

Compliance Assessment Report CAR_NRW0048141

Permit being assessed: BM0044301

For: GLYNCLYDACH HOTEL LONGFORD RD DYFFER, held by BRIAN SHEPPARD
At: GLYNCLYDACH HOTEL LONGFORD RD DY, LONGFORD RD DYFFRYN NEATH,
DYFFRYN NEATH, NEATH, NEATH.

Type of assessment carried out: Check Monitoring/Sampling, Reason: Routine.

On 31/03/2025, between 11:00 and 17:00.

Parts of permit assessed: 2 & 4

NRW Lead Officer: Rhys Griffiths, accompanied by: Edward Davies, Lewis Evans.

Report sent to: Brian Sheppard, Operator, on 10/06/2025.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
WQ-C1 - Water Quality - Emissions and monitoring - Emissions to water	C2 Significant	4
WQ-C1 - Water Quality - Emissions and monitoring - Emissions to water	C3 Minor	4
WQ-C1 - Water Quality - Emissions and monitoring - Emissions to water	C3 Minor	2

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

2. What action is required?

Criteria	Action needed	Complete by
WQ-C1	Improve maintenance and increase frequency of maintenance and monitoring. Consider sampling to see how the system is working.	10/07/2025
WQ-C1	Improve maintenance and increase frequency of maintenance and monitoring. Consider sampling to see how the system is working.	10/07/2025
WQ-C1	The pipework should be reconnected and inspected for defects to ensure that the discharge is only being made to the River Clydach	10/07/2025

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

Condition 4 of consent - Non compliance

Failed sample for BOD. Sample taken by NRW samplers on 31/04/2025.

Parameter limit 80 mg/l

Result 206 mg/l.

Failed Sample for Suspended Solids. Sample taken by NRW samplers on 31/04/2025.

Parameter limit 80 mg/l.

Result 85 mg/l.

Condition 2 of consent - Non compliance

Myself, Edward Davies and Lewis Rumble attended site on the 09/04/2025 following a WIRS report (2503240) from an NRW sampler that the watercourse was looking cloudy in colour with odour of sewage from hotel treatment plant.

On inspection, a joint coupling on the final effluent discharge pipe had come away within the old stone culvert and final effluent discharging into the stream where it shouldn't be due to insufficient dilution in the watercourse. White staining and sewage fungus indicative of a poor quality effluent can be seen at and beneath the point of discharge within the bed of the stream. The pipework should be reconnected and inspected for defects to ensure that the discharge is only being made to the River Clydach.

Due to the primary tanks being on the hotel's formal grounds and some distance away from the treatment plant, the tanks were not inspected by NRW officers. The Humus tank was not inspected also.

Observations were made to the biological filter bucket and officers witnessed the cycle of the percolator which was distributing effluent evenly over the filter bed stones.

The sample point chamber did appear stained which indicates a period of poor effluent quality.

It was noticed that the netting preventing leaves from falling onto the secondary biological filter had been removed.

Update: Confirmation via photograph from the new operator of the reconnected discharge pipe under the culvert (10/04/2025) The Y joint (placed upright) has also capped off along with a replacement of the 45 joint rubber.

The new hotel owner has now up scaled the cleaning of the primary sludge tanks to 3-month intervals the next one due on the 27/05/25.

The Humus tank which is the one closest to the cesspit will be done every 6 months.

Considerations

An issue of main concern is the loading on the treatment works and that it potentially can't cope with the flows it's receiving. The flows and loads calculations document would be a

useful exercise for you to do, especially if you know what the original plant was design to treat. [Publications \(britishwater.co.uk\)](http://publications.britishwater.co.uk) – (only the desludging one is relevant to your treatment plant)

Independent sampling would be useful to monitor the effluent being discharged from the treatment plant.

Actions

1. Please confirm when the the primary tanks were last desludged.
2. Please ensure that the percolating filter and filter stones are clean of any leaf debris following the removal of the netting.
3. Please can you provide an update of the transfer of licence from the previous operator.

Please provide the actions by the 10th July 2025.

END

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.