Compliance Assessment Report

Report ID: CAR_NRW0034994

This form will report compliance with your permit as determined by an NRW officer					
Site	PTP REED BED SERVICING GROVE HOTEL	Permit Ref	WQD007571		
Operator/Permit holder	MR NEIL KEDWARD AND MS ZOE AGAR				
Regime	WaterQuality				
Date of assessment	14/04/2019	Time in	N/A	Out	N/A
Assessment type	Report/Data Review				
Parts of the permit assessed	1Condition 1.5 Composition				
Lead officer's name	Sherwood, Nathan				
Accompanied by					
Recipient's name/position	Thomas Agius Ferrante/ General Manager	Date issued	15/04/2019		

Section 1 – Compliance Assessment Summary

This is based on the requirements of the permit under the Environmental Permitting Regulations or the licence under the Water Resources Act 1991 as amended by the Water Act 2003. A detailed explanation is captured in "Compliance Assessment Report Detail" (Section 2) and any actions you may need to take are given in the "Action(s)" (section 4). This summary details where we believe any non-compliance with the permit has occurred, the relevant condition and how the non-compliance has been categorised using our Compliance Classification Scheme (CCS). CCS Scores can be consolidated or suspended where appropriate, to reflect the impact of some non-compliances more accurately. For more details of our CCS scheme, contact your local office.

Permit conditions and compliance summary	CCS Category	Condition(s) breached
E2 - Emissions - Land and groundwater	C3	Condition 1.5 Composition

KEY: See Section 5 for breach categories, suspended scores will be indicated as such.
A = Assessed or assessed in part (no evidence of non-compliance), **X** = Action only,
O = Ongoing non-compliance, not scored.

Number of breaches recorded	1	Total compliance score (see section 5 for scoring scheme)	4

If the Number of breaches recorded is greater than zero, please see Section 3 for our proposed enforcement response

Section 2 – Compliance Assessment Report Detail

This section contains a report of our findings and will usually include information on:

- The part(s) of the permit that were assessed (eg. Maintenance, training, combustion plant, etc)
- Where the type of assessment was 'Data Review' details of the report/results triggering the assessment
- Any non-compliances identified
- Any non-compliances with directly applicable legislation
- Details of any multiple non-compliances
- Information on the compliance score accrued inc.
- Details of advice given
- Any other areas of concern
- Any actions requested
- Any examples of good practice
- A reference to photos taken

The Manager
Grove Hotel
Molleston
Narberth
Pembrokeshire
SA67 8BX

Our ref: NPSWQD007571

Date: 25 February 2019

Dear Sir or Madam

Environmental Permit NPSWQD007571

Package sewage treatment plant discharge at Grove Hotel – exceedance of permit limits

A sample taken from the above sewage treatment works on 16 July 2018 did not meet the limits of your permit for Ammonia. Subsequent samples taken on 26 October 2018 and 3 January 2019 also failed to meet the permit limits, indicating that the effluent continues to be poorly treated. See appended tables for details. These permit exceedances will be placed on our public register.

The treatment plant at Grove Hotel also failed the permit limit for Ammonia in 2017, resulting in a visit from an NRW Environment Officer to offer advice in relation to the permit breach. You were also pointed towards advice on Environmental Management Systems (EMSs) on NRW's website.

In view of the continued failure to observe permit limits, the next samples will be taken in a formal manner, which may be used as evidence in future enforcement action.

Please look into the reason for this permit exceedance and respond to me within fourteen days of the date of this letter, detailing the reason(s) and any steps that you have taken to rectify problems.

Permit breaches may attract enforcement action, but I shall have regard to your response in considering what action might be appropriate.

I look forward to hearing from you.

Yours sincerely

Nathan Sherwood

Environment Officer

Natural Resource Management (Pembrokeshire)

Direct line: 03000 65 4799

Results of analysis of sample taken from treatment works serving Grove Hotel (permit number NPSWQD007571):

16 July 2018

Determinand	Permit limit (mg/l)	Result (mg/l)
Ammonia	5	26.8

26 October 2018

Determinand	Permit limit (mg/l)	Result (mg/l)
Ammonia	5	8.01

3 January 2019

Determinand	Permit limit (mg/l)	Result (mg/l)
Ammonia	5	6.77

Cyfoeth Naturiol Cymru Natural Resources Wales	**EPR Compliance Assessment Report**	**Report ID: CAR_NRW0034994**

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Operator/Permit holder	MR NEIL KEDWARD AND MS ZOE AGAR	Date	14/04/2019

Section 3 – Enforcement Response

You must take immediate action to rectify any non-compliance and prevent repetition.
Non-compliance with your permit conditions constitutes an offence and can result in criminal prosecutions and/or suspension or revocation of a permit. Please read the detailed assessment in Section 2 and the steps you need to take in Section 4 below.

We will now consider what enforcement action is appropriate and notify you, referencing this form.

Section 4 – Action(s)

This section summarises the actions identified during the assessment along with the timescales for when they will need to be completed.

Criteria Ref.	**CCS Category**	**Action required/advised**	**Due Date**
See Section 1 above			
E2	C3	Letter sent 25/02/19 outlining details of permit breaches and requirement for remedial work to be carried out.	29/04/2019

Section 5 – Compliance notes for the Operator

To ensure you correct actual or potential non-compliance we may

- Advise on corrective actions verbally or in writing
- Require you to take specific actions verbally or in writing
- Issue a notice
- Require you to review your procedures or management system
- Change some of the conditions of your permit
- Decide to undertake a full review of your permit

Any breach of a permit condition is an offence and we may take legal action against you

- We will normally provide advice and guidance to assist you to come back into compliance either after an offence is committed or where we consider that an offence is likely to be committed. This is without prejudice to any other enforcement response that we consider may be required.
- Enforcement action can include the issue of a formal caution, prosecution, the service of a notice and/or suspension or revocation of the permit.

See our Enforcement and Civil Sanctions guidance for further information

This report does not relieve the site operator of the responsibility to

- Ensure you comply with the conditions of the permit at all times and prevent pollution of the environment
- Ensure you comply with other legislative provisions which may apply

Non-compliance scores and categories

CCS category	Description	Score
C1	A non-compliance that could have a major environmental effect	60
C2	A non-compliance which could have a significant environmental effect	31
C3	A non-compliance which could have a minor environmental effect	4
C4	A non-compliance which has no potential environmental effect	0.1

Operational Risk Appraisal (Opra) - Compliance assessment findings may affect your Opra score and/or your charges. This score influences the resource we use to assess permit compliance.

Section 6 – General information

Data protection notice

The information on this form will be processed by the Natural Resources Wales (NRW) to fulfil its regulatory and monitoring functions and to maintain the relevant public register(s). The NRW may also use and/or disclose it in connection with:

- Offering/providing you with its literature/services relating to environmental matters
- Consulting with the public, public bodies and other organisations (eg. 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 its service
- Freedom of Information Act/Environmental Regulations request

The NRW may pass it on to its agents/representatives to do these things on its behalf. You should ensure that any persons named on this form are informed of the contents of this data protection notice.

Disclosure of information

The NRW will provide a copy of this report to the public register(s). However, if you consider that any information contained in this report should not be released to the public register(s) on the grounds of commercial confidentiality, you must write to your local area office within fifteen working days of receipt of this form indicating which information it concerns and why it should not be released, giving your reasons in full.

Customer charter

What can I do if I disagree with this compliance assessment report?

If you are unable to resolve the issue with your site officer, you should firstly discuss the matter with officer's line managers using the informal appeals procedure. If you wish to raise your dispute further through our official Complaints and Commendations procedure, phone our general enquiry number 0300 065 3000 (Mon to Fri 08.00 – 18.00) and ask for the Customer Contact team or send an email to enquiries@naturalresourceswales.gov.uk. If you are still dissatisfied you can make a complaint to the Public Services Ombudsman for Wales. For advice on how to complain to the Ombudsman phone their helpline on 0845 607 0987.

Welsh Language
If you would like this form in Welsh please contact your Regulatory Officer.