

Alexander Hore

Partnerships in Care Limited

7th Floor 3 Shortlands,
London,
United Kingdom
W6 8DA

Date: 27th March 2026

Sent via email to: alexanderhore@priorygroup.com

Decision on your application

Licence number: 20/56/31/0030/R001

Dear Mr Hore

We are pleased to tell you that your application for a renewal to your existing licence has been successful.

Please read your licence carefully as it is a legal document. You will have to keep to the conditions shown on it and do any monitoring in line with the licence conditions. If your licence contains a condition referring to river flows at one of our river-flow gauging stations, we will contact you shortly to tell you how to get access to river-flow information.

Your abstraction licence has a time-limited condition which will remain in force until 31/03/2038, in line with our policy on setting time limits. The time limit is linked to future reviews of water resources within a Catchment Abstraction Management Strategy (CAMS) area. At the end of the time limit, we should be able to renew the licence if:

- there is no damage to the environment;
- the need for the abstraction can still be justified;
- water is being used efficiently; and
- you still meet the usual legal requirements for getting a licence.

We do not guarantee that we will renew the licence. We will contact you before your licence ends to tell you about the renewal process.

We make water charges based on the yearly authorised amount shown on your licence and not on what you actually abstract. The charges will become due from the date we issue the licence and on 1 April each year after that. We will send you an account for water charges shortly, unless the authorised abstraction period has now passed – in this case, we will not

send you an account for water charges until 1 April. To work out your charges, please refer to our Scheme of Abstraction Charges, which is available on our website at:

[About us > What we do > How we regulate you](#) OR [Natural Resources Wales / Water abstraction charges scheme - April 2025 to April 2026](#)

We regularly make routine visits to make sure that the terms of licences are up to date and that any work to abstract or impound water keeps to the licence conditions. If winter storage reservoirs are involved, we will normally need to inspect these when they are complete and before any water is abstracted. We will usually inspect existing reservoirs when we make our first visit. One of our representatives will contact you, before they visit, to discuss the terms of the licence. They may visit you again later without giving you notice.

It is your responsibility to make sure that the water you abstract is suitable for the purpose it will be used for. You must continue to monitor the water to make sure you are using it efficiently. It is also your responsibility to make sure that you have any other permission (for example, planning permission) you need in connection with your proposed work.

Any work undertaken should take account of biosecurity risks, and mitigation measures should be put in place. The most important measure is to ensure that all equipment (plant, tools, footwear etc) that come to site, arrive clean, and are cleaned again before leaving site. This applies to all sites, not just those where an invasive non-native species (INNS), pest or disease has been previously identified. Information on how to assess biosecurity risks; simple steps to reduce risks; and specific measures for higher risk activities can be found on the [GBNNS website](#) for INNS, or for tree health on [our website](#). If you need any further help, please feel free to contact our [INNS and Biosecurity](#) team or our [Tree Health](#) team.

If you have any questions about your permits or licences and/or site management, please contact our Customer Care Centre on 03000 653 000.

If you are not satisfied with the conditions set on your licence, you can appeal to Planning and Environment Decisions Wales at the following address:

Planning and Environment Decisions Wales
Crown Buildings
Cathays Park
Cardiff
CF10 3NQ

Telephone: 0300 0604400

Email: PEDW.Casework@gov.wales

You can get a standard notice of appeal from the address above. You must return the notice of appeal **within 28 days** of the date of this notice, and send a copy to us. The notice must give the reasons for the appeal and you must also send:

- the application it relates to;
- any information or reports you sent us with the application;

- this decision notice; and
- any other relevant correspondence.

You must send written notice of the appeal and the documents listed above to Planning and Environment Decisions Wales at the address above. At the same time you must send us a copy of the notice and documents to:

Permitting Service Manager
Permitting Service
Natural Resources Wales
Welsh Government Offices
Cathays Park
King Edward VII Avenue
Cardiff
CF10 3NQ

Phone: 0300 065 3000

You can withdraw an appeal at any time before a decision has been made. In exceptional circumstances, Planning and Environment Decisions Wales have the power to allow a longer period for serving a notice of appeal.

If you have any questions about your licence, please contact me on the number below.

Yours sincerely

Kayleigh Miles
Permitting Officer

Direct phone line: 03000 653 466
Direct e-mail: Kayleigh.miles@cyfoethnaturiolcymru.gov.uk