

Compliance Assessment Report CAR_NRW0042867

Permit being assessed: AE2024501

For: HENSOL CASTLE STW, held by LEEKES

At: HENSOL HOSPITAL, NR PONTYCLUN, ,, CF72 8JX.

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

On 19/10/2023, between 09:00 and 09:45.

Parts of permit assessed: Relevant Conditions

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

Report sent to: Carl Lester, Site manager, on 27/11/2023.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
WQ-B3 - Operations - Operating techniques	Action only (X)	
WQ-D1 - Information - Records	Action only (X)	
WQ-D1 - Information - Records	Action only (X)	
WQ-B2 - Operations - The site	Assessed (A)	

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	Please can you tell me how screenings are disposed of?	08/12/2023
WQ-D1	Provide a copy of the most recent transfer note for desludging.	08/12/2023
WQ-D1	Provide a copy of the maintenance schedule.	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.

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

Reissued due to enforcement response error on CAR form. Corrected to say no further action.

The site visit was undertaken on the 19th October 2023, I was accompanied by Environment Officer Alex

Grainger, we met with the operator and manager. The weather was dry with intermittent sunshine.

Site Report

During the visit we inspected the site starting with the inlet. The inlet screen appeared clean with low flows during the visit. I was informed that the screens are cleaned once per week.

The primary settlement tanks appeared to be in a good condition and to be operating correctly. You stated that the tanks had recently been cleaned and I requested a copy of the transfer note be sent to myself.

(Photo 1)



Photo 1

The trickling filters had no vegetation growth on them and all injectors on the rotating arms appeared to be working correctly (photo 2 and 3). I was informed that the brickwork was being repointed in areas around the trickling filters and all settling tanks where required.



Photo 2



Photo 3

The final settlement tanks appeared to be working correctly with no evidence of any carryover (photos 4 and 5).



Photo 4



Photo 5

The discharge appeared clear with no growth on the outlet channel (photo 6). The sample point was labelled and accessible. A routine sample was taken by the NRW monitoring team the same day the results of which are in Table 1 below. The results were compliant with the permit limits.



Photo 6

Table 1. Sample results 19 October 2023

Parameter	Permit limit (mg/l)	Sample result (mg/l)
Biological Oxygen Demand	20	5.16
Suspended Solids	30	9.5

During the visit we discussed the maintenance schedule. I was informed that the plant has routine maintenance three times a week. We were unable to see the maintenance records while onsite due to access issue with the onsite office. However, I acknowledge that copies of the maintenance diary were subsequently sent to myself.

We also discussed your plans to invest in some general improvements to the site. Which included the repointing and building repairs.

We discussed access for the NRW monitoring team and confirmed the point of contact. I was informed that third party samples are taken every 6 weeks for your own records.

I was informed that during bad weather in the summer that the outfall became partially blocked by a fallen tree. The outfall rate from the plant was subsequently reduced and the level in the final tanks began to raise until the tree was removed from the outfall. I was informed that there was no reduction in effluent quality. However, if there are any issues in the future which could cause an environmental impact such as this, please self-notify NRW by calling the Information Communication Centre (ICC) on 03000 653000.

Surface water arrangements were discussed, and I was informed that the only surface water that enters the treatment plant is from the flats in the castle. All other surface water from the properties linked to the

treatment plant goes to the watercourse and lake.

I was informed that loadings have not changed since my last visit.

Breaches of permit condition:

No permit breaches were identified during the visit.

Action required:

1. Please can you tell me how screenings are disposed of?
2. Provide a copy of the most recent transfer note for desludging.
3. Provide a copy of the maintenance schedule.

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:

As discussed, while onsite I will return to inspect the outfall when the vegetation has died back further in the new year.

I acknowledge the work that has taken place to maintain the plant and site in its current compliant condition.

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: Alex Grabham, Environment Officer,
Alex.Grabham@naturalresourceswales.gov.uk, 03000 65 4654

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.