

## Compliance Assessment Report

Report ID:  
CAR\_NRW0035565

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	12/08/2019	Time in	12:20	Out	12:50	
Assessment type	Report/Data Review					
Parts of the permit assessed	1. Condition; 1.5 Composition					
Lead officer's name	Sherwood, Nathan					
Accompanied by						
Recipient's name/position	Thomas Agius Ferrante/ General Manager	Date issued	13/08/2019			

### 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
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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

Mr Neil Kedward & Ms Zoe Agar  
The Grove  
Molleston  
Narberth  
Pembrokeshire  
SA67 8BX

**Our ref:** NPSWQD007571

**Date:** 16 August 2019

Dear Mr Kedward & Ms Agar

### **Warning Letter**

#### **Environmental Permit NPSWQD007571**

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

The treatment plant at The Grove Hotel has continued to fail the permit limit for Ammonia between 16 July 2018 and 31 July 2019. Formal samples were taken which indicated that the effluent continues to be poorly treated. (See appended tables for details). These permit exceedances will be placed on our public register.

Following the provision of advice and guidance and a recent visit by an Environment Officer from the NRW Environment Team, I now write to update you. NRW have completed their investigation into the matter and have identified the following offence; -

**Offence:**

It is an offence for a person/company to – contravene the Environmental Permitting (England & Wales) Regulations (2016),

Contrary to Regulation 38 (2).

On this occasion we are issuing you a warning letter as a response to the above offence. However, our decision could change if any further relevant information comes to light, including, but not restricted to, information that:

- you have committed earlier offences;
- the environmental impacts of these offences are greater than we presently understand them;
- the offences are continuing or have been repeated
- you have committed other offences of which we are presently unaware.

We will take this offence into account if we consider that you are involved in any future offending.

This warning does not:

- prevent any other prosecuting authority taking action against you/the Company; or
- affect our right to issue enforcement, clear-up or remediation notices, or seek recovery of costs or damages according to law.

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

05 April 2019

Determinant	Permit limit (mg/l)	Result (mg/l)
Ammonia	5	13

31 July 2019

Determinant	Permit limit (mg/l)	Result (mg/l)
Ammonia	5	36.4

Yours faithfully,

**Team Leader**

Our Natural Resources Wales complaints procedure is available on our web-site.

## EPR Compliance Assessment Report

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### 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.

In respect of the above non-compliance you have been issued with a warning. At present we do not intend to take further enforcement action. This does not preclude us from taking additional enforcement action if further relevant information comes to light or offences continue.

### 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	Repairs to sewage plant tanks OR replacement of STP OR connection to mains sewer	27/09/2019

## 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](mailto: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.