failure to evenly distribute the effluent over the filter media.

Although the percolating filter is heavily shaded by trees, the media may be prone to drying out due to the erratic flows to the treatment (caused by low hotel occupancy during the week, resulting in low flows to treatment throughout the week as opposed to a high number of guests over the weekend with resulting high effluent flows and loading to the treatment works)

A joint coupling on the final effluent discharge pipe has come away within the old stone culvert and final effluent is discharging into the stream where it shouldn't be. White staining indicative of a poor quality effluent can be seen at and beneath the point of discharge within the bed of the stream. The pipework should be reconnected and inspected for defects to ensure that the discharge is only being made to the River Clydach. Update: Site visit carried out 14/09/2022 and ca confirm that the disconnected pipe has been reconnected and bolted in place.

The two issues of main concern is the loading on the treatment works and that it potentially can't cope with the flows its receiving, followed by the condition and maintenance of the treatment works. The most recent failure (BOD - 225 mg/l) confirms that it isn't providing effective treatment.

Condition 2 of consent - Non compliance

UPDATE - A site visit was carried out on the 14//09/2022. It was noted that the disconnected pipe had now been reconnected and bolted in place. The filter spinner had been replaced and tipping bucket and bowl fixed as was leaking previously (13/07/2022) Some additional advice was given such as keeping a maintenance log and updating maintenance to the STW more frequent. Inspect primary tanks monthly and humus weekly. De sludge the primary tank more frequently (currently twice a year) and to review the systems drawings and flow criteria. Glyncltydach hotel have also carried out their own sampling and monitoring, recently through Anchem on the 17/08/2022. Results of the sample taken showed that they were compliant with permit condition 4. BOD - 29mg/l, Suspended Solids - 18mg/l and pH - 7.6 pH. Claire confirmed she will share future sampling results and spreadsheet wit NRW.

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 only relating to the activity assessment
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

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

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

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 Installation of monitoring boreholes

WQ D: Information

- WQ-D1 Records
- WQ-D2 Reporting
- WQ-D3 Notifications

Enforcement response

Any permit condition non-compliance 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 20 working days to let you know if we agree to your request.

What do I do if I disagree with the report or have a complaint?

If you disagree with this compliance assessment report, you should contact the lead officer without delay to discuss your concerns.

If you are unable to resolve the issue with the lead officer or their line manager you should contact our Customer Contact team on 0300 065 3000 (Monday to Friday 08:00 – 18:00), or email enquiries@naturalresourceswales.gov.uk for details of how to raise your dispute further through our Complaints and Commendations procedure.

If you are dissatisfied with our response, you can contact the Public Services Ombudsman for Wales by phone on 0300 7900203 or by email at 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.