

Compliance Assessment Report CAR_NRW0042854

Permit being assessed: AN0142702

For: CARDIFF WEST SERVICE AREA M4 J33 NR, held by MOTO HOSPITALITY LIMITED
At: CARDIFF WEST SERVICE AREA M4 J33, M4 J33 NR PONTYCLUN, NR PONTYCLUN, UNKNOWN, UNKNOWN.

Type of assessment carried out: Site Inspection, Reason: Routine.

On 07/11/2023, between 12:00 and 13:00.

Parts of permit assessed: Conditions of consent

NRW Lead Officer: Alexander Grainger, accompanied by: Alex Grabham.

Report sent to: Garry Scholes, Maintenance Technician, on 23/11/2023.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
WQ-D1 - Information - Records	Action only (X)	
WQ-D1 - Information - Records	Action only (X)	
WQ-D1 - Information - Records	Action only (X)	
WQ-D1 - Information - Records	Action only (X)	
WQ-B2 - Operations - The site	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-D1	Provide the 2 most recent instances of maintenance records carried out on the treatment plant.	08/12/2023
WQ-D1	Provide the 2 most recent tanker records for desludging the treatment plant as per section 10.c. outlined in the permit.	08/12/2023
WQ-D1	Provide the 2 most recent final effluent sample results from the treatment works (if applicable).	08/12/2023
WQ-D1	Provide the previous 3 months of discharge volume data from the treatment works as per section 11. outlined in the permit.	08/12/2023
WQ-B2	Organise a suitable date for when a site visit can be undertaken with the contractors that maintain the treatment plant so we can carry out an inspection.	08/12/2023

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

This site visit was undertaken on the 7th of November 2023. I was accompanied by Environment Officer Alex Grabham, and we met with the on-site maintenance technician.

As per the site visit, we were escorted to the treatment plant where upon initial observation looked to be poor condition with a lot of overgrown vegetation. The on-site technician did not know the workings of the treatment plant as it is managed by external contractors on a weekly basis.

The labelled sample point that we were taken to was also overgrown and looked to be inaccessible due to a metal grating being in the way of the discharge manhole.

Condition 4:

“Adequate facilities shall be provided to enable representative samples of the discharge to be safely and conveniently obtained at any time at the sampling manhole between the humus tank and manhole S26 as shown marked ‘Sampling Point’ on the previously submitted drawing no. NBDA 99 50 Rev. N.”

Due to our intention to carry out a site audit, we would like the following information to carry out an informed inspection of the site:

- The **previous 2 instances** of maintenance records carried out on the treatment plant.
- The **previous 2 tanker records** for desludging of the treatment plant as per section 10.c outlined in the permit.

Condition 10:

“The works shall be operated and maintained in accordance with the manufacturer’s instructions. In particular the works shall be maintained such that: -

c) tanks shall be desludged at sufficient frequency and in such a manner as to prevent problems with septic sludge, rising sludge or excessive carry over of suspended solids.”

- The **previous 3 months of discharge volume** from the treatment works as per section 11. outlined in the permit.

Condition 11:

“Records shall be kept for at least two years of the monthly volume of discharge of the effluent. This shall be taken as being equivalent to the volume of incoming mains water to the site. The records shall be made available to the Authority up request.”

- The **previous 2 results of final effluent samples** you have taken (if applicable).

With this information request, we would like to schedule a visit to the site with the contractors who would be able to walk us through the treatment plant and answer any questions we may have about the system. If you could, please provide us with this information and a suitable date for a visit within **2 weeks**.

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.