

Compliance Assessment Report CAR_NRW0048770

Licence being assessed: WA/058/0033/0003.

For: Grove Golf Club, held by Grove Golf Club Limited.

At: Grove Golf Club, South Cornelly, Bridgend, Bridgend, CF33 4RP.

Type of assessment: Site Inspection, Reason: Routine.

On 09/07/2025, between 10:45 and 11:15.

Parts of licence assessed: All

NRW Lead Officer: Natalie Wrangham, accompanied by Emily Roe01.

Report sent to: Rhys Williams, Groundskeeper, on 14/07/2025.

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

Part of licenced activity assessed (criteria)	Assessment result	Licence condition
WR-A1 - Water Abstraction - Abstraction specified by licence - Source of supply	Assessed (A)	
WR-A2 - Water Abstraction - Abstraction specified by licence - Points of abstraction	Assessed (A)	
WR-A3 - Water Abstraction - Abstraction specified by licence - Means of abstraction	Assessed (A)	
WR-A4 - Water Abstraction - Abstraction specified by licence - Purposes of abstraction	Assessed (A)	
WR-A6 - Water Abstraction - Abstraction specified by licence - Quantities	Action only (X)	
WR-B1 - Water Abstraction - Abstraction measurement and records - Means of measurement	Assessed (A)	
WR-B2 - Water Abstraction - Abstraction measurement and records - Recording	C3 Minor	8.1 The Licence Holder shall take and record readings of the meter specified in condition 7.1 at the same time each month during the whole of the period during which abstraction is authorised or as otherwise approved in writing by NRW
WR-B2 - Water Abstraction - Abstraction measurement and records - Recording	Action only (X)	

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

2. What action is required?

Criteria	Action needed	Complete by
WR-A6	Unable to determine whether compliant due to lack of recording data. Meter readings must be taken and recorded at the same time each month to determine compliance with this condition	15/07/2025
WR-B2	Meter readings must be taken and recorded on a monthly basis. Records must be kept and made available for inspection for at least 6 years for inspection. This action needs to be taken immediately.	15/07/2025
WR-B2	Submit record of meter readings for the remainder of the licensed abstraction period	01/10/2025

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 or civil sanctions being imposed depending on the circumstances of the offence.

You are non-compliant with your licence.

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

Site report

Environment Officers Wrangham and Roe from Natural Resources Wales Cwm Taf and Bridgend Environment Team arrived at Grove Golf Club at 10.45 to carry out a compliance inspection for abstraction licence WA/058/0033/0003. The weather was dry and hot, and had been so for several days.

Upon arrival at the club house we were advised to speak to the maintenance officer and groundskeeper by the bar staff as no one was available in the club office. We spoke to two men, one who identified himself as the groundsman (Rhys) who took us over to the abstraction location.

Borehole was in the location indicated by the licence near to the underground storage tank. We inspected the meter - serial number 4064EC Class B which had a meter reading of 107832 at the time. The groundskeeper was asked whether there had been any issues with the meter or abstraction, to which he responded no. I asked who took the meter readings for the abstraction and he responded he wasn't sure, but perhaps it was the maintenance officer. We walked back up towards the club house and asked the maintenance officer

about the meter readings to which he responded he did not take the readings for the borehole. The groundskeeper then concluded it must be his responsibility, but that he had not been taking them.

This issue had previously been raised in compliance report CAR_NRW0038752 issued 08/09/2021 to Mr Nick Pounder. He had been advised that meter readings needed to be taken on a monthly basis in accordance with licence condition 8.1 and records kept for inspection. It does not appear this has been actioned.

Breaches of licence conditions

- Condition 6 - Maximum quantities of water to be abstracted. Compliance with this condition has not been able to be determined due to non compliance with condition 8.
- Condition 8 - Records:
 - 8.1 The Licence Holder shall take and record readings of the meter specified in condition 7.1 at the same time each month during the whole of the period during which abstraction is authorised or as otherwise approved in writing by NRW.
 - 8.2 The Licence Holder shall send to NRW a copy of the record required by condition 8.1 or summary data to NRW within 28 days of being so requested in writing by NRW.
 - 8.3 Each record shall be kept and be made available during all reasonable hours for inspection by NRW for at least 6 years.

Condition 8 does not appear to have been complied with. Staff did not appear to be aware of the requirement to take monthly meter readings, and were unable to say if they had been taken, recorded and kept for inspection. As this is the second occurrence of non-compliance with the same condition, this non-compliance has been marked as a category 3 non-compliance and this report will be issued with a warning.

Action required

- Meter readings must be taken and recorded on a monthly basis. Records must be kept and made available for inspection for at least 6 years for inspection. This action needs to be taken immediately - **Immediate**
- Submit record of meter readings for the remainder of the licensed abstraction period - due **1st October 2025**. Please submit to:
cwmtaf&bridgendconsultations@cyfoethnaturiolcymru.gov.uk using the licence number and CAR reference number in your covering correspondence.

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 email address:
cwmtaf&bridgendconsultations@cyfoethnaturiolcymru.gov.uk

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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 licence is issued to you under the Water Resources Act 1991 as amended by the Water Act 2003. You have a responsibility to comply with the conditions of your licence 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.

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 resource action criteria (used in section 1 and 2):**WR A: Abstraction specified by Licence**

- WR-A1 Source of supply
- WR-A2 Points of abstraction
- WR-A3 Means of abstraction
- WR-A4 Purposes of abstraction
- WR-A5 Period of abstraction
- WR-A6 Quantities
- WR-A7 Land
- WR-A8 Other specified on licence

WR B: Abstraction measurement and records

- WR-B1 Means of measurement
- WR-B2 Recording
- WR-B3 Reporting

WR C: Surface / Groundwater level and protected flow

- WR-C1 Minimum hands-off flow/level requirements
- WR-C2 Flow/level measurement devices
- WR-C3 Recording
- WR-C4 Reporting

WR D: Environmental monitoring and information

- WR-D1 Recording
- WR-D2 Reporting
- WR-D3 Notifications

WR E: Fish and eel passage

- WR-E1 Infrastructure specified by licence
- WR-E2 Maintenance and records

WR F: Discharge

- WR-F1 Point of discharge
- WR-F2 Infrastructure
- WR-F3 Measurement
- WR-F4 Recording
- WR-F5 Reporting

WR G: Impoundment specified by licence

- WR-G1 Inland water to be impounded
- WR-G2 Manner and extent of impoundment
- WR-G3 Point(s) of impoundment
- WR-G4 Construction and removal requirements
- WR-G5 Other specified on licence

WR H: Borehole infrastructure

- WR-H1 Infrastructure and accessibility
- WR-H2 Maintenance and calibration

Enforcement response

Any licence condition non-compliance is an offence and we may take legal action against you. Action we take can include prosecution or civil sanctions. 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 (Mon to Fri 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.