

Compliance Assessment Report CAR_NRW0038787

Permit being assessed: AN0216101

For: CRICK HOUSE NURSING HOME, held by GORDON AVENUE INVESTMENT LTD
At: CRICK HOUSE NURSING HOME, NEWPORT, GWENT, WALES, NP26 5UW.

Type of assessment carried out: Check Monitoring/Sampling, Reason: Other.

On 14/09/2021, between 14:00 and 14:30.

Parts of permit assessed: Inspection Chamber / Sample Point

NRW Lead Officer: Alastair Krzyzosiak.

Report sent to: Gordon Avenue Investment Ltd, Care Home Owner / Permit Holder, on 05/10/2021.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
WQ-C1 - Emissions and monitoring - Emissions to water	C3 Minor	4 BOD - 20 mg/l

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 discharge into compliance with permit condition	19/10/2021

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.

We are currently considering taking enforcement action against you for the non-compliance recorded above. We will contact you in due course.

4. Details of our assessment

Alastair Krzyzosiak attended site on 14/09/2021 to follow up and assess progress following incident earlier in the year (WIRS 2102582, attended on 26/03/2021, resulted in a warning, Report ID:CAR_NRW0038417). I met care home worker Joy on site, and explained the usual split sampling procedure. She confirmed that she did not want me to leave a sample as the care home staff would not have time to undertake their own analysis.

Since the visit earlier in the year, I had received various emails from the care home with assurances that the sewage treatment system and processes on site had been improved

(e.g. turning the system back on, having it serviced, improving laundry procedures). However, the amount of sewage fungus at the discharge point had increased since the previous visit. Furthermore, lab analysis of the samples taken from the sample chamber on 14/09/2021 show a biochemical oxygen demand (BOD) result of 87.1 mg/l. Permit Condition 4 stipulates that the discharge must comply with the following limit: 20 mg/l. Therefore, 87.1 mg/l is over four times the permit limit, and a breach of the Environmental Permitting (England and Wales) Regulations 2016, Reg 38(2) (failure to comply with or to contravene an environmental permit condition).

Given the previous warnings (another CAR form was raised following a permit breach when attending site on 24/02/2020, Report ID:CAR_NRW0036436), and given the adequate time in which the permit holders have been given to bring the discharge into compliance, actions are required immediately to prevent further permit breaches and continued impacts on the local amenity and water environment.

Further action is now under consideration. This could include serving a works notice, formal caution, or prosecution.

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 only relating to the activity assessment
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

If your assessment result in Section 1 is suspended, what does this mean?

In line with our guidance, we may suspend non-compliance for up to six months to allow time for remedial action to be taken. These will be re-instated if the action is not completed.

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 Installation of monitoring boreholes

WQ D: Information

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

Enforcement response

Any permit condition non-compliance 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 20 working days to let you know if we agree to your request.

What do I do if I disagree with the report or have a complaint?

If you disagree with this compliance assessment report, you should contact the lead officer without delay to discuss your concerns.

If you are unable to resolve the issue with the lead officer or their line manager you should contact our Customer Contact team on 0300 065 3000 (Monday to Friday 08:00 – 18:00), or email enquiries@naturalresourceswales.gov.uk for details of how to raise your dispute further through our Complaints and Commendations procedure.

If you are dissatisfied with our response, you can contact the Public Services Ombudsman for Wales by phone on 0300 7900203 or by email at 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.