

Compliance Assessment Report CAR_NRW0045291

Permit being assessed: AN0325301

For: TRAVELLERS REST INN, held by MITCHELLS & BUTLERS RETAIL LIMITED

At: THORNHILL, ., ., CAERPHILLY, CF83 1LY.

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

On 24/09/2024, between 13:42 and 14:17.

Parts of permit assessed: All Permit

NRW Lead Officer: Gavin Summerhill.

Report sent to: Oliver Hills, Supervisor, on 30/09/2024.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
WQ-C2 - Water Quality - Emissions and monitoring - Emissions to land	C3 Minor	1 Management 1.1 General management 1.1.1 The operator shall manage and operate the activities: (a) in accordance with a written management system that identifies and minimises risks of pollution, including those arising from operations, maintenance, accidents, incidents, non-conformances and those drawn to the attention of the operator as a result of complaints; and (b) using sufficient competent persons and resources. 1.1.2 Records demonstrating compliance with condition 1.1.1 shall be maintained. 1.1.3 Any person having duties that are or may be affected by the matters

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
		set out in this permit shall have convenient access to a copy of it kept at or near the place where those duties are carried out.
WQ-C2 - Water Quality - Emissions and monitoring - Emissions to land	C3 Minor	Schedule 1 – Operations Table S1.1 Activities Description of activity Limits of specified activity Groundwater activity: discharge into land of secondary treated sewage effluent Via an infiltration system centred on NGR ST 15850 84378

Result types are explained in more detail in the 'Important Information' section below.

2. What action is required?

Criteria	Action needed	Complete by
WQ-C2	<ul style="list-style-type: none"> Written management plan needs to be submitted. Waste transfer notes and maintenance logs need to be submitted. 	25/11/2024
WQ-C2	<ul style="list-style-type: none"> Inspect Package Treatment Plant. Produce an investigative report highlighting the reason for poor quality final effluent. Bring Package Treatment Plant into compliance with Permit Conditions. 	25/11/2024

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

Site Report

On Tuesday 24th September 2024 I visited The Travellers Rest, Thornhill Rd, Thornhill, Cardiff, Caerphilly CF83 1LY to carry out a permit inspection on their Sewage Treatment Plant. Permit Number AN0325301 .I arrived on site at 13.42. The weather conditions were dry and overcast. My site inspection commenced at 13.48.

Observations

I proceeded to identify the location of the Sewage Treatment Plant. Please see Fig 1 and 2 below.

Sewage Treatment Plant (Fig 1)



Sewage Treatment Plant (Fig 2)



I lifted the lid on the first chamber and identified a large amount of solid waste within the chamber. This is expected as it is the primary chamber. A slight odour was present. Please see Fig 3 below.

First Chamber (Fig 3)



I lifted the lid on the second chamber and observed a vast amount of foam present. The blower was active at this time. I could not establish if the amount of solid carry over had reduced in this chamber. Please see Fig 4 below.

Second Chamber (Fig 4)



I lifted the lid on the third chamber. The amount of solids carried over had reduced but was still extremely turbid. Please see Fig 4 below.

Third Chamber (Fig 5)



I proceeded to check the sample point location at NGR ST 15868 84367. I confirmed this to be accurate as stipulated by the permit. Please see Fig 6 below.

Sample Point NGR (Fig 6)



Sample point checked. The waste water was turbid with a slight odour present. Please see Fig 7 below.

Sample Point (Fig 7)



I spoke with the restaurant supervisor and asked if any waste transfer notes or maintenance logs were available. He advised they will be emailed to myself.

I left site at 14.17

Breaches of permit condition:

Breach 1

1 Management

1.1 General management

1.1.1 The operator shall manage and operate the activities: (a) in accordance with a written management system that identifies and minimises risks of pollution, including those arising from operations, maintenance, accidents, incidents, non-conformances and those drawn to the attention of the operator as a result of complaints; and

(b) using sufficient competent persons and resources.

1.1.2 Records demonstrating compliance with condition 1.1.1 shall be maintained.

1.1.3 Any person having duties that are or may be affected by the matters set out in this permit shall have convenient access to a copy of it kept at or near the place where those duties are carried out.

Justification

No written management plan available at time of visit.

Breach 2

Schedule 1 – Operations

Table S1.1 Activities

Description of activity Limits of specified activity Groundwater activity: discharge into land of secondary treated sewage effluent Via an infiltration system centred on NGR ST 15850 84378

Emission point ref. & location	Parameter	Limit (incl. unit)	Reference Period	Monitoring frequency	Compliance statistic
Secondary treated sewage effluent via outlet 1	Maximum daily discharge volume	14 m ³ /day	Total daily volume	N/A	Maximum
Secondary treated sewage effluent via outlet 1	ATU-BOD as O ₂	40 mg/l	Instantaneous (spot sample)	N/A	Maximum
Secondary treated sewage effluent via outlet 1	Suspended solids (measured after drying at 105° C)	60 mg/l	Instantaneous (spot sample)	N/A	Maximum
Secondary treated sewage effluent via outlet 1	Visible oil or grease	No significant trace present	Instantaneous (spot sample)	N/A	No significant trace

Justification

Turbid final effluent. Visual evidence that emission limits have been breached.

Action required by date specified:

- Written management plan needs to be submitted.
- Waste transfer notes and maintenance logs need to be submitted.
- Inspect Package Treatment Plant.
- Produce an investigative report highlighting the reason for poor quality final effluent.
- Bring Package Treatment Plant into compliance with Permit Conditions.

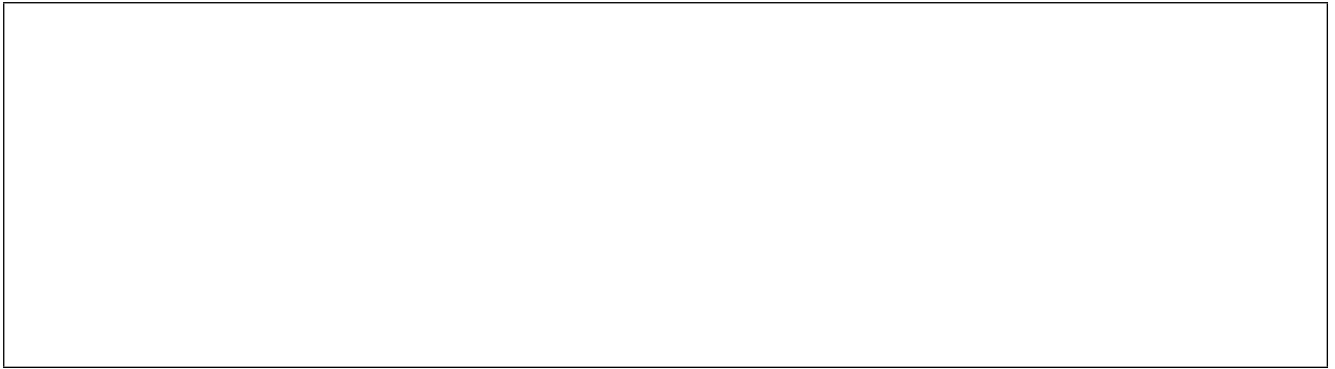
The above actions are required by the 25th November 2024.

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:

Gavin Summerhill (Environment Officer)

gavin.summerhill@cyfoethnaturiolcymru.gov.uk



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.