

## Compliance Assessment Report CAR\_NRW0048355

**Permit being assessed:** CG0047001

**For:** OGWEN LAKE OGWEN COTTAGE NR BETHES, **held by:** THE NATIONAL TRUST

**At:** OGWEN LAKE OGWEN COTTAGE NR BET, OGWEN COTTAGE NR BETHESDA, NR BETHESDA, NR BETHESDA, NR BETHESD.

**Type of assessment carried out:** Site Inspection,

**Reason:** Routine.

**On** 19/05/2025, between 09:10 and 12:50.

**Parts of permit assessed:** Condition 1 and Condition 2

**NRW Lead Officer:** Ceris Evans.

**Report sent to:** National Trust, Climate & Environment Advisor and Facilities Manager, on 03/02/2026.

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

| Part of permitted activity assessed (criteria)                        | Assessment result | Non-compliant permit condition |
|---|-------------------|--------------------------------|
| WQ-A1 - Water Quality - Management - General management               | Assessed (A)      |                                |
| WQ-B1 - Water Quality - Operations - Permitted activities             | Assessed (A)      |                                |
| WQ-B2 - Water Quality - Operations - The site                         | Action only (X)   |                                |
| WQ-B3 - Water Quality - Operations - Operating techniques             | Assessed (A)      |                                |
| 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?

| Criteria | Action needed  | Complete by |
|----------|--|-------------|
| WQ-B2    | Confirm whether the distribution arms spread the sewage effluent effectively onto the media during higher flows. If not, investigate and repair. | 27/02/2026  |

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

This site inspection formed part of NRW's Permit Compliance Workplan 2025/26. NRW staff attended the site with two members of National Trust's staff, the Climate & Environment Advisor and the Facilities Manager. The purpose of the site inspection was to visually check operator's site management and compliance against the permit.

**Sewage System Type:** The site had a primary settlement tank, followed by a distribution chamber with stone media.

**Sewage Volume:** The system serves a maximum of 45 beds plus 8 staff. It is noted that the permit sets a maximum volume limit of 1,650 gallons per day, which converts to 7,507 litres. Given the number of bedrooms and staff the system serves, the limit appears appropriate when using figures from *Flows and Loads 4*.

**Sewage System Maintenance:** The system is emptied annually. The operator noted that a previously defective sludge pump had been replaced prior to inspection. The operator was also aware of corrosion on some of the distribution arms in the secondary part of the plant. The permit holder's representatives were in the process of rectifying the corroded distribution arms, and works to repair these sections and remove grass/algae from the rock bed/media were completed on the 4 December 2025.

**Conditions 2 (a), 2(b) and 2(c): Biochemical Oxygen Demand (BOD), Total & Suspended Solids (SS)**

Water sample results were shared during the inspection, with the latest dated January 2025. Both, BOD and SS were within the permitted limits. Further water sampling was scheduled for August 2025.

Stream water quality appeared visually clean, and there was no evidence of ongoing pollution on the river bed.

Food is prepared both on-site and off-site. It was confirmed that no grease traps installed in the on-site catering areas of the building.

#### RECOMMENDATIONS

1) The site was visited in dry weather conditions and low-flow conditions. Please confirm whether the distribution arms spread the sewage effluent effectively onto the media during higher flows. If not, please investigate and rectify.

2) The installation of grease traps in the catering areas of the building is advised.

Thank you for your co-operation before, during and after this site inspection.

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 required for the permit condition assessed to avoid non-compliance. No non-compliance scored at this time |
| 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       |

**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 Monitoring
- WQ-C5 Installation of monitoring boreholes

**WQ D: Information**

- WQ-D1 Records
- WQ-D2 Reporting
- WQ-D3 Notifications

**Enforcement response**

Any non-compliance with a permit condition 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 twenty working days to let you know if we agree to your request.

**Disputing the Content of this Compliance Assessment Report Form**

If you disagree with the content of this Compliance Assessment Report form, you should submit your concerns, in writing, to the regulating officer who issued it within **15 working days** of its issue. This will be treated as a **Stage 1 review**.

If you are not satisfied with the outcome of the stage 1 review, you may request a **Stage 2 appeal**. This request must be submitted **within 21 working days** of receiving the response from the stage 1 review.

Further details on our review and appeal process are available at: [Natural Resources Wales / Appeal a regulatory decision from Natural Resources Wales](#)

**Concerns Not Related to the Content of this Compliance Assessment Report Form**

If your concerns do not relate to the content of the Compliance Assessment Report form, you should first attempt to resolve the issue with the regulating officer or their line manager.

If the issue remains unresolved, please contact our **Customer Contact Team**:

- **Telephone:** 0300 065 3000 (Monday to Friday, 09:00–17:00)
- **Email:** [enquiries@naturalresourceswales.gov.uk](mailto:enquiries@naturalresourceswales.gov.uk)

They will provide details on how to escalate your concerns through our **Complaints and Commendations procedure**.

If you are dissatisfied with our response, you may contact the **Public Services Ombudsman for Wales**:

- **Telephone:** 0300 790 0203
- **Email:** [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.