

Compliance Assessment Report CAR_NRW0049827

Permit being assessed: BP0143201
For: PLAS GWYN, held by TILMALA HEATHCARE
At: LLANRHYSTUD, ., ., CEREDIGION, SY23 5BY.

Type of assessment carried out: Site Inspection, Reason: Routine.
On 19/09/2025, between 09:57 and 10:30.
Parts of permit assessed: See criteria listed below

NRW Lead Officer: Bethan Lewis.

Report sent to: Steffan Lewis, Manager of Plas Gwyn Residential Home, on 03/11/2025.

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	Action only (X)	
WQ-A1 - Water Quality - Management - General management	Action only (X)	
WQ-B1 - Water Quality - Operations - Permitted activities	Assessed (A)	
WQ-B2 - Water Quality - Operations - The site	Assessed (A)	
WQ-C2 - Water Quality - Emissions and monitoring - Emissions to land	C3 Minor	3.3.1
WQ-D3 - Water Quality - Information - Notifications	C4 No impact	4.3.4

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

2. What action is required?

Criteria	Action needed	Complete by
WQ-A1	Confirm whether activities at Plas Gwyn Residential Home are managed and operated in accordance with a written management system, and if so, provide NRW with a copy of the written management system.	05/01/2026
WQ-A1	Confirm whether a copy of permit BP0143201 is kept at or near the place where duties are carried out.	05/01/2026
WQ-C2	Carry out works to enable the effluent sample point to be opened. Provide NRW with a photograph of the inside of the effluent sample point as evidence that this has been completed.	05/02/2026
WQ-D3	Vary permit BP0143201 to amend the registered office address of Tilmala Healthcare Ltd.	05/01/2026

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 was a pre-planned site inspection of Plas Gwyn Residential Home's discharge permit BP0143201 undertaken by Natural Resources Wales (NRW) officer Bethan Lewis. The NRW officer was accompanied during the inspection by the individual responsible for the maintenance of Plas Gwyn.

The site inspection commenced at 09:57 hours on the 19 September 2025 and concluded at 10:30 hours. The weather at the time of the inspection was dry and sunny.

Sewage at Plas Gwyn is treated by a septic tank situated at approximately SN 52720 68379. The septic tank is shown in photograph 1 below. The septic tank is desludged at least once a year.



Photograph 1: Septic tank

The effluent sample point for the septic tank is located a few metres from the septic tank as shown in photograph 2 below. The effluent sample point is situated in a field which is not owned by Plas Gwyn. It was stated at the time of the site inspection that a recent attempt

had been made to open the effluent sample point, however the cover could not be lifted. It was therefore not possible to inspect effluent at the effluent sample point at the time of the inspection. This is a breach of condition 3.3.1 of permit BP0143201 which states that "*permanent means of access shall be provided to enable sampling/monitoring to be carried out in relation to the emission points specified in schedule 3*". A category 3 non-compliance has therefore been recorded above for a non-compliance that has the potential to have a minor or minimal impact or effect on the environment, people and/or property. To rectify this non-compliance, the permit holder, Tilmala Healthcare Ltd, are asked to carry out works to enable the effluent sample point to be opened. Tilmala Healthcare Ltd are asked to provide a photograph of the inside of the effluent sample point as evidence that this has been completed by the **05 February 2026**.



Photograph 2: Effluent sample point

Plas Gwyn's septic tank discharges to ground via a drainage field as shown in photograph 3 below. The drainage field did not appear waterlogged at the time of the inspection, and the NRW officer did not notice any visible signs of pollution.



Photograph 3: Drainage field

Condition 2.2.1 of permit BP0143201 states that the discharge shall be made at SN 52740 68350. This grid reference matches the grid reference of the residential home rather than the septic tank's specific discharge location as depicted in figure 1 below. This is not considered a breach of permit, but rather an administrative error. It is recommended that when permit BP0143201 is next varied (such as when amending Tilmala Healthcare Ltd's registered office address as described below), the grid reference for the discharge point and effluent sample point are amended to improve accuracy.

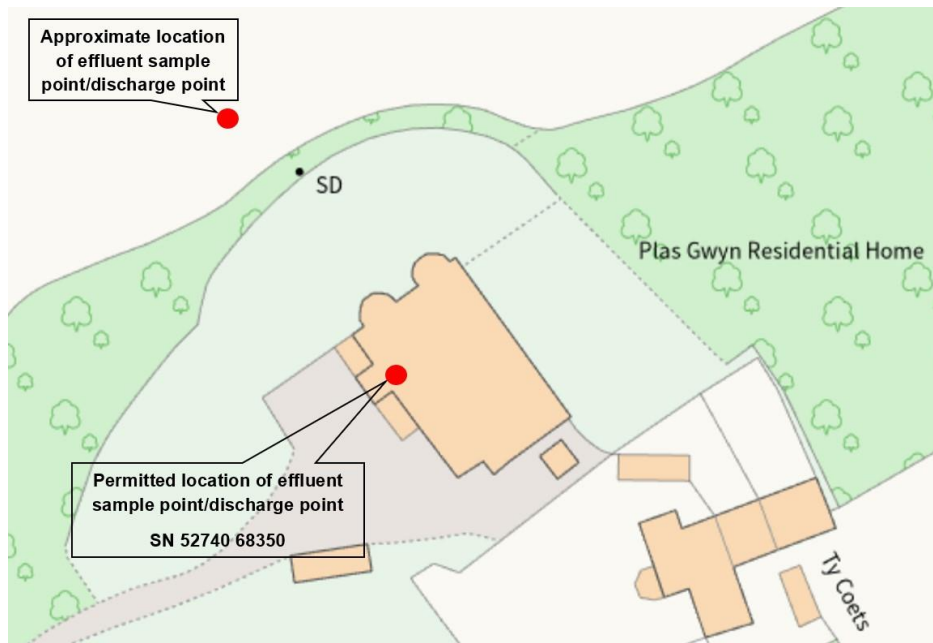


Figure 1: Approximate location of Plas Gwyn's effluent sample point/discharge point

Condition 1.1.1(a) of permit BP0143201 states that "the operator shall manage and operate the activities in accordance with a written management system that identifies and minimises risks of pollution, including those arising from operations, maintenance, accidents, incidents, non-conformances and those drawn to the attention of the operator as a result of complaints".

Tilmala Healthcare Ltd are asked to confirm whether activities at Plas Gwyn Residential Home are managed and operated in accordance with a written management system, and if so, to provide NRW with a copy of the written management system by the **05 January 2026**. Tilmala Healthcare Ltd are advised that under condition 4.1.2 of the permit, a copy of the written management system must be kept on site.

Tilmala Healthcare Ltd may find further information on developing an Environmental Management System under the below webpage:

<https://naturalresources.wales/permits-and-permissions/water-discharges-and-septic-tanks/discharges-to-surface-water-and-groundwater/develop-an-environment-management-system-for-the-discharge-of-up-to-20-cubic-metres-per-day-of-sewage-effluent/?lang=en>

Condition 1.1.3 of permit BP0143201 states that "*Any person having duties that are or may be affected by the matters set out in this permit shall have convenient access to a copy of it kept at or near the place where those duties are carried out*". The individual responsible for the maintenance of Plas Gwyn did not know whether a copy of the permit was kept on site. Tilmala Healthcare Ltd are therefore asked to confirm whether a copy of permit BP0143201 is kept at or near the place where duties are carried out by the **05 January 2026**. Tilmala Healthcare Ltd should ensure that any persons having duties that are or may be affected by the matters set out in the permit are aware of the permit and the location it is kept.

Condition 4.3.4 of permit BP0143201 states that NRW shall be notified within 14 days of any change in the operator's registered office address. Under permit BP0143201, Tilmala Healthcare Ltd's registered office address is given as 6-7 Key Point Office Village, Nix's Hill, Alfreton, Derbyshire, DE55 7FQ. According to Companies House, the registered office address of Tilmala Healthcare Ltd is however 1 North Road, Aberaeron, SA46 1JD. This has been the registered office address of Tilmala Healthcare Ltd since the 13 January 2022. As this represents a breach under condition 4.3.4, a category 4 non-compliance has been recorded above for a non-compliance that cannot foreseeably have any impact on the environment, people and/or property. To rectify this non-compliance, Tilmala Healthcare Ltd are asked to vary permit BP0143201 to amend the registered office address by the **05 January 2026**. This can be completed under the following webpage:

<https://naturalresources.wales/permits-and-permissions/water-discharges-and-septic-tanks/septic-tanks-and-private-sewage-systems/change-vary-an-existing-permit-for-a-discharge-of-domestic-sewage/?lang=en>

NRW would like to thank the individual responsible for the maintenance of Plas Gwyn for accompanying the NRW officer at the time of the above site inspection. If Tilmala Healthcare Ltd wish to discuss the contents of this Compliance Assessment Report (CAR), or are unable to meet any of the above deadlines, we encourage them to contact the NRW officer noted above.

In this document 'Natural Resources Wales' means the Natural Resources Body for Wales established by Article 3 of the Natural Resources Body for Wales (Establishment) order 2012.

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.