

Compliance Assessment Report CAR_NRW0043557

Permit being assessed: VP3223KP

For: Septic tank and infiltration system serving, held by Forest Holidays Ltd
At: Garwnant Visitor Centre, Cwm Taf, Merthyr Tydfil, CF48 2HU.

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

On 14/02/2024, between 13:00 and 14:05.

Parts of permit assessed: All

NRW Lead Officer: Ceri Malone.

Report sent to: Ryan Birchnall, Product Quality Manager, on 22/02/2024.

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	C3 Minor	1.1
WQ-B1 - Operations - Permitted activities	Assessed (A)	
WQ-C2 - Emissions and monitoring - Emissions to land	Assessed (A)	
WQ-B2 - Operations - The site	Assessed (A)	

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

2. What action is required?

Criteria	Action needed	Complete by
WQ-A1	Create and follow a management system as per the licence. Provide NRW with evidence that a system has been put in place by 22/03/2024.	22/03/2024

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

Site Report

A site inspection of Forest Holidays, Garwnant septic tank (VP3223KP) was carried out by Environment

Officer Ceri Malone on 14/02/2024. Upon arrival at 13:00 I met with Operations Manager Rob Moses. Weather was ~10°C, with intermittent rain. I was escorted to the location of the septic tank by Mr Moses which was adjacent to the visitor centre.

Mr Moses was able to lift all of the chambers for inspection (example photograph 1), there was no oil or grease visible as per Table S3.1 of the permit. Mr Moses informed me that the septic tank had been half emptied the previous day by GD environmental with the tank to be fully emptied in the next few days. Since my visit I have been provided with a waste transfer notice and pictures (photograph 2) as confirmation of the work.

I was informed that there has previously not been a management system in place as per 1.1 of the licence. Forest Holidays Product Quality Manager Ryan Birchnall has confirmed that a Computer Aided Facility Management (CAFM) system is being put in place in April 2024 to record and manage the system electronically. Example documents have been sent to NRW as an example of the system. In the meantime, I have advised that a management system should be put in place with manual records of any work being undertaken. A walkover of the drainage field was conducted with no issues noted.

Photograph 1 – Septic Tank 14/02/2024



Photograph 2 – Septic Tank Emptied 15/02/2024



Breaches of permit condition

1.1.1 The operator shall manage and operate the activities:

(a) in accordance with a written management system that identifies and minimises risks of pollution, including those arising from operations, maintenance, accidents, incidents, non-conformances and those drawn to the attention of the operator as a result of complaints; and

(b) using sufficient competent persons and resources.

Action required by dates specified

Create and follow a management system as per the licence. Provide NRW with evidence that a system has been put in place by 22/03/2024.

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 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.