

## Compliance Assessment Report CAR\_NRW0038895

**Permit being assessed:** AN0139701

For: NEW HOUSE COUNTRY HOTEL THORNHILL, held by NEW HOUSE COUNTRY HOTEL

At: NEW HOUSE COUNTRY HOTEL, THORNHILL, CARDIFF, CARDIFF CBC, CF4 5UA.

**Type of assessment carried out:** Report/Data Review, Reason: Incident Response (Incident number: 2108892).

On 01/11/2021, between 13:00 and 15:06.

Parts of permit assessed: Conditions 1(a),7(i),7(ii),10(b) and 11

**NRW Lead Officer:** Chloe James.

**Report sent to:** Stephen Banks, Manager, on 06/12/2021.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
WQ-B1 - Operations - Permitted activities	C3 Minor	1(a) The discharge shall not contain any poisonous, noxious or polluting matter or solid waste matter.
WQ-B1 - Operations - Permitted activities	C3 Minor	7(i) The Discharge shall not contain more than 20 milligrams per litre of biological oxygen demand
WQ-B1 - Operations - Permitted activities	C3 Minor	7(ii) The Discharge shall not contain more than 30 milligrams per litre of suspended solids
WQ-B1 - Operations - Permitted activities	C3 Minor	10(b) As far as is reasonably practicable, the treatment plant shall be operated so as to prevent the Discharge from having any other adverse environmental impact
WQ-D1 - Information - Records	C4 No impact	11 A record of all maintenance performed shall be kept and made available on request to Officers of the National

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
		Rivers Authority or its successors

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

## 2. What action is required?

Criteria	Action needed	Complete by
WQ-B1	The analysis of water quality samples confirms the presence of polluting matter which was noted from the visual inspection of the plant. The downstream samples have a three times higher BOD result and a seven fold higher result of total suspended solids. Improve these results to bring them back into compliance.	06/01/2022
WQ-B1	Improve operations to bring BOD within permitted limits.	06/01/2022
WQ-B1	Improve operations to bring suspended solids within permitted limits.	06/01/2022
WQ-B1	Sewage fungus was noted downstream, which indicated an impact from other matter.	Already completed
WQ-D1	A record of all maintenance performed shall be kept and made available in a folder for officers whilst on site.	06/01/2022

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

### Notes from inspection

On the 1st November 2021 Officer Alex Grabham and myself reported to a pollution incident on the Nant Y Briwnant in Thornhill. When investigating the area of the report it became clear that New House Country Hotel had their package treatment plant out of operation. The plant was receiving inputs of foul water from the hotel whilst the plant was out of operation. A ditch which sits between the watercourse and the sub-surface soakaway system was flooded with grey water at NGR ST 15856 84056. This area emitted a strong sewage odour and downstream from this point at NGR ST1586 084048 sewage fungus had advanced on the river bed.

I went to speak with Oliver Phillips at the hotel reception. I informed him of the breach of the site's permit as the package treatment plant wasn't in operation and releasing polluting matter into the local watercourse. He was not aware of any of the works that have been going on with the package treatment plant and said this is all left to the manager, Stephen Banks who is currently on leave. I informed Oliver that I was going to take evidence

samples and if he could come to observe.

I advised that Oliver contact Egan waste to find out the latest with the plant and to get a timescale for the repairs. I said I need the hotel to evidence that they are doing all they can to bring this discharge back into compliance as soon as possible or we will have to look into enforcement action.

The analysis of the water quality samples demonstrate a breach in the permit by over 3 fold for the biological oxygen demand (BOD) parameter and over 1.5 fold for the total suspended solids (TSS) parameter.

On the 22nd of November 2021 Officer Alex Grabham and myself returned to New House Country Hotel. The package treatment plant was back in operation and the levels within the inspection chamber had reduced significantly. The ditch at NGR ST 15856 84056 was dry and there was no sewage fungus noted on the river bed of the Nant Y Briwnant in the vicinity.

I spoke with yourself Stephen to say how the visual inspection had improved significantly since my last visit but I was still going to collect evidence samples to confirm if the plant had returned to compliance. You then observed my collection of the evidence sample.

The analysis of these water quality samples demonstrate that the plant is still in breach of the permit. Although the BOD has reduced it is still over a 1.8 fold breach of the permitted level. The TSS has increased with over a 3.6 fold breach of the permitted level.

#### Additional comments

In condition 3(c) which states "The Discharge shall be made in the manner and at the place specified as at National Grid reference ST 1580 8410", the 8 figure grid reference is not accurate. When future inspections are conducted please ensure the officer is referred to the diagram in annex A of the permit which illustrates a more accurate position of the sampling point at NGR ST 15911 84097. There is a second sampling point which was used in this investigation at NGR ST15894 84090. The topography around the package treatment plant would suggest that the latter is a more appropriate sampling location. Please can you provide details of the package treatment plant as well as the drainage leading into and out of the plant so the sampling point can be confirmed.

Considering the management issues with the package treatment plant at New House Country Hotel it is essential that an Environment Management Plan is established for this plant and the information is disseminated to those that will be held accountable for the plants management in your absence. Granted your permit is above 20 cubic meters discharge but the link below still applies to all the requirements of an Environment Management System, so please utilise the information on this link when developing yours.

[Natural Resources Wales / Develop an Environment Management System for the discharge of up to 20 cubic metres per day of sewage effluent](#)

Please refer to our online guidance in the link below for running and maintaining a septic tank or small sewage plant, which includes a template for a Log book and maintenance records which will help you complete action 3.

[Natural Resources Wales / Running and maintaining a septic tank or small sewage plant](#)

As outlined in the summary of the compliance criteria assessed please complete the following actions and recommendations by the listed deadline.

**Actions:**

1. Improve operations to bring BOD within permitted limits and evidence this with water quality testing (deadline 06/01/2022)
2. Improve operations to bring suspended solids within permitted limits and evidence this with water quality testing (deadline 06/01/2022)
3. A record of all maintenance performed shall be kept and made available in a folder for officers whilst on site (deadline 06/01/2021)

**Recommendations:**

1. Share drainage information of the package treatment plant
2. Develop an Environment Management System

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](mailto: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](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.