

Compliance Assessment Report CAR_NRW0049604

Permit being assessed: S/01/56096/SG

For: Henllan Chalet and Leisure Park, held by Henllan Chalet and Leisure Park Limited

At: Banwy View, Llangyniew, Welshpool, Powys, SY21 9EJ.

Type of assessment carried out: Site Inspection, Reason: Incident Response (Incident number: 2507935).

On 06/10/2025, between 13:00 and 14:00.

Parts of permit assessed: Permitted activities PTP1, The site, Emissions monitoring and Notifications

NRW Lead Officer: Shaun Rees.

Report sent to: Mr Andrew Lunnion, Site Owner, on 09/10/2025.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
WQ-B1 - Water Quality - Operations - Permitted activities	C3 Minor	2.1 Permitted activities
WQ-B2 - Water Quality - Operations - The site	C3 Minor	2.2 The Site
WQ-C1 - Water Quality - Emissions and monitoring - Emissions to water	C3 Minor	3.1 Emissions to water, air or land
WQ-D3 - Water Quality - Information - Notifications	C3 Minor	4.3 Notifications

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

2. What action is required?

Criteria	Action needed	Complete by
WQ-B1	Stop discharge immediately and until treatment plant is brought back into compliance.	29/10/2025
WQ-B2	Stop discharge immediately and bring site into regulatory compliance	29/10/2025
WQ-C1	Stop discharge immediately and bring site into regulatory compliance	29/10/2025
WQ-D3	Ensure NRW are notified as per permit.	29/10/2025

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.

You are non-compliant with your permit.

At this time, we are issuing you with a warning for the non-compliance recorded above. Warnings may influence future enforcement response for continued or further non-compliance.

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

On the 26 August 2025, NRW received a report of a milky white discolouration, and an odour similar to sewage... often much worse in warm weather near Henllan Caravan Park.

On the 29 September 2025 I attended site and located a 8 inch pipe coming from the direction of the highway and the Caravan Park's sewage treatment system with visible sewage fungus present within the pipe and material within the discharge area was black and unsightly, no odour and no discharge occurring at the time of the visit.

During the visit, I spoke to yourself, the site owner, who was unaware of the issue, but would investigate immediately and provided an update.

On the 6 October 2025, as passing, i called into the Caravan park again, due to not being provided an update and inspected the discharge point, more sewage fungus was present within the pipe and also the area of discharge along with a strong sewage odour.

I spoke to the site manager, who confirmed that you live off site and are only in attendance every now and again.

I updated the site manager with my findings and the request that it was investigated and myself updated.

I proceeded to show the site manager the pipe and discharge, he stated that he would contact you and investigate this straight away.

On the 8 October 2025 I received a text message from yourself, with an update and i quote

"I am just informing you that we are having the treatment system repaired next Thursday 16th as there is a problem with the outlet and this is why its leaking into the river, but everything is booked and we are having to have the system emptied every 3 days until fixed, the contractor is Severn Waste services Newtown. Thanks Andrew I will keep you updated with progress"

This is being treated with the enforcement response of a warning Letter

Non-Compliances (recorded in summary) Actions to be addressed –

2.1 Permitted Activities

Discharge was being made to the River Banwy and not the infiltration system as stated in the permit.

Cease this discharge immediately and any future discharge and until plant is brought back into compliance.

Please provide confirmation to NRW that the discharge is rectified and is discharged through the infiltration system by the 29 October 2025

2.2 The Site

Discharge was to a point not identified on the permit site plan.

Cease this discharge immediately and any future discharge and until plant is brought back into compliance.

Please provide confirmation to NRW that the discharge is rectified and is discharged through the correct points as identified on the permit map by the 29 October 2025.

3.1 Emissions to water, air or land

The discharge was being made to watercourse and not land via an infiltration system.

Cease this discharge immediately and any future discharge and until plant is brought back into compliance.

Please provide confirmation to NRW that the discharge is rectified and is discharged through the infiltration system (land) as identified on the permit map by the 29 October 2025.

4.3 Notifications

The site failed to notify NRW of a permit failure.

Please ensure NRW are notified of any future permit failures as per permit and action this immediately.

In this document 'Natural Resources Wales' means the Natural Resources Body for Wales established by Article 3 of the Natural Resources Body for Wales (Establishment) order 2012.

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.