

Compliance Assessment Report CAR_NRW0051641

Permit being assessed: DP3827GJ

For: STP SERVING LLANTRISANT CARE HOME, **held by:** ABRAHAM NURSING HOMES LTD

At: LLANTRISANT CARE HOME, OLD LLANTRISANT ROAD, LLANTRISANT, MID GLAMORGAN, CF72 8LQ.

Type of assessment carried out: Check Monitoring/Sampling,

Reason: Routine.

On 28/04/2026.

Parts of permit assessed: 4.2.1 Reporting

NRW Lead Officer: Paul Latham.

Report sent to: shaikhzaher@gmail.com Mr Zaher Shaikh, Care home owner, on 01/05/2026.

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

Part of permitted activity assessed (criteria)	Assessment result	Non-compliant permit condition
WQ-D2 - Water Quality - Information - Reporting	C4 No impact	4.2.1 The Operator shall send all reports and notifications required by the permit to the Environment Agency using the contact details supplied in writing

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

2. What action is required?

Criteria	Action needed	Complete by
WQ-D2	complete outstanding action 4 from previous CAR form CAR_NRW0050968	01/06/2026

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 Compliance report considers the progress of the Operator in completing the actions detailed in CAR_NRW0050968 issued on 5th March 2026, which contained 4 actions to be completed before 31st March and 10th April 2026.

The completed actions are as follows:

- Create a suitable written management system that adequately identifies and manages the risk of potential pollution - by **10th April 2026**
- Copies of all waste transfer notes since discharge to the aquatic environment ceased and waste water began being removed from site via tanker by **31st March 2026**.
- Copies of all effluent tests and results carried out by employees and external contractors since discharge to the aquatic environment ceased to the time that the information is sent by **31st March 2026**.

Natural Resources Wales are still awaiting the following action which had the deadline of 31st March 2026.

- *Report of actions and results about previous and current attempts to return to compliance. Including how you have been monitoring changes to activities onsite against effluent quality? What improvement has been noticed if any, and what has caused any recorded changes of effluent quality? **31st March**.*

Point 6 of the management plan, titled 'Monitoring and Performance Control' submitted to NRW on 12th April 2026 states that:

Monitoring is undertaken to ensure that the system remains under control and that any changes in condition are identified promptly.

This includes regular visual inspections and examining turbidity readings. Monitoring data is recorded and reviewed to identify trends or potential issues.

External laboratory testing is carried out where appropriate, and results are used to support

ongoing investigations into system performance

NRW appreciate that currently no final effluent is discharged to the aquatic environment and it is tankered away for appropriate disposal whilst investigations into the quality of the discharge are ongoing.

In light of the ongoing monitoring and trend analysis of the final effluent, NRW have decided to extend the deadline for completion to **1st June 2026**. Further enforcement action may be considered in the future if progress with the actions is insufficient.

With consideration of previous and ongoing enforcement we believe this approach to be fair and proportionate and in line with the Regulators Code.

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

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

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.