

Compliance Assessment Report

Report ID:
CAR_NRW0034076

This form will report compliance with your permit as determined by an NRW officer

Site	Supply from borehole at St Mellons Golf Club	Permit Ref	20/56/71/0008		
Operator/Permit holder	St Mellons Golf Club (1964) Ltd				
Regime	Water Abstraction				
Date of assessment	16/10/2018	Time in	12:15	Out	12:30
Assessment type	Audit				
Parts of the permit assessed	All				
Lead officer's name	Falk, Tamarind				
Accompanied by	Burge, Chris,Hardiman, Brendan				
Recipient's name/position	Marc Anderton/ Course Manager	Date issued	21/11/2018		

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
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	0	Total compliance score (see section 5 for scoring scheme)	0
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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

Site inspection carried out on 16/10/18 by Environment Officers Tamarind Falk, Chris Burge and Brendan Hardiman to assess the compliance to conditions of abstraction licence 20/56/71/8.

Borehole and abstraction meter

Met with Marc Anderton, Course Manager, who accompanied us to check the borehole location and the abstraction meter:



Borehole pump and abstraction meter

The meter was partially covered by silt but was readable and appeared in good working order.

Recommendation: The meter should be protected from flooding/silt if possible.



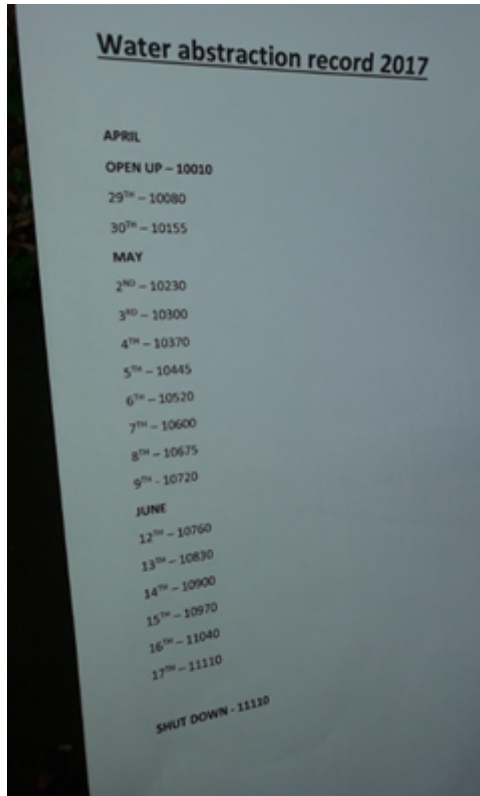
Meter reading

Testing of the borehole is being planned because levels/quantities have not been as expected.

Request: Please notify Natural Resources Wales when this work has been done and if any changes are to be made to the equipment.

Abstraction records

Abstraction records were in good order and compliant. Reviewed readings for 2017 and 2018:



Abstraction records 2017

ABSTRACTED 2018

meter for the days it was read, or the volumes actually abstracted on days abstraction was made.

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
1							11500					
2							11530					
3							11560					
4							11590					
5							11620					
6							11650					
7							11680					
8							11710					
9							11740					
10							11770					
11							11800					
12							11830					
13							11860					
14							11890					
15							11920					
16							11950					
17							11980					
18							12010					
19							12040					
20							12070					
21							12100					
22							12130					
23							12160					
24							12190					
25							12220					
26							12250					
27							12280					
28							12310					
29							12340					
30							12370					
31							12400					

Open up on May 14th - 11110

Abstraction records 2018

Abstraction returns have historically been submitted by post.

Please refer to NRW website for updates re. abstraction returns:

<https://naturalresources.wales/guidance-and-advice/environmental-topics/water-management-and-quality/water-abstraction-returns/?lang=en>

To submit abstraction returns electronically in future please email **waterresources.returns@naturalresourceswales.gov.uk** and provide the following information:

- **Licence number (20/56/71/8)**
- **Licence Holder name and address**
- **Note: For electronic returns you will need Excel 2007 or a newer version and your email security settings must allow emails with attached Excel files from **waterresources.returns@naturalresourceswales.gov.uk**.**

EPR Compliance Assessment Report

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Operator/Permit holder	St Mellons Golf Club (1964) Ltd	Date	16/10/2018

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.

Other than the provision of advice and guidance, at present we do not intend to take further enforcement action in respect of the non-compliance identified above. This does not preclude us from taking enforcement action if further relevant information comes to light or advice isn't followed.

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			

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.