

Compliance Assessment Report CAR_NRW0051725

Permit being assessed: AN0396801

For: GLASLYN COURT NURSING HOME GILWERN, **held by:** Glaslyn Retirement Homes Limited

At: GLASLYN COURT NURSING HOME, CRICKHOWELL ROAD, GILWERN, ABERGAVENNY, NP7 0EH.

Type of assessment carried out: Check Monitoring/Sampling,

Reason: Routine.

On 07/05/2026, between 10:30 and 11:00.

Parts of permit assessed: Emissions to Water

NRW Lead Officer: Alastair Krzyzosiak, accompanied by: Simon Worrall.

Report sent to: Phil Corfield / Ingrid Wright, Manager / Permit Holder, on 08/05/2026.

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

Part of permitted activity assessed (criteria)	Assessment result	Non-compliant permit condition
WQ-C1 - Water Quality - Emissions and monitoring - Emissions to water	C3 Minor	3

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

2. What action is required?

Criteria	Action needed	Complete by
WQ-C1	Bring site into regulatory compliance, provide information requested	02/08/2026

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

WARNING

On the 16th April 2026 a routine sample was taken for the purpose of monitoring compliance with your permit conditions.

The analysis of the sample indicated a breach of permit condition 3.1.2. Emissions and Monitoring. Biological Oxygen Demand Limit 20 mg/l Result = 27 mg/l.

A WARNING has already been issued in CAR_NRW0050890 (12th February 2026) for similar failures (Suspended solids Limit 30 mg/l Result = 50mg/L. And Biological Oxygen Demand Limit 20 mg/l Result = 31.4 mg/L).

There are also previous CAR's with similar breaches. For example, Suspended solids: 26/11/2025 - 32 mg/l and 03/07/2025 - 66mg/l. There is now a history of non-compliance at this site and there are limited warnings that can be issued before further enforcement action is required, including potentially issuing a Formal Caution, or requiring Full Prosecution.

Environment Officers Alastair Krzyzosiak and Simon Worrall attended Glaslyn on the 7th May 2026 to discuss the above with site managers PC and IW. You have been informed that further enforcement will be needed if these permit breaches do not stop. In light of the meeting on the 7th May, we understand that some actions have been undertaken to attempt to remedy the repeated permit breaches following the previous CAR. We understand that contractors have been involved in servicing the sewage plant and have provided some advice. However, in order to proceed, you must provide NRW with a written account of the actions taken to date to resolve the permit breaches. This should include correspondence with the contractors responsible for maintaining the plant. If repairs are required, you must provide evidence of works undertaken, and/or proposals for any repairs, along with estimates for completion dates. You may wish to commission your own sampling to be undertaken to ensure that the plant is operating within the required consent limits.

Please also provide information related to the flows and loads associated with the sewage treatment plant. You must demonstrate that the plant is capable of serving the community at the care home. This must include the number of staff, residents, laundry, kitchen, and any other facilities. We are happy to receive this information from any contractors working on your behalf.

Another requirement of the permit is that access to the outlet is maintained. Again this area has become impassable and must be cleared, with access restored.

I was unable to locate the outlet on a previous visit. We understand from discussions on site that the pipe to the outlet has been subject to dye tracing since my previous visit, but it has still not been possible to locate the outlet. We need to understand where the outlet is and what is happening to the final effluent. Is the outlet pipe intact?

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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.