

Compliance Assessment Report CAR_NRW0052414

Permit being assessed: CG0151702

For: Hafan Y Mor Holiday Park, **held by:** Bourne Leisure Ltd

At: Hafan Y Mor Holiday Park, Chwillog, Pwllheli, Gwynedd, LL53 6HX.

Type of assessment carried out: Site Inspection,

Reason: Routine.

On 15/07/2026, between 11:00 and 12:20.

Parts of permit assessed: 2.2.1 & 3.3.4

NRW Lead Officer: James Raymond.

Report sent to: General Manager, General Manager, on 21/07/2026.

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

Part of permitted activity assessed (criteria)	Assessment result	Non-compliant permit condition
WQ-B1 - Water Quality - Operations - Permitted activities	C4 No impact	2.2.1
WQ-B1 - Water Quality - Operations - Permitted activities	C4 No impact	3.3.4
WQ-B2 - Water Quality - Operations - The site	Assessed (A)	
WQ-A1 - Water Quality - Management - General management	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-B1	During the site inspection, seepage/leakage was observed emanating from one of the Moving Bed Biofilm Reactor (MBBR) tanks. This leak was visible during the inspection and is shown in the photograph taken on site. Please investigate the source of the leak and undertake the necessary repairs to prevent further seepage. NRW should be provided with details of the remedial works completed and confirmation that the issue has been resolved.	18/09/2026
WQ-B1	.During the inspection, it was noted that final effluent samples	18/09/2026

Criteria	Action needed	Complete by
	are currently taken from the final treatment tank. However, the environmental permit specifies a final effluent monitoring point located at SH 43759 37067. Required Action: Please confirm whether Hafan y Môr has a designated final effluent sampling point that corresponds with the permitted monitoring location. If no designated sampling point currently exists, please advise NRW of the preferred location for future compliance sampling to ensure that representative samples of the final effluent can be obtained. Following agreement on an appropriate sampling location, a permit variation may be required to ensure that the environmental permit accurately reflects the arrangements in place on site. This can be done by using the following link: Natural Resources Wales / Change (vary) an existing permit for a discharge of domestic sewage	

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

CARS form generated following site visit to inspect foul waste treatment plant at Hafan y Mor (CG0151702)

An Environmental Officer from Natural Resources Wales (NRW) met with the consulting civil engineer representing Hafan y Môr at 11:00am on 15 July 2026 to undertake an inspection of the foul wastewater treatment infrastructure associated with Environmental Permit **CG0151702**.

The consulting civil engineer provided a comprehensive tour of the site's drainage and wastewater infrastructure leading to the wastewater treatment works (WWTW). The holiday park is divided into two distinct drainage catchments. The northern section of the site operates predominantly via a gravity-fed system, whilst the southern section comprises a combination of gravity-fed and pumped systems.

The officer was shown the recently completed improvements relating to the disposal of swimming pool water. It was confirmed that swimming pool water is now directed to the wastewater treatment works following dechlorination treatment, rather than being managed

separately.

A number of pumping stations located within the southern section of the park were also inspected. It was confirmed that these assets are subject to routine servicing at least annually, with additional maintenance undertaken on an ad hoc basis as required.

The inspection then continued at the wastewater treatment works, where the NRW officer met with the site operative responsible for the day-to-day operation of the plant. The treatment process was explained in detail, and the officer was shown the following stages of the treatment system:

- Initial inlet screening;
- Primary pumping station;
- Secondary screening;
- Secondary pumping station;
- Balancing tank;
- Two Moving Bed Biofilm Reactor (MBBR) tanks, which utilise aeration and suspended plastic media to facilitate biological treatment of the wastewater;
- Dissolved Air Flotation (DAF) unit;
- Chemical dosing stage;
- Final effluent storage tank.

Following treatment, the final effluent is transferred from the final tank and discharged via the permitted long sea outfall.

The overall site inspection provided NRW with a clear understanding of the wastewater collection, treatment and discharge arrangements currently in operation at Hafan y Môr.

Actions Required

Action 1: Repair MBBR Tank Leak/Seepage

During the site inspection, seepage/leakage was observed emanating from one of the Moving Bed Biofilm Reactor (MBBR) tanks. This leak was visible during the inspection and is shown in the photograph taken on site.

**Required Action:**

Please investigate the source of the leak and undertake the necessary repairs to prevent further seepage. NRW should be provided with details of the remedial works completed and confirmation that the issue has been resolved.

Action 2: Clarification and Review of Final Effluent Sampling Location

During the inspection, it was noted that final effluent samples are currently taken from the final treatment tank. However, the environmental permit specifies a final effluent monitoring point located at **SH 43759 37067**.

Required Action:

Please confirm whether Hafan y Môr has a designated final effluent sampling point that corresponds with the permitted monitoring location. If no designated sampling point currently exists, please advise NRW of the preferred location for future compliance sampling to ensure that representative samples of the final effluent can be obtained.

Following agreement on an appropriate sampling location, a permit variation may be required to ensure that the environmental permit accurately reflects the arrangements in place on site. This can be done by using the following link: [Natural Resources Wales / Change \(vary\) an existing permit for a discharge of domestic sewage](#)

Deadline

Please provide NRW with an update on the progress made in relation to **Actions 1 and 2**

by **18 September 2026**.

Failure to address these matters may result in NRW considering further regulatory action where appropriate.

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.