

Compliance Assessment Report CAR_NRW0048782

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 25/06/2025, between 10:30 and 13:00.

Parts of permit assessed: All

NRW Lead Officer: Callum Murray.

Report sent to: Rob Moses, Operations manager, on 19/08/2025.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
WQ-A1 - Water Quality - Management - General management	Assessed (A)	
WQ-B1 - Water Quality - Operations - Permitted activities	Assessed (A)	
WQ-C1 - Water Quality - Emissions and monitoring - Emissions to water	Assessed (A)	
WQ-D1 - Water Quality - Information - Records	Assessed (A)	
WQ-D3 - Water Quality - Information - Notifications	C3 Minor	4.3.1. Natural Resources Wales shall be notified without delay following the detection of: (b) the breach of a limit specified in the permit.

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

2. What action is required?

Criteria	Action needed	Complete by
WQ-D3	Notify NRW for re-occurrences in the future	Already completed

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

25/06/25 - Site visit

Site inspection of Forest Holidays Garwnant Site Package Treatment Plant (PTP) was carried out on the 25th June 2025 by Environment Officer Callum Murray. Upon arrival, Operations Manager Rob Moses led me to the location of the PTP, at NGR SO 00146 14140, as stated in Table S3.3 of the permit. Rob explained the functionality of the PTP, alongside a diagram of the layout which had been supplied by the contractor, RA Dalton who supplied and are responsible for the maintenance of the system.

I was shown the effluent sample point, control panel and various other components of the system. Everything seemed to be in full working order. Back at the site office, I was shown the checksheet which is filled out following a daily visual inspection of the PTP by staff.

Photograph 1 - Site setup and location



I was then shown the discharge point on the Taff Fawr, at NGR SO 01206 11097, as per S3.2 of the permit. The discharge itself was clear and odourless, with no sign of discolouration, oil or grease in the watercourse, as shown below.

Photograph 2 - Discharge point and location, with effluent running clear.



After the site visit on the 25/06/25, I contacted Rob Moses by email to request copies of maintenance and service logs for the treatment plant, and any sampling results that they had to show the final effluent was within the limits imposed in table S3.1 of the permit.

On the 11/08/25, Rob forwarded over a comprehensive collection of maintainance records including reports from RA Dalton showing regular servicing and repair work to the system. A sample from the PTP was taken on the 29/01/25 and analysed by NWG Living Water. The external lab results showed a BOD result of 42mg/L, which is in breach of the 20mg/L on the permit. There is no record of notification, which needs to be done for the breach of a limit specified in the permit.

In general, the site appeared to be well organised and managed to a good standard. There was one breach of permit, with the actions listed below:

Actions

Review all future sample results and cross reference the data with the limits specified on the permit. Natural Resources Wales shall be notified of the information listed under schedule 5 of this permit, within the time limit specified in this schedule.

Contact details

If you have any queries regarding anything in this CAR form, please contact me via email at callum.murray@naturalresourceswales.gov.uk

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.