

Compliance Assessment Report CAR_NRW0050060

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: Routine.

On 02/12/2025, between 11:00 and 12:00.

Parts of permit assessed: Site Operations

NRW Lead Officer: Gareth Martin.

Report sent to: John Fowler, Managing Director, on 03/12/2025.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
WQ-C1 - Water Quality - Emissions and monitoring - Emissions to water	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

The purpose of this annual Compliance Assessment Report is to inform you of all sampling results from the last year and to capture the work you have done at Llanrhidian Holiday Park to ensure that the discharge from the sites sewage treatment plant remains compliant in future, following a number of breakdowns and subsequent non-compliant discharges over 2024 and 2025.

See below for all 2025 sampling results, excluding December.

Month	Sample Date	BOD (Max-50mg/l)	Suspended Solids (Max-60mg/l)	Comments
January				No Sample collected - Park closed
February				Tankering - bellmouth sensor failure
March	04/03/2025	20	20	
April	01/04/2025	28.5	47	
May	06/05/2025	101	168	Bellmouth control rod failure
June				Tankering
July				Tankering
August	14/08/2025	14.4	19	
September	02/09/2025	10.9	13.5	
October	07/10/2025	9.98	14	
November	04/11/2025	16.2	27	
December	02/12/2025			

In November 2024, we assigned as an action that a call-off tankering contract should be set up in response to CAR_NRW0045650. This was actioned and following a plant failure in February 2025 tankering was put in place. The reason for this plant failure was a sensor failure resulting in the breaking of the hydrostatic bellmouth control rod within the treatment plant.

The sample collected in May failed to meet numeric permit conditions for both BOD and suspended solids, resulting in the issue of CAR_NRW0048334. Your investigation concluded that this was again due to a plant failure caused by the bellmouth control rod.

Following this failure you used external consultants to help you review and improve your treatment system. Their report confirmed that the treatment plant is fit for purpose/capacity and provided advice for improvements to reliability.

One of the biggest issues faced was that minor malfunctions were taking a great deal of time and resource to rectify as all mechanical components were within the treatment plant itself, meaning that repairs required the tank to be drained, enclosed space trained engineers brought in and the tank re-balanced after completion. To combat this you have updated the treatment plant so that all mechanical controls for the bellmouth are outside of the tank and can now be easily and safely accessed externally, via a shed on the top of the treatment plant, meaning maintenance and repairs can be conducted in a timely fashion. You have also installed telemetry that will inform you via email of treatment plant failures and timings/treatment stages, although we understand that you are still waiting on additional installation to get this system up and running.

While this work was underway throughout June and July you informed us that you tankered from site using contractors. Throughout this time you conducted your own analysis of Turbidity (analogous of Suspended Solids), Dissolved Oxygen (BOD) and Ammonia and did not return to discharging until you were content with the results. This was supported by

NRWs sampling in August, which showed effluent quality was back into compliance, the following 3 samples taken have all been compliant with your permit.

During all improvement work undertaken this year you have kept NRW well informed.

Thank you very much.

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.