

Compliance Assessment Report

Report ID:
CAR_NRW0033647

This form will report compliance with your permit as determined by an NRW officer

Site	ST PIERRE CARAVAN PARK	Permit Ref	AN0398701			
Operator/Permit holder	Vowles Park Limited					
Regime	WaterQuality					
Date of assessment	20/03/2018	Time in	10:50	Out	11:10	
Assessment type	Site Inspection					
Parts of the permit assessed	3.1.2					
Lead officer's name	Jones, Peter					
Accompanied by						
Recipient's name/position	Mr Michael Vowles/ Director	Date issued	19/07/2018			

Section 1 – Compliance Assessment Summary

This is based on the requirements of the permit under the Environmental Permitting Regulations or the licence under the Water Resources Act 1991 as amended by the Water Act 2003. A detailed explanation is captured in "Compliance Assessment Report Detail" (Section 2) and any actions you may need to take are given in the "Action(s)" (section 4). This summary details where we believe any non-compliance with the permit has occurred, the relevant condition and how the non-compliance has been categorised using our Compliance Classification Scheme (CCS). CCS Scores can be consolidated or suspended where appropriate, to reflect the impact of some non-compliances more accurately. For more details of our CCS scheme, contact your local office.

Permit conditions and compliance summary	CCS Category	Condition(s) breached
E3 - Emissions - Surface water	C3	3.1.2

KEY: See Section 5 for breach categories, suspended scores will be indicated as such.

A = Assessed or assessed in part (no evidence of non-compliance), **X** = Action only,

O = Ongoing non-compliance, not scored.

Number of breaches recorded	1	Total compliance score (see section 5 for scoring scheme)	4
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If the Number of breaches recorded is greater than zero, please see Section 3 for our proposed enforcement response

Section 2 – Compliance Assessment Report Detail

This section contains a report of our findings and will usually include information on:

- The part(s) of the permit that were assessed (eg. Maintenance, training, combustion plant, etc)
- Where the type of assessment was 'Data Review' details of the report/results triggering the assessment
- Any non-compliances identified
- Any non-compliances with directly applicable legislation
- Details of any multiple non-compliances
- Information on the compliance score accrued inc.
- Details of advice given
- Any other areas of concern
- Any actions requested
- Any examples of good practice
- A reference to photos taken

I am writing to advise you of the results of the routine final effluent sample taken on the 12 January 2018 by Lloyd Hulmes, NRW sampler. The sample failed to meet the standard set in your Environmental Permit. The sample results were:

Biological Oxygen demand (BOD) 256 mg/l

Suspended Solids 74 mg/l

However, due to a soft ware problem we were unable to notify you of the sample results dated 12 January 2018 until now, therefore we will not class this exceedance of the parameters as a breach of your permit.

A further sample taken on the 20 March 2018 by Sinead Fitzpatrick, NRW sampler, failed to meet the limit set out in condition 3.1.2 and is a breach of your permit. The sample results was:

Ammonia (N) 71.mg/l Permit Limit 60 mg/l Exceedance of 10mg/l

The limits set out in condition 3.1.2, Schedule 3, Table 3.1 of your permit are:

Schedule 3 – Emissions and monitoring

Table S3.1 Point Source emissions to water (other than sewer) and land – emission limits and monitoring requirements					
Emission point ref. & location	Parameter	Limit (incl. unit)	Reference Period	Monitoring frequency	Compliance statistic
Outlet 1 on site plan in schedule 7 outflow from sewage treatment plant prior to discharge into an infiltration system	Maximum daily flow	36 m ³ /day	Total daily volume	N/A	Maximum
	ATU-BOD as O ₂	40 mg/l	Instantaneous (spot sample)	N/A	Maximum
	Suspended solids (measured after drying at 105° C)	20 mg/l	Instantaneous (spot sample)	N/A	Maximum
	Ammoniacal nitrogen (expressed as N)	60 mg/l	Instantaneous (spot sample)	N/A	Maximum
	Visible oil or grease	No significant trace present	Instantaneous (spot sample)	N/A	No significant trace

You should now check your sewage treatment works and if necessary contact a qualified contractor to ensure the system is working efficiently. Please contact me and provide an explanation for the failure within 17 working days upon receipt of this report.

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EPR Compliance Assessment Report

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Operator/Permit holder	Vowles Park Limited	Date	20/03/2018

Section 3 – Enforcement Response

You must take immediate action to rectify any non-compliance and prevent repetition. Non-compliance with your permit conditions constitutes an offence and can result in criminal prosecutions and/or suspension or revocation of a permit. Please read the detailed assessment in Section 2 and the steps you need to take in Section 4 below.

In respect of the above non-compliance you have been issued with a warning. At present we do not intend to take further enforcement action. This does not preclude us from taking additional enforcement action if further relevant information comes to light or offences continue.

Section 4 – Action(s)

This section summarises the actions identified during the assessment along with the timescales for when they will need to be completed.

Criteria Ref.	CCS Category	Action required/advised	Due Date
See Section 1 above			
E3	C3	Undertake maintenance work to ensure the final effluent meets permit conditions.	17/08/2018

Section 5 – Compliance notes for the Operator

To ensure you correct actual or potential non-compliance we may

- Advise on corrective actions verbally or in writing
- Require you to take specific actions verbally or in writing
- Issue a notice
- Require you to review your procedures or management system
- Change some of the conditions of your permit
- Decide to undertake a full review of your permit

Any breach of a permit condition is an offence and we may take legal action against you

- We will normally provide advice and guidance to assist you to come back into compliance either after an offence is committed or where we consider that an offence is likely to be committed. This is without prejudice to any other enforcement response that we consider may be required.
- Enforcement action can include the issue of a formal caution, prosecution, the service of a notice and/or suspension or revocation of the permit.

See our Enforcement and Civil Sanctions guidance for further information

This report does not relieve the site operator of the responsibility to

- Ensure you comply with the conditions of the permit at all times and prevent pollution of the environment
- Ensure you comply with other legislative provisions which may apply

Non-compliance scores and categories

CCS category	Description	Score
C1	A non-compliance that could have a major environmental effect	60
C2	A non-compliance which could have a significant environmental effect	31
C3	A non-compliance which could have a minor environmental effect	4
C4	A non-compliance which has no potential environmental effect	0.1

Operational Risk Appraisal (Opra) - Compliance assessment findings may affect your Opra score and/or your charges. This score influences the resource we use to assess permit compliance.

Section 6 – General information

Data protection notice

The information on this form will be processed by the Natural Resources Wales (NRW) to fulfil its regulatory and monitoring functions and to maintain the relevant public register(s). The NRW may also use and/or disclose it in connection with:

- Offering/providing you with its literature/services relating to environmental matters
- Consulting with the public, public bodies and other organisations (eg. 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 its service
- Freedom of Information Act/Environmental Regulations request

The NRW may pass it on to its agents/representatives to do these things on its behalf. You should ensure that any persons named on this form are informed of the contents of this data protection notice.

Disclosure of information

The NRW will provide a copy of this report to the public register(s). However, if you consider that any information contained in this report should not be released to the public register(s) on the grounds of commercial confidentiality, you must write to your local area office within fifteen working days of receipt of this form indicating which information it concerns and why it should not be released, giving your reasons in full.

Customer charter

What can I do if I disagree with this compliance assessment report?

If you are unable to resolve the issue with your site officer, you should firstly discuss the matter with officer's line managers using the informal appeals procedure. If you wish to raise your dispute further through our official Complaints and Commendations procedure, phone our general enquiry number 0300 065 3000 (Mon to Fri 08.00 – 18.00) and ask for the Customer Contact team or send an email to enquiries@naturalresourceswales.gov.uk. If you are still dissatisfied you can make a complaint to the Public Services Ombudsman for Wales. For advice on how to complain to the Ombudsman phone their helpline on 0845 607 0987.

Welsh Language

If you would like this form in Welsh please contact your Regulatory Officer.