

Compliance Assessment Report CAR_NRW0042419

Permit being assessed: BE0042801

For: Llanrhidian Holiday Park, held by John Fowler Holidays Ltd

At: Llanrhidian Holiday Park, Llanrhidian, Swansea, Swansea, SA3 1EU.

Type of assessment carried out: Site Inspection, Reason: Other.

On 06/09/2023, between 10:00 and 11:00.

Parts of permit assessed: Permitted Activities

NRW Lead Officer: Sarah Bennett, accompanied by: Gareth Martin.

Report sent to: Gavin Lewis, General Manager , on 06/10/2023.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
IR2A - Operations - Permitted activities	Action only (X)	
WQ-B1 - Operations - Permitted activities	C3 Minor	5. Adequate facilities, approved in writing by the Authority, shall be provided to enable representative samples of the discharge to be safely and conveniently obtained at any time from the sampling chamber, as shown marked 'sampling point' on the attached plan.
WQ-B1 - Operations - Permitted activities	C3 Minor	6. Calibrated apparatus, approved in writing by the Authority, shall be provided and maintained in full working order, to permit the instantaneous rate of flow of effluent discharged to be measured accurately at any time.

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

2. What action is required?

Criteria	Action needed	Complete by
IR2A	Please calculate the likely daily discharge volume by using	31/12/2023

Criteria	Action needed	Complete by
	the metered abstraction you hold. Provide us with the results of your calculations, showing your workings out and the likely daily discharge in m3 for the last 365 days. For more information refer to the comments in Section 4 below.	
WQ-B1	No action until NRW has looked into acceptability of solution proposed. See comments in Section 4.	31/12/2023
WQ-B1	The action required is the same as the action already prescribed in entry IR2A.	31/12/2023

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.

At this time, we do not intend to take any further action.

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

A site inspection was carried out on 06/09/2023, the first inspection since the permit was transferred to new holders. The main focus for the site visit was to discuss establishing a reliable and accessible sampling point (Permit Condition 5). We also looked at Condition 4 (volumes) and 6 (flow monitoring). As the current permit was written in 1997, we also discussed the possibility that the permit may need updating by way of a variation.

Assessment of Compliance with Permit Condition 5

Permit Condition 5 requires a sampling point be made available to Natural Resources Wales, at NRW's convenience, from where a representative sample may be collected. At present it is not possible for NRW to take a sample at its convenience because the treatment system is a batch reactor, i.e., not a continuous discharge, which is discharged at night to improve performance.

You suggested that a representative sample could be collected at a pre-arranged time as this would allow you to alter your operations so that the batch reactor was discharging at the time of our sampling visit. We will investigate whether this would be acceptable from both a sampling and regulatory/compliance point of view and let you know what we decide.

You showed us the sampling point where you take your own samples. It is likely that this sampling point would allow us to take a representative sample.

Assessment of Compliance with Permit Condition 4

Permit Condition 4 requires that the discharge shall be no greater than 100m³ per day. This cannot currently be assessed accurately as no flow monitor is in place. We would therefore like you calculate the likely daily discharge volume by using the metered abstraction you hold. My understanding is that the abstraction limit is 95m³.

I understand that the sewage from an adjacent house is treated via your system. If this property has a

different source of water to the rest of the site, it should be included in the calculation as an addition.

Please provide us with the results of your calculations, showing your workings out and the likely daily discharge in m³ for the last 365 days. If for any reason you think that a longer period of time would give a better picture, please feel free to extend it.

Assessment of Compliance with Permit Condition 6

Permit condition 6 states that calibrated flow monitors shall be in place. There are no calibrated flow monitors in place which is a breach of permit condition 6. However, it is possible that the discharge falls below the threshold for requiring flow monitoring.

In order that we can get a better understanding of whether or not this may be the case we can use the information you provide for discharge volumes as a starting point for further discussions on this matter.

One of the options may be for you to apply for a permit variation to remove this condition. Once we have looked at the information you provide, we will get in touch to discuss this further.

Please carry out the actions given in this Assessment Report by the prescribed dates. If you think there will be a delay in completing the actions by the dates given, please let us know.

Thank you.

End.

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.