

## Compliance Assessment Report CAR\_NRW0043094

**Permit being assessed:** BB3091CE

For: Garwnant Forest Holiday Centre, held by FOREST HOLIDAYS LIMITED

At: Garwnant Forest, Llwynon, Merthyr Tydfil, CF48 2HU.

**Type of assessment carried out:** Site Inspection, Reason: Routine.

On 06/12/2023, between 11:00 and 13:00.

Parts of permit assessed: All

**NRW Lead Officer:** Ceri Malone, accompanied by: Paul Latham, Emily Roe01, Callum Murray.

**Report sent to:** Ryan Birchnall, Product Quality Manager, on 28/12/2023.

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

| Part of permitted activity assessed (criteria)        | Assessment result | Permit condition |
|---|-------------------|------------------|
| WQ-A1 - Management - General management               | Assessed (A)      |                  |
| WQ-B1 - Operations - Permitted activities             | Assessed (A)      |                  |
| WQ-B2 - Operations - The site                         | Assessed (A)      |                  |
| WQ-C1 - Emissions and monitoring - Emissions to water | Assessed (A)      |                  |
| WQ-D1 - Information - Records                         | Assessed (A)      |                  |
| WQ-D2 - Information - Reporting                       | Assessed (A)      |                  |

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

### 2. What action is required?

No action required.

### 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

Site Inspection of Forest Holidays Garwnant Site Package Treatment Plant was carried out by Environment Officers Ceri Malone, Paul Latham, Emily Roe and Callum Murray on 06/12/2023. Upon arrival at 11:00 we met with Operations Manager Rob Moses. Weather was ~5°C, dry with significant cloud cover. We were

escorted to NGR SO 00146 14140, the location of the PTP as per Table S3.3 of the permit. We were provided with a diagram of the PTP and description of its functionality by Mr Moses who had received it from Alistair of RA Dalton who we were informed had setup the system and manage its maintenance.

An inlet manhole supplies the PTP system with primary tank, balance tank, RBC treatment zone, humus settlement tank, flow balance outfall tank and pump station with non-return valves – see photograph 1. All sections of the PTP appeared to be well maintained and functioning as designed. The effluent sample point was accessible at the site and Mr Moses opened the control kiosk which did not display any alarms at the time of inspection.

*Photograph 1 – Site setup*



We were escorted to NGR SO 01210 11075, the discharge point as per S3.2 of the permit. There was no significant trace of oil or grease from the outlet. There was no sign of sewage fungus or any odour and the water discharging into the Taf Fechan was clear – see photograph 2.

*Photograph 2 – Discharge point running clear*



I was provided with documentation listing the previous maintenance, desludging and subsequent waste transfer notices from the site. A “Weekly Sewage Treatment Plant Checks” checklist is completed to ensure correct function of the system. Forest Holidays Product Quality Manager Ryan Birchall has confirmed that no current sampling of the system is taking place however going forwards they have requested that the contractor sample BOD, Solids, Ammonia, Phosphorus and Bromide quarterly alongside the service (next service is Jan 2024). This was a best practice suggestion I made to Mr Moses during the site visit.

The PTP and site appeared to be well managed and maintained throughout our visit with no breaches of the permit or actions required.

Contact details:

If you have any queries regarding this CAR form please contact me using the following details: Ceri Malone, Environment Officer, Ceri.Malone@naturalresourceswales.gov.uk, 07977791144

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.