

Compliance Assessment Report CAR_NRW0048659

Permit being assessed: BM0044301

For: GLYNCLYDACH HOTEL LONGFORD RD DYFFR, 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 02/06/2025.

Parts of permit assessed: Condition 4

NRW Lead Officer: Rhys Griffiths.

Report sent to: Brian Sheppard, Operator, on 27/06/2025.

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

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	Consider sampling to see how the system is working. To see whether you can obtain a tanker of seed (sludge) to initiate or enhance the biological treatment process at your treatment plant	14/07/2025
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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

Water discharge permit BM0044301

There have been additional water discharge permit failures at Glynclydach Hotel. Samples were taken on the 2nd June 2025 and the results are as follows:

Condition 4 of consent - Non compliance

Failed sample for BOD. Sample taken by NRW samplers on 02/06/2025.

Parameter limit 80 mg/l

Result 264 mg/l.

Failed Sample for Suspended Solids. Sample taken by NRW samplers on 02/06/2025.

Parameter limit 80 mg/l.

Result 86 mg/l.

This raises a few points:-

1. The 2 sets of results confirm that there's little to no biological treatment being provided. It's likely that the microbes in the percolating filter are dead or seriously struggling. Did you mention previously that the hotel had been closed for a period? A lack of effluent would have led to the bed drying and dying off. If this is the case, you will have to contact Dwr Cymru to see whether you can obtain a tanker of seed (sludge) to initiate or enhance the biological treatment process at your treatment plant. We would advise the above is done swiftly and whilst the weather remains warm, as the colder the weather, the longer it will take to fully establish nitrification.

2. We would advise you to conduct your own independent effluent monitoring to monitor the treatment works yourself.

The effluent monitoring suits that we advised the previous operator were:

- pH
- Dissolved Oxygen
- Biochemical Oxygen Demand (BOD) – 5 day
- Ammoniacal Nitrogen as NH₃
- Suspended Solids
- Chloride
- Total Oxidised Nitrogen (TON)

3. If the above measures aren't successful, the treatment plant may well be overloaded due to boom-and-bust occupancy or footfall at the hotel during the week or at various times of year. You may need to consider conducting a flow survey and effluent loading assessment.

4. Ultimately, you may need to invest in upgrading the effluent treatment works and/or make enquiries with DCWW to establish whether they would offer a connection to the public foul sewer and where that connection point would be. This will enable you to weigh

up the cost options – upgrading the private treatment works or establishing a connection to the sewerage network.

5. I have spoken our sampling and monitoring team who confirmed that the effluent sampling is conducted on a 3 monthly basis

6. The permit is also in the process of being transferred from Mr Brian Sheppard to Glyn Clydach Limited - **Effective date 10th July 2025**

Ends.

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.