

Compliance Assessment Report CAR_NRW0049255

Permit being assessed: BP0354101

For: STACKPOLE QUAY COMPLEX NR PEMBROKE, held by THE NATIONAL TRUST
At: STACKPOLE QUAY COMPLEX, STACKPOLE QUAY, NEAR PEMBROKE,
PEMBROKESHIRE, SA71 5LS.

Type of assessment carried out: Other, Reason: Incident Response (Incident number: 2507953).

On 26/08/2025.

Parts of permit assessed: report

NRW Lead Officer: Gentle Lowe.

Report sent to: Beth Fenn, unknown, on 01/09/2025.

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	C4 No impact	permit

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 opration	30/09/2025

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

Stackpole Quay, Stackpole Estate, Pemrboke, SA71 5LS

What3Words: ///lights.relished.hill

Please provide as much detail regarding the incident as possible:

Failure of Effluent Quality Standard on In hand Environmental Permit. Permit No.

BP0354101. See

attached the sample results.

The sewage treatment plant at Stackpole Quay is an RBC plant. Klargest 1 on the

18/07/2025 came back with a fault of loss of rotation (we have telemetry set up on the plant notifying us of this). Our servicing contractor attended site on the day to get rotation up and running. On arrival he found that there was also a fault on the control panel. He was able to bypass the fault on the control panel whilst waiting for parts to get the klargesters running again. Once parts arrived the control panel was reinstated as it should be. Klargesters 1's coupling has started to fray and is at the end of its life. This has caused issues with rotation. The coupling has been ordered and due to be replaced in the plant when the summer season is over Sept/Oct, this work will include an emptying of the plant. This will rectify the rotation issues on

the plant and the coupling for Klargesters 2 will be planned in to be replaced next year as they were both installed at the same time. The combination of the above issues and then the sample being taken on our busiest day of the year led to us failing our effluent sample.

We keep an up to date sewage management plan for the plant detailing all sample results, repairs, and manufacturers information.

Date and time of the incident:

26/08/2025/ 11:00

File: S016813 - Stackpole Quay - Cofa - 1x BOD, Ammoniacal Nitrogen, Total Suspended Solids

samples - 13-08-2025.pdf - Download

Name Bethany Fenn

Address Stackpole Centre

Postcode SA71 5DQ

Please update us to when the work has been completed

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.