

Compliance Assessment Report CAR_NRW0052482

Permit being assessed: WQD001968

For: Plas Coch Caravan Park, **held by:** Park Holidays UK Limited

At: Plas Coch, Llanedwen, Llanfairpwllgwyngyl, Anglesey, LL61 6ED.

Type of assessment carried out: Site Inspection,

Reason: Routine.

On 10/07/2026, between 09:35 and 12:45.

Parts of permit assessed: 1.1 Nature; 1.3 Place of Discharge; 1.7 Composition; 1.9 British Standard; 1.10 Works Operations; 1.11 Maintenance; 1.12 Maintenance of the Ultra Violet Disinfection System; 1.14 Alarm System; 1.15 Recording and Reporting

NRW Lead Officer: Ceris Evans.

Report sent to: Regional Maintenance Manager, Regional Maintenance Manager, on 29/07/2026.

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

Part of permitted activity assessed (criteria)	Assessment result	Non-compliant permit condition
WQ-B3 - Water Quality - Operations - Operating techniques	Action only (X)	
WQ-C1 - Water Quality - Emissions and monitoring - Emissions to water	Action only (X)	
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WQ-C1 - Water Quality - Emissions and monitoring - Emissions to water	Action only (X)	
WQ-C1 - Water Quality - Emissions and monitoring - Emissions to water	Action only (X)	
WQ-C4 - Water Quality - Emissions and monitoring - Monitoring	Action only (X)	
WQ-D1 - Water Quality - Information - Records	Action only (X)	

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

2. What action is required?

Criteria	Action needed	Complete by
WQ-B3	Confirm that the on-site sewage treatment plant complies with all relevant British Standards applicable at the time of installation.	18/09/2026
WQ-C1	Confirm the disposal route for wastewater generated from the boat and jet ski washing area.	18/09/2026
WQ-C1	Confirm the discharge arrangements for water from the site's two swimming pools.	18/09/2026
WQ-C1	Explain how mud arising from the Mud Room is managed and prevented from entering the sewage treatment system.	18/09/2026
WQ-C1	Describe the arrangements for managing water discharged from the site's 50 hot tubs.	18/09/2026
WQ-C1	Provide a site drainage plan and wastewater flow diagram showing all relevant drainage and discharge routes.	18/09/2026
WQ-C4	Provide copies of water sampling and monitoring results covering the previous 12 months.	18/09/2026
WQ-D1	Provide a written maintenance report detailing all routine and non-routine maintenance activities undertaken during the previous 12 months, including any incidents or actions that may have adversely affected effluent quality.	18/09/2026

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

Site Visit Summary

Thank you to site staff for facilitating the inspection and providing access to the relevant facilities and operational areas.

Site Overview

It was confirmed that the site is exclusively for the use of residents. All facilities are available to residents throughout the year; however, none are operated on a permanent residential basis.

There is no accommodation within the mansion and only limited use is made of the bar

facilities located there. Accommodation is provided solely through the site's 325 lodges and static caravans, comprising a mixture of two-bedroom and four-bedroom units.

Environmental Infrastructure and Operations

Boat and Jet Ski Storage Area

A designated washing area is provided for boats and jet skis, with the use of biodegradable cleaning products encouraged. Wastewater from this area drains into a grid system; however, the final discharge destination could not be confirmed during the inspection.

Swimming Pool Facilities

The chlorine dosing pump for the swimming pool was repaired on the day of the inspection. Chemicals used to maintain pool water quality include:

- Chlorine granules
- Sulphuric acid
- Bicarbonate of soda (for alkalinity control)
- Calcium hardness treatment products

Ultraviolet (UV) Treatment System

The site is currently obtaining quotations to replace a UV bulb that is approaching the end of its operational lifespan.

Blower Unit

The blower unit associated with the treatment system was replaced during the week of the inspection.

Sampling Point

The permitted discharge point was not inspected as it could not be located. Post audit desk top investigation has located it on a field next to the site.

Final Effluent Discharge

The permitted discharge point is located within the Menai Strait. Due to its location, it was not possible to access and inspect the discharge point during the site visit.

Actions Required

Operating Techniques

- Confirm that the on-site sewage treatment plant complies with all relevant British Standards applicable at the time of installation.

Emissions to Water

- Confirm the disposal route for wastewater generated from the boat and jet ski washing area.
- Confirm the discharge arrangements for water from the site's two swimming pools.
- Explain how mud arising from the Mud Room is managed and prevented from entering the sewage treatment system.
- Describe the arrangements for managing water discharged from the site's 50 hot tubs.
- Provide a site drainage plan and wastewater flow diagram showing all relevant drainage and discharge routes.

Monitoring

- Provide copies of water sampling and monitoring results covering the previous 12 months.

Records

- Provide a written maintenance report detailing all routine and non-routine maintenance activities undertaken during the previous 12 months, including any incidents or actions that may have adversely affected effluent quality.

Observations and Recommendations

Emergency Alarm System

It is recommended that audible alarms associated with the sewage treatment system are linked to a monitored alert system or designated responsible person. This would help ensure that faults or operational issues are identified promptly and do not go unnoticed for extended periods.

Environmental Management Plan

It would be beneficial for the site to provide a copy of its Environmental Management Plan for review.

Site Name on Permit

The current site name is **Plas Coch Country and Leisure Retreat**. This differs from the name stated on the environmental permit, which refers to the site as **Plas Coch Caravan Park**. Consideration should be given to updating permit records to reflect the correct site name. Advice on changing the name by variation of the permit can be found via this link:

[Natural Resources Wales / Change \(vary\) an existing permit for a discharge of trade or mixed effluent](#)

Thank you.

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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.