

Compliance Assessment Report CAR_NRW0043207

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 22/01/2024, between 14:00 and 15:00.

Parts of permit assessed: Conditions of consent

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

Report sent to: Nina Fairweather, Risk manager, on 24/01/2024.

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-B2 - Operations - The site	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 a management plan of the site with details of the workings and layout of the plant, including schematics / drawings.	07/02/2024
WQ-B2	Organise a suitable date in which we can re-visit the site with the contractors who manage the plant in order to have a more detailed walkthrough.	07/02/2024
WQ-B2	Any further clarification / updates on the third party sewer connection.	07/02/2024

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 22nd of January 2024. I was accompanied by Environment Officer Alex Grabham, and we met with the on-site facilities team and manager.

Upon arrival to the site, we met 3 members of the facilities team, including the facilities manager who showed us around the treatment works. The site had been tidied up since our last visit with vegetation being cut back. The on-site facilities team did not fully understand the workings of the plant as it is managed by external contractors, which I did request in our CAR form (dated 07/11/2023) from our initial visit that the contractors be there this occasion to explain the system to us, but this was not the case.

The system at the back of the plant which includes a drum filter, backwash pump and outlet was not operational at the time of the visit. When asked why this was the case, the on-site facilities team couldn't answer this due to lack of familiarisation with the plant. This will have to be explained via the contractors who manage the plant for better understanding as there was another pipe that seemingly came from the final effluent settlement tank which was discharging, however the quality of the discharge did look to be good.

As per the initial CAR form, the sample point was now much more accessible with the overgrown vegetation in the area being cleared.

I intend on making another visit to site when given an appropriate date where the contractors are available to explain the system in more detail.

As per discussion with the facilities manager during our visit, we would like the following:

- Provide a management plan of the site with details of the workings and layout of the plant, including schematics / drawings.
- A suitable date in which we can re-visit the site with the contractors who manage the plant in order to have a more detailed walkthrough.
- Any further clarification / updates on the third party sewer connection.

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.