

Compliance Assessment Report CAR_NRW0045508

Permit being assessed: BP0290501
For: Dogs Trust Bridgend, held by Dogs Trust
At: COURT COLMAN FARM, ., ., BRIDGEND, CF31 4NG.

Type of assessment carried out: Audit, Reason: Routine.
On 16/10/2024, between 10:00 and 11:30.
Parts of permit assessed: All

NRW Lead Officer: Callum Murray, accompanied by: Emily Roe01.
Report sent to: Darren Oakley, Centre Manager, on 28/10/2024.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
WQ-D1 - Water Quality - Information - Records	C4 No impact	4.1.1 d) All records required to be made by this permit shall be retained, unless otherwise agreed in writing by Natural Resources Wales, for at least 6 years from the date when the records were made
WQ-B3 - Water Quality - Operations - Operating techniques	C4 No impact	3.3.1 Permanent means of access shall be provided to enable sampling/monitoring to be carried out in relation to the emission points specified in schedule 3 tables S3.1, S3.2 and S3.3 unless otherwise agreed in writing by Natural Resources Wales.
WQ-B3 - Water Quality - Operations - Operating techniques	C3 Minor	2.1.1 The operator is only authorised to carry out the activities specified in schedule 1 table S1.1 (the "activities").

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	request maintenance logs from the contractor.	30/11/2024
WQ-B3	Clear vegetation in the willow coppice to allow access to the infiltration system	31/01/2025
WQ-B3	Solar pond needs vegetation clearing to allow it to work as designed	31/01/2025

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

16/10/24

Officers Callum Murray and Emily Roe attended the Dogs Trust rehoming Center in Bridgend to carry out a compliance inspection visit. There was constant heavy rain throughout the visit.

Darren Oakley, center manager was unable to attend during the visit, and we were shown around by groundskeeper and maintenance engineer Gary Owen.

We were shown the Package Treatment Plant (PTP) which was operating as designed. The effluent leaving the PTP, seen at the the effluent sample point at NGR 88104 81560, was clear. The housing for the 20 micron filter setup was locked, and consequently we were unable to see this. Gary explained the contractor used by the Dogs Trust for the PTP maintenance had the key for this unit.

The solar pond situated at NGR SS 88098 81528, was overgrown with vegetation and had not been maintained in accordance with the permit. Likewise, the willow coppice, which acts as the final polishing of the effluent before reaching the infiltration system had become overgrown and will require maintenance. Due to the excess vegetation, it was not possible to see the discharge point.

There was incomplete paperwork available to see on site. We were not shown a management plan, and the servicing and maintenance records did not cover the last 6 years.

A comprehensive management plan was subsequently supplied by Darren Oakley on the 17/10/24 via email.

Actions:

- Provide maintenance and servicing records for the PTP covering the last 6 years by **30/11/24**.
- Keep copies of the management plan, and all maintenance and servicing records for the PTP accessible on site.
- Clear the vegetation in the solar pond by **31/01/25**.
- Clear the excess vegetation in the willow coppice, so the discharge location can be accessed by **31/01/25**.

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.