

## Compliance Assessment Report CAR\_NRW0050983

**Permit being assessed:** BP0292801

**For:** LOVESGROVE FARM, **held by:** LOVESGROVE MANAGEMENT LIMITED

**At:** CAPEL DEWI, ABERYSTWYTH, ., CEREDIGION, SY23 3HR.

**Type of assessment carried out:** Site Inspection,

**Reason:** Routine.

**On** 26/02/2026, between 09:56 and 10:22.

**Parts of permit assessed:** See criteria listed below

**NRW Lead Officer:** Bethan Lewis.

**Report sent to:** Barbara Flanagan, Director of Lovesgrove Management Limited, on 12/03/2026.

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

Part of permitted activity assessed (criteria)	Assessment result	Non-compliant permit condition
WQ-A1 - Water Quality - Management - General management	C3 Minor	1.1.1(a)
WQ-A1 - Water Quality - Management - General management	C4 No impact	1.1.3
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	Assessed (A)	
WQ-C4 - Water Quality - Emissions and monitoring - Monitoring	Assessed (A)	

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	Prepare 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	12/06/2026

Criteria	Action needed	Complete by
	operator as a result of complaints. Provide NRW with a copy of the written management system.	
WQ-A1	Keep a copy of permit BP0292801 at or near the place where duties are carried out.	Already completed

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 the Biodisc at Lovesgrove Farm Stables (permit number: BP0292801) carried out by Natural Resources Wales (NRW) officer Bethan Lewis. The NRW officer was accompanied during the site inspection by the Director of Lovesgrove Management Limited.

The site inspection commenced at 09:56 hours on the 26 February 2026 and concluded at 10:22 hours.

The Biodisc at Lovesgrove Farm Stables was installed in 2002 and is shown in photograph 1 below. The Biodisc is serviced 3-4 times a year and is emptied at least twice a year as necessary. Warning lights and audible alarms are automatically generated on the Biodisc's control panel when an issue occurs with the Biodisc such as a pump failure.



*Photograph 1: Biodisc*

A total of 9 oil tanks surround the Biodisc as shown in photograph 2 below. The positioning of these oil tanks should not necessarily cause a problem, however if a leak occurs in one or more of the tanks, there is a risk that oil may enter the Biodisc and disrupt the treatment process. To minimise this risk, Lovesgrove Management Limited are reminded that oil must be stored in accordance with the Water Resources (Control of Pollution) (Oil Storage) (Wales) Regulations 2016. Further information on the Oil Storage Regulations can be found under the below webpage:

<https://www.gov.wales/sites/default/files/publications/2019-06/oil-storage-regulations.pdf>



*Photograph 2: Oil tanks surrounding Biodisc*

A final effluent sample point exists beside the Biodisc and was viewed as part of the site inspection as shown in photograph 3 below. Final effluent appeared clear at the sample point at the time of the inspection and the NRW officer did not notice any sewage fungus. The final

effluent did not contain a significant trace of visible oil or grease as required by condition 3.1.2 of the permit.



*Photograph 3: Final effluent sample point*

After passing the final effluent sample point, final effluent is pumped to an additional inspection chamber immediately before discharging to land via a soakaway system. The inspection chamber is shown in photograph 4 below. As can be seen in the photograph, no flow was observed within the inspection chamber at the time of the site inspection. It is suspected that a flow would only be observed when the pumps are operational. Despite not observing a flow, the inspection chamber appeared clean with no evidence of sewage fungus.



*Photograph 4: Inspection chamber near soakaway*

Condition 1.1.1(a) of the permit 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".* Although Lovesgrove Management Limited operate the Biodisc in accordance with the manufacturer's guidelines, they do not currently have a written management system. As this represents a breach of condition 1.1.1(a), a category 3 non-compliance has 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, NRW ask Lovesgrove Management Limited to prepare a written management system and provide NRW with a copy of the written management system by the **12 June 2026**. To assist with this, Lovesgrove Management Limited may wish to review the guidance provided under the following webpage for developing an Environment Management System:

<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>

Lovesgrove Management Limited are reminded that once they have prepared the written management system, it should be kept on site in accordance with condition 4.1.2 of the permit.

Condition 1.1.3 of the permit 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*". At the time of the inspection, it was stated that Lovesgrove Management Limited did not have a copy of the permit, and no copy was kept on site. As this represents a breach of condition 1.1.3, 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. Following the inspection, a copy of the permit has since been kept at Lovesgrove Farm Stables therefore this non-compliance has already been rectified. Lovesgrove Management Limited do not need to undertake any further action in relation to this non-compliance.

### **Final comments**

We wish to thank the Director of Lovesgrove Management Limited for accompanying the NRW officer at the time of the above site inspection. If Lovesgrove Management Limited wish to discuss the contents of this Compliance Assessment Report (CAR), or are unable to meet the deadline set above, we encourage them to contact the NRW officer noted above as soon as possible.

*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 required for the permit condition assessed to avoid non-compliance. No non-compliance scored at this time
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

**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 Monitoring
- WQ-C5 Installation of monitoring boreholes

**WQ D: Information**

- WQ-D1 Records
- WQ-D2 Reporting
- WQ-D3 Notifications

**Enforcement response**

Any non-compliance with a permit condition 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 twenty working days to let you know if we agree to your request.

**Disputing the Content of this Compliance Assessment Report Form**

If you disagree with the content of this Compliance Assessment Report form, you should submit your concerns, in writing, to the regulating officer who issued it within **15 working days** of its issue. This will be treated as a **Stage 1 review**.

If you are not satisfied with the outcome of the stage 1 review, you may request a **Stage 2 appeal**. This request must be submitted **within 21 working days** of receiving the response from the stage 1 review.

Further details on our review and appeal process are available at: [Natural Resources Wales / Appeal a regulatory decision from Natural Resources Wales](#)

**Concerns Not Related to the Content of this Compliance Assessment Report Form**

If your concerns do not relate to the content of the Compliance Assessment Report form, you should first attempt to resolve the issue with the regulating officer or their line manager.

If the issue remains unresolved, please contact our **Customer Contact Team**:

- **Telephone:** 0300 065 3000 (Monday to Friday, 09:00–17:00)
- **Email:** [enquiries@naturalresourceswales.gov.uk](mailto:enquiries@naturalresourceswales.gov.uk)

They will provide details on how to escalate your concerns through our **Complaints and Commendations procedure**.

If you are dissatisfied with our response, you may contact the **Public Services Ombudsman for Wales**:

- **Telephone:** 0300 790 0203
- **Email:** [ask@ombudsman.wales](mailto: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.