

## Compliance Assessment Report CAR\_NRW0050997

**Permit being assessed:** AB3894CC

**For:** The George Borrow Hotel, **held by:** Robin Atkinson

**At:** George Borrow Hotel, Ponterwyd, Aberystwyth, Ceredigion, SY23 3AD.

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

**Reason:** Routine.

**On** 26/02/2026, between 11:25 and 11:46.

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

**NRW Lead Officer:** Bethan Lewis.

**Report sent to:** Robin Atkinson, Permit Holder, on 18/03/2026.

### 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	C4 No impact	1.1.3
WQ-B2 - Water Quality - Operations - The site	C3 Minor	2.2.1
WQ-C1 - Water Quality - Emissions and monitoring - Emissions to water	Assessed (A)	
WQ-C4 - Water Quality - Emissions and monitoring - Monitoring	C4 No impact	3.3.1
WQ-D1 - Water Quality - Information - Records	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	Keep a copy of the permit at or near the place where duties are carried out.	Already completed
WQ-B2	Ensure that the Package Treatment Plant (PTP) discharges to the Afon Llywenog at SN 74680 80501 as required by condition 2.2.1. Supply NRW with a photograph of the discharge point as evidence that this has been completed.	18/06/2026
WQ-C4	Install an effluent sample point at SN 74675 80519 as	18/06/2026

Criteria	Action needed	Complete by
	required by condition 3.3.1. Supply NRW with a photograph of the effluent sample point as evidence that this has been 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 Package Treatment Plant (PTP) at The George Borrow Hotel, Ponterwyd (permit number: AB3894CC) carried out by Natural Resources Wales (NRW) officer Bethan Lewis. The NRW officer was accompanied during the site inspection by Mr Robin Atkinson, the permit holder.

The site inspection commenced at 11:25 hours on the 26 February 2026 and concluded at 11:46 hours.

The PTP at The George Borrow Hotel was installed approximately 8 years ago and is shown in photograph 1 below.



*Photograph 1: Package Treatment Plant (PTP)*

Condition 2.2.1 of permit AB3894CC states that final effluent from the PTP must discharge to the Afon Llywenog at National Grid Reference (NGR) SN 74680 80501. At the time of the inspection, final effluent from the PTP was found to be discharging onto land approximately 5-7 metres from the edge of the Afon Llywenog as shown in photograph 2 below. As this represents a breach of condition 2.2.1, 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 the non-compliance, Mr Atkinson is asked to ensure that the PTP discharges to the Afon Llywenog at SN 74680 80501 as required by condition 2.2.1. Mr Atkinson is asked to supply NRW with a photograph of the discharge point as evidence that this has been completed by the **18 June 2026**.



*Photograph 2: PTP outfall*

Although a small amount of residue/fungus was visible within the PTP's final effluent discharge pipe as shown in photograph 3 below, final effluent discharging at the PTP outfall appeared clear at the time of the inspection with no significant trace of visible oil or grease. Mr Atkinson confirmed that grease traps had been installed at The George Borrow Hotel to prevent oil and grease from entering the final effluent.

Although not discharging directly to the Afon Llywenog, final effluent did not appear to be having an adverse visible effect on the watercourse, the bed of the watercourse, or any plants or animals within the watercourse as required by condition 3.1.2 of the permit. The discharge volume is small and would receive sufficient dilution on entering the Afon Llywenog.



*Photograph 3: Final effluent discharge*

Condition 3.3.1 of permit AB3894CC states that permanent means of access shall be provided to an effluent sample point at NGR SN 74675 80519. At the time of the inspection, no effluent sample point was present at The George Borrow Hotel. Whilst this represents a breach of condition 3.3.1, as final effluent samples can currently be collected from the PTP outfall as shown in photograph 3 above, the breach against condition 3.3.1 has been recorded as a category 4 non-compliance. A category 4 non-compliance represents a non-compliance that cannot foreseeably have any impact on the environment, people and/or property. To rectify the non-compliance, Mr Atkinson is asked to install an effluent sample point at SN 74675 80519 as required by condition 3.3.1. Mr. Atkinson is asked to supply NRW with a photograph of the effluent sample point as evidence that this has been completed by the **18 June 2026**.

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, a copy of the permit was not kept at The George Borrow Hotel. As this represents a breach of condition 1.1.3, a further category 4 non-compliance has been recorded above. Following the inspection, a copy of the permit has since been kept at The George Borrow Hotel. This non-compliance has therefore been rectified and Mr Atkinson does not need to undertake any further action.

As part of the site inspection, the NRW officer was shown records from the permit holder's written management system which included a record of dates on which a licenced waste carrier had emptied the PTP and grease trap, and dates when the PTP outfall had been checked. The records indicated that the PTP and/or grease trap had been emptied on five separate occasions since July 2022 and that the outfall had been checked once every two months since January 2022. On all occasions when the outfall had been checked, no issues had been reported.

#### **Final comments**

We wish to thank Mr Robin Atkinson for accompanying the NRW officer at the time of the above site inspection. If Mr Atkinson wishes to discuss the contents of this Compliance

Assessment Report (CAR), or is unable to meet any of the above deadlines, we encourage him 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.