

Compliance Assessment Report CAR_NRW0050006

Permit being assessed: CG0090201

For: NANT FFRANCON OGWEN COTTAGE, **held by:** SNOWDONIA NATIONAL PARK AUTHORITY

At: NANT FFRANCON, OGWEN COTTAGE, GWYNEDD, WALES, .

Type of assessment carried out: Site Inspection,

Reason: Routine.

On 02/06/2025, between 09:40 and 12:00.

Parts of permit assessed: Whole permit

NRW Lead Officer: Ceris Evans.

Report sent to: Eryri National Park Authority, Head of Property Service, on 30/04/2026.

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-B2 - Water Quality - Operations - The site	Assessed (A)	
WQ-C1 - Water Quality - Emissions and monitoring - Emissions to water	C3 Minor	2

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

2. What action is required?

Criteria	Action needed	Complete by
WQ-C1	Please undertake the necessary repairs to the sewage system to restore it to full operational condition in accordance with permit requirements.	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.

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

Dear Permit Holder

Introduction

A site inspection was undertaken as part of Natural Resources Wales' Permit Compliance Work Plan 2025/26. The inspection was attended by a Natural Resources Wales (NRW) officer, accompanied by two officers from Eryri National Park Authority (ENPA). The purpose of the inspection was to visually assess the operator's compliance with permit requirements, with particular regard to site management and the operation of the sewage treatment system.

Site Description

The sewage treatment system serves the ENPA visitor centre, takeaway café, and public toilet facilities. In addition, the system also serves Bwthyn Idwal, which is owned by the Youth Hostel Association (YHA). Kitchen facilities operate on a reheating-only basis, with no frying activities undertaken.

Sewage Treatment System – Background and Operation

Prior to the inspection, the operator advised that a specialist contractor had attended the site and identified that improvements were required to the sewage treatment system. As a precautionary environmental protection measure, the operator increased the frequency of tank emptying. At the time of the inspection, discharge quality data were not available for the sewage system; however, a meter is installed on site to measure the volume of clean water entering the site.

The operator also reported historical issues of sewage backing up within the pipework, which were attributed to blockages within the holding tank located before the Klargester treatment system. In addition, groundwater ingress from the direction of the YHA property was reported to be entering the sewage system. The operator advised that plans are in place to install a sump to intercept and capture groundwater prior to it entering the treatment system.

Historically, the sewage system was emptied every two months. Since mid-March 2025, the frequency of emptying has increased to every three weeks to reduce environmental risk. The operator also reported a blockage within the road manhole, which was investigated using CCTV equipment to identify the cause.

Inspection Findings

During the inspection, a strong sewage odour was detected on site. Upon approaching the treatment plant, it was observed that rotating components normally associated with the Klargest treatment system were not operating. It was immediately apparent that the sewage treatment system was not operational.

Inspection of the outfall provided evidence that untreated effluent had entered the receiving watercourse. The NRW officer instructed the operator to urgently restore the sewage treatment system to an operational condition.

Due to the non-operational status of the system and the high level of tourist footfall in the area, further instructions were issued requiring the operator to ensure that the sewage tanks were emptied on a weekly basis until such time as the treatment system was fully repaired.

Immediate Actions and Follow-Up

On the same day as the inspection, the operator confirmed that an emergency visit by their contractor had been arranged to empty all elements of the sewage system. During attempts to re-energise the treatment system, it was identified that the drive chain on the rotor had failed, an issue that had occurred previously. The contractor was assessing whether a temporary repair could be undertaken.

The operator also confirmed that an alternative contractor had been approached to provide a revised quotation for upgrading the sewage treatment system.

Compliance Update

The operator subsequently confirmed that the sewage treatment system had been upgraded by September 2025. One component remained pending delivery due to an incorrect part having previously been supplied. The operator has confirmed that the requirements set out within the Warning Letter issued by Natural Resources Wales have been met.

Conclusion

Natural Resources Wales would like to thank you for facilitating the site inspection and for your cooperation during and following the visit.

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

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

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.