

Compliance Assessment Report CAR_NRW0048104

Permit being assessed: AN0396801

For: GLASLYN COURT NURSING HOME GILWERN, held by Glaslyn Retirement Homes Limited

At: GLASLYN COURT NURSING HOME, CRICKHOWELL ROAD, GILWERN, ABERGAVENNY, NP7 0EH.

Type of assessment carried out: Audit, Reason: Routine.

On 15/04/2025.

Parts of permit assessed: Discharge point

NRW Lead Officer: Alastair Krzyzosiak.

Report sent to: philcorfield@glaslyncarehomes.co.uk, Operations Manager, on 15/04/2025.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
WQ-A1 - Water Quality - Management - General management	C2 Significant	3.3

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

2. What action is required?

Criteria	Action needed	Complete by
WQ-A1	Access to the discharge point must be reinstated	19/05/2025

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.

You are non-compliant with your permit.

At this time, we are issuing you with a warning for the non-compliance recorded above. Warnings may influence future enforcement response for continued or further non-compliance.

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

This CAR contains a WARNING.

Further enforcement will be considered if the required actions are not completed.

Compliance Assessment Report CAR_NRW0045455 was sent to the permit holder on 21.10.24. It recorded the fact that due to land slips, vegetation and fallen trees, it was not possible to view the discharge point during the site inspection on 18.10.24. The CAR stated that access should be reinstated so that future inspections of the discharge point can take place. A deadline was issued for 31.01.25. No response was received.

A follow up visit was undertaken on 09.01.25. Through discussions on site with Operations Manager, P.C., it appeared that CAR_NRW0045455 had not been received by anyone at the care home as previous contact details were out of date. It was agreed that an extension would be granted, to allow staff to comply with the tasks required on the CAR. No hard deadline was set, but it was understood that a couple of month would be sufficient to complete the required tasks.

On 23.01.25, an email was sent to I.W., Glaslyn Care Homes Director and RI. The email reiterated the need to comply with the CAR. It was noted that, *'As long as steps are being taken to reinstate the access route, we are not considering any further enforcement action'*.

On 15.04.15, the Operations Manager confirmed via email that access still had not been reinstated to the discharge location. Unfortunately, we are now left with no choice but to escalate the matter to ensure the site complies with its permit.

Permit Condition 3.3.1 clearly states that *'Permanent means of access shall be provided to enable sampling/monitoring to be carried out in relation to the emission points...'*. The operator remains non-compliant with this permit condition. Ample time has been given to rectify the situation. Therefore, this Warning has been issued for non compliance. Further enforcement will be considered if the required actions are not completed. For example, serving an anti-pollution works notice. Failure to comply with such a notice is an offence and liable to prosecution.

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.